

CONTRACTOR EXECUTE

Agreement

003731



BY AND BETWEEN

LOS ANGELES COUNTY PUBLIC WORKS

AND

ARAKELIAN ENTERPRISES, INC. DBA ATHENS SERVICES

FOR

**THE EXCLUSIVE FRANCHISE CONTRACT FOR THE
AREAS OF ROWLAND HEIGHTS/SOUTH DIAMOND BAR
(BRC0000448)**



Part I

Contract

BETWEEN

COUNTY OF LOS ANGELES BOARD OF SUPERVISORS

AND

ARAKELIAN ENTERPRISES, INC. DBA ATHENS SERVICES

FOR PROVISION OF RESIDENTIAL SOLID WASTE COLLECTION SERVICES

(BRC0000448)

FOR THE SERVICE AREAS OF

Rowland Heights/South Diamond Bar

WITH A SERVICE COMMENCEMENT DATE OF

JULY 1, 2025

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This exclusive franchise contract (CONTRACT) is made and entered into on this 25th day of June, 2025, by and between COUNTY of Los Angeles Board of Supervisors, acting in their capacity as the governing body COUNTY of Los Angeles (COUNTY), and Arakelian Enterprises, Inc. dba Athens Services, a Corporation registered in the State of California, located at 14048 East Valley Boulevard, City of Industry, California 91746 (CONTRACTOR). COUNTY and CONTRACTOR are each a Party and collectively referred to as the Parties.

RECITALS:

Purpose. To limit the wear and tear on COUNTY streets, reduce pollution from Collection Vehicle exhaust, increase customer service accountability, ensure compliance with Federal, State, and local laws, including Assembly Bills (AB) 341, 939, 1594, 1826, and Senate Bill (SB) 1383, by improving program implementation performance and reporting accuracy, and facilitate more efficient CONTRACT administration and enforcement by COUNTY staff.

Solid Waste Haul Permits. County of Los Angeles Department of Public Health issued permits to haulers for the hauling of solid waste with requirements to protect public health and safety, including frequency of Collection and Collection Vehicle maintenance. CONTRACTOR shall continue to obtain that permit and comply with all its provisions; and

Mandatory Solid Waste Diversion. The State of California has found and declared that the amount of solid waste generated in California coupled with diminishing landfill space and potential adverse environmental impacts from land filling have created an urgent need for State of California and local agencies to enact and implement an aggressive, new integrated waste management program. Through enactment of AB 939, the State of California has directed agencies, such as COUNTY to Divert 50 percent of all solid waste through source reduction, recycling, and composting activities. The California Department of Resources Recycling and Recovery (CalRecycle) had granted COUNTY a timeline to achieve compliance with the AB 939 Diversion requirements to which COUNTY had met. Additionally, with the passage of Senate Bill 1383, COUNTY must meet CalRecycle's targets related to Organic Waste. Continued compliance is based in part on executing and implementing this CONTRACT to secure cooperation with CONTRACTOR'S AB 939 waste Diversion programs, record keeping, and reporting; and

County Waste Management Plan. COUNTY Board of Supervisors adopted the Roadmap to a Sustainable Waste Management Future in 2014. It is a comprehensive plan for a waste free future and is a proactive approach to developing innovative policies for managing waste that further reduces COUNTY's reliance on landfills. It established the following intermediate and long-term disposal reduction targets: 80 percent Diversion from landfills by 2025, 90 percent Diversion from landfills by 2035, and at least 95 percent Diversion from landfills by 2045; and

Task 1: Waste Discarded in Containers. Director has determined to provide for Municipal Solid Waste (MSW) Management Services in portions of Los Angeles County under the terms of this CONTRACT for reasons including the following:

- To assist residents located in the Service Area that discard solid waste in Carts to receive quality MSW Management Services, and
- To provide COUNTY with programs, records, and reports that will help COUNTY comply with AB 939, SB 1383, and other laws.

This CONTRACT requires the Diversion of Organic Waste from landfills as described in SB 1383. Green Waste is defined in Attachment 5-10A and is organic matter generated from landscaping and gardens. Green Waste will continue to be Collected from the Green Waste Container; however, the Green Waste Container may also be used to Collect Food Waste and other Organic Waste specified in SB 1383. Due to the familiarity of the green colored container being referred to as the Green Waste Container, that description will remain unchanged, even if Food Waste is placed inside.

COUNTY issued a 5-year notice under California Public Resources Code (PRC) Section 49520 of COUNTY'S intent to authorize, among other options, the exclusive franchising of MSW Management Services in portions of COUNTY; and

Task 2: Abandoned Waste Collection. Director has also determined to contract for Collection of the following in this CONTRACT:

- Efficient removal of Abandoned Waste and preventing the illegal dumping from becoming a community eyesore, decreasing neighborhood property values, posing a safety hazard, providing a breeding ground for disease carrying rodents, insects, and other vermin, and in general, lowering the quality of life for residents.
- Maintenance of public curbside receptacles.
- Removal of Carts, Dumpsters, and roll-off containers the Director has deemed abandoned.
- Removal of waste from abandoned Homeless Encampments and provide regular Collection from occupied Homeless Encampments.
- Provide emergency services to remove Solid Waste not Collected or prevent it from not being Collected in any part of the County of Los Angeles or adjacent counties that in the judgement of the Director creates a danger to public health, safety, or welfare.

Compliance with Law. CONTRACTOR shall perform Contract Services in accordance with all the laws governing the safe Collection, transport, Recycling, and disposal of Residential and Commercial Solid Waste, including but not limited to AB 341, 939 and AB 1826, SB 1383, Recovered Conservation and Recovery Act (RCRA), and Comprehensive Environmental Response Compensation and Liability Act (CERCLA).

Compliance with California Environmental Quality Act (CEQA). COUNTY adopted a Negative Declaration in 2022 to evaluate known impacts for required services. Any potential new or expanded facilities that CONTRACTOR may propose in the Service Area would be required to undergo local approval, entitlement, and permitting processes, which includes CEQA review. The cost of such facilities and any associated permitting processes (including CEQA review) must be paid for by CONTRACTOR proposing such facilities.

CONTRACTOR / “Arranger”. Under this Contract, COUNTY may exercise control over the disposal or other disposition of the Solid Waste handled by the CONTRACTOR, commonly referred to as flow control. It may designate or determine the use of any given Solid Waste Facility. Although minimum scope of Contract Services, Service Specifications, and Service Standards are set forth in this CONTRACT, COUNTY has not, and by this CONTRACT does not, supervise Contract Services or assume title to Solid Waste; and

Competitive Procurement. COUNTY issued a Request for Proposals (RFP) or Invitation for Bids (IFB) to provide Contract Services under this CONTRACT. Private waste hauling companies submitted proposals or bids, including their proposed schedule of rates and charges. For franchised services, COUNTY selected a CONTRACTOR based, among other things, on CONTRACTOR'S price proposal and work plan for Contract Services.

Compensation. The following describes the compensation allowed under this CONTRACT:

- Exhibit 7 provides for CONTRACTOR'S compensation under Task 1 Services. Under this CONTRACT, the CONTRACTOR cannot charge its Customers more than the Customer Service Fees in the Customer Fee Schedule in Attachment 7-2 Task 1 Service Fees in Exhibit 7.
- Exhibit 3A2 provides for CONTRACTOR's compensation under Task 2 Services and COUNTY Service Fees in Attachment 7-3 Task 2 Service Fees in Exhibit 7.
- Exhibit 3A2 provides for CONTRACTOR'S compensation for substitute, emergency, and backup services. Under this CONTRACT, the CONTRACTOR cannot charge COUNTY more than the rates in Attachment 7-4 Emergency Service Fees in Exhibit 3A2 or comparable municipal Solid Waste fees.
- In no event shall the aggregate total amount of compensation paid to the CONTRACTOR exceed the amount of compensation authorized by the Board. Such aggregate total amount is the Maximum Contract Sum.
- CONTRACTOR is not allowed to add any surcharges in addition to the fees that were entered on Form PW-2, Schedule of Prices. Any fuel, environmental, or other fees must be included in the original bid and may not be added later.

Franchise Authorization. PRC Section 40059 specifically authorizes COUNTY to prescribe the terms and conditions of aspects of Solid Waste management services, including:

- The nature, location, and level/extent of services;
- The frequency of collection;
- The means of collection and transportation;
- The Service Fees and fees; and
- Whether the services are to be provided by means of nonexclusive, partially exclusive, or wholly exclusive franchise, contract, license, permit or otherwise.

County Code Chapter 20.70 authorizes Director to require franchises in any part of the unincorporated territory of COUNTY that is not served by a Garbage Disposal District.

Franchise Development. COUNTY consulted with representatives of waste haulers in developing the original agreement. COUNTY and representatives of the private hauling industry met many times to discuss the scope of franchise services, service specifications, service standards, and other performance obligations and to address the industry's questions, comments, and concerns.

Start/Stop Contract Services. COUNTY reserves the right to stop and start any Contract Services with Notice to CONTRACTOR and adjust fees as a result of the change in services.

NOW, THEREFORE, THE PARTIES AGREE AS FOLLOWS:

This CONTRACT applies to both Contract Services (Task 1 Services and Task 2 Services), unless specifically indicated otherwise. However, Exhibits 3A1 and 3A3 apply only to Task 1 Services, and Exhibit 3A2 applies only to Task 2 Services.

SECTION 1 - GRANT OF RIGHTS AND PRIVILEGES TO PROVIDE TASK 1 SERVICES

A. Requirements/Grant of Rights

1. Grant of Rights and Privileges

COUNTY grants CONTRACTOR the right and privilege, together with the Performance Obligations, to provide Contract Services.

a. Conditions

- CONTRACTOR is ready, willing, and able to provide Contract Services;
- CONTRACTOR meets all its Performance Obligations,
- No CONTRACTOR Default has occurred; and
- CONTRACTOR fully and timely pays applicable Franchise Fees

b. CONTRACTOR Acceptance

CONTRACTOR accepts these rights and privileges, together with Performance Obligations, subject to all terms and conditions in this CONTRACT and the exclusions in subsections B (Exclusions from Service) and C (Exclusions from Exclusivity) of this Section.

2. Grant of Exclusive Franchise for Collection in Residential Carts

COUNTY grants to CONTRACTOR and CONTRACTOR accepts the exclusive right and privilege together with the obligation to provide Task 1 Customer Services, by making independent arrangements with customer, with respect to solid waste discarded in Carts at Residential Premises within the Service Area, subject to all the terms and conditions in this CONTRACT and the exclusions in subsections B (Exclusions from Service) and C (Exclusions from Exclusivity) of this Section.

B. Exclusions from Service

The following Collection services are not part of this CONTRACT. While these are not included within this CONTRACT, CONTRACTOR may provide services independent of this CONTRACT, such as to a school district facility within the Service Area.

1. Solid Waste to be Self-Hauled

This CONTRACT excludes the right and privilege that CONTRACTOR Collect, transport, and Divert/Dispose Solid Waste that Persons self-haul. Anyone, including Persons performing services other than MSW Management Services (such as roofers and gardeners) at those

Premises, may collect in receptacles other than Container provided by CONTRACTOR, transport in their own Vehicles, and themselves Dispose of some or all the Solid Waste generated at those Premises.

2. COUNTY and Third-Party Agencies

This CONTRACT excludes the right and privilege to arrange to provide Task 1 Services to Premises owned or controlled by any of the following entities:

- COUNTY or any other entity governed by the Board of Supervisors;
- State of California;
- Federal government
- Any city;
- Railroad and utility properties without occupied structures;
- Any public-school district; or
- Any entity that is excluded by Applicable Law from the obligation to subscribe to Task 1 Services under this CONTRACT.

This CONTRACT does not prohibit CONTRACTOR from executing separate contracts with those entities to provide MSW Management Services.

3. Rights Under California Public Resources Code Section 49520

a. Exclusion

This CONTRACT excludes the right and privilege to arrange for providing Contract Services with any Person who is receiving Solid Waste handling services from a solid waste enterprise that has the statutory right to continue to provide solid waste handling services to that Person under PRC Section 49520 *et seq.*

b. Acknowledgement

CONTRACTOR acknowledges:

(1) No Statutory Rights

This CONTRACT does not grant CONTRACTOR any rights under PRC Section 49250 *et seq.*

(2) Expired Term

This CONTRACT is an exclusive franchise.

Upon expiration of this CONTRACT, no unexpired Term will remain. CONTRACTOR will have no right to continue providing Contract Services, MSW Management Services, or Solid Waste handling services under PRC Section 49250 *et seq.*

(3) *Terminated CONTRACT*

If COUNTY exercises its remedy to terminate this CONTRACT for CONTRACTOR fault, CONTRACTOR will have no right to continue providing Contract Services, MSW Management Services, or Solid Waste handling services under PRC Section 49251.

(4) *Contract Claims*

CONTRACTOR does not have the right to make any claim under PRC Section 49520, but only under this CONTRACT.

c. Stop Contract Services / Procure New Services

Upon expiration or termination of this CONTRACT, CONTRACTOR shall stop providing Contract Services even if the expiration or termination occurs before the end of the period described in PRC Section 49520. After expiration or termination of this CONTRACT, COUNTY may reprocurse one or more agreements for MSW Management Services with CONTRACTOR or other Persons. Those agreements may be exclusive, partially exclusive, or wholly exclusive franchises, contracts, licenses, permits or otherwise, with or without competitive bidding.

4. Donation or Selling of Recyclables

This CONTRACT excludes the right and privilege to Collect Recyclables that Occupant donates or sells to Persons other than CONTRACTOR.

5. Collection from Commercial and Multifamily Premises

This CONTRACT excludes the right and privilege to Collect transport, as well as Disposal/Diversion of Solid Waste from Commercial Premises and Multifamily Premises with five or more units, except where Director has deemed it necessary to include a Commercial Premises or Multifamily presence and informs CONTRACTOR of these locations in writing. For example, while most businesses are not included in CONTRACT, there may be an isolated business that uses Carts and there are homes nearby, so it is more efficient to CONTRACTOR.

6. Collection of Solid Waste in Dumpsters

This CONTRACT excludes the right and privilege to provide Collection, transport, and Disposal/Diversion of Solid Waste in Dumpsters, excluding Manure-only Dumpsters. Persons may arrange with the COUNTY Authorized Commercial Waste Hauler to provide MSW Management Services for Manure in Dumpsters. Persons may have Carts with exclusive Collection services from CONTRACTOR and have a Manure Dumpster with service from another waste hauler.

7. Vacant Properties

This CONTRACT excludes the right and privilege to arrange to provide Task 1 Services to parcels identified by the Los Angeles County Office of the Assessor as vacant.

C. Exclusions from Exclusivity

While the following Collection services are part of this CONTRACT, CONTRACTOR does not have the exclusive right to perform these services.

1. County Services – Abandoned Waste and Litter Collection Services

This CONTRACT is not exclusive in regard to County Services. COUNTY reserves the right to use its own forces or to contract with any company to provide Task 2 County Service including Collection of Abandoned Waste or emptying public receptacles.

2. Emergency Services

This CONTRACT is not exclusive in regard to Collection of Solid Waste during emergencies, as described in Section 11. Under this Section, CONTRACTOR may be requested to perform work in other COUNTY Franchise areas, Garbage Disposal Districts, cities, or Counties. Likewise, other waste haulers may be requested to provide Solid Waste services within this Service Area.

3. Single-Pass Accounts

This CONTRACT is not exclusive in regard to Collection, transportation and Disposal/Diversion from Customers that request and are approved by Director for one truck for the Refuse, Recyclables, and Green Waste Municipal Solid Waste Services. See item M of Section 4 for single-pass details.

4. Certain Organic Waste Collection

a. Micro-Haulers

This CONTRACT excludes the exclusive right and privilege to Collect Organic Waste that Occupant provides to Director approved/contracted Micro-Hauler. Director allows certain Customers to utilize Micro-Haulers to Collect, transport, and Divert part or all their Organic Waste that they generate, including but not limited to the collection of Manure, Landscaping, Food Waste.

Micro-Haulers are not to provide organic service to an Occupant equal to or more than one 64-gallon container collected weekly. Micro-haulers are not to exceed collection threshold of 3 tons of organic waste per month within the Service Area.

b. Onsite Management

This CONTRACT excludes the exclusive right and privilege to Collect Organic Waste that Occupant manages on the site where it is generated, such as onsite composting.

c. Manure

This CONTRACT excludes the exclusive right and privilege to Collect Manure. Manure may be Collected by CONTRACTOR or the County authorized hauler for the area.

D. Definition of Rights

In accordance with PRC Section 49523, based on the mutually satisfactory terms of providing Task 1 Services set forth in this CONTRACT and receipt of compensation therefore, CONTRACTOR shall cease providing Contract Services on the Expiration Date even if that Expiration Date should occur before the expiration of the period described in PRC Section 49520. This CONTRACT and acknowledgments in this CONTRACT do not foreclose COUNTY from re-procuring contracts for MSW Management Services, including from CONTRACTOR, after termination of this CONTRACT, by nonexclusive, partially exclusive, or wholly exclusive franchise, contract, license, permit or otherwise, with or without competitive bidding.

E. Payment of Franchise Fees to COUNTY

In consideration for exclusive franchise rights granted under this CONTRACT, CONTRACTOR shall pay COUNTY the Franchise Fee at the time and in the amount and manner established from time to time by COUNTY ordinance or resolution of the Board of Supervisors. CONTRACTOR is solely responsible for payment of the Franchise Fee to COUNTY and shall not bill Customers for the Franchise Fee or any part thereof. CONTRACTOR acknowledges that the elimination of competition with private persons for Contract Services under this exclusive franchise has significant monetary value to and confers exclusive benefits upon CONTRACTOR.

F. Privacy (Contract Services)

1. General

CONTRACTOR shall strictly observe and protect the rights of privacy of Customers and Occupants. CONTRACTOR shall not reveal to a Person other than COUNTY any information identifying individual Customers and Occupants or the composition or contents of a Customer's Solid Waste to any Person unless under Section 9 or upon the authority of law or upon valid authorization of the Customer. This provision may not be construed to excuse CONTRACTOR from its obligations to assist COUNTY in the preparation of Solid Waste characterization studies or waste stream analyses, keeping Records, making Reports, or assisting COUNTY on meeting Federal, State, and local requirements.

2. Mailing Lists

CONTRACTOR shall not market or distribute mailing lists with the names and addresses of Customers and Occupants.

3. Privacy Rights Cumulative

CONTRACTOR'S obligations in this Section are in addition to any other privacy rights accorded Customers and Occupants under Applicable Law.

G. Ownership of Solid Waste

This CONTRACT does not purport to grant CONTRACTOR ownership over Solid Waste. The right to possession or ownership of Solid Waste placed at the Set-Out Site for Collection, including Green Waste, Food Waste, Recyclables, and Abandoned Waste, will be determined in accordance with existing law and is not affected by this CONTRACT. COUNTY acknowledges that it has no ownership rights in Solid Waste and that CONTRACTOR may provide for transfer of ownership in the Terms and Conditions.

SECTION 2 - TERM OF CONTRACT

A. Term of Contract Services

This CONTRACT is effective and binding on the Execution Date. It expires on the Expiration Date. Certain Performance Obligations survive expiration or termination of this Contract under subsection B below.

“**Commencement Date**” may be as early as:

- 07/01/2025 for **Rowland Heights/South Diamond Bar**.

1. Expiration of the CONTRACT Term

- **06/30/32** plus any extensions in accordance with the following subsection A3, A4, and A5 for **Rowland Heights/South Diamond Bar**.
- An earlier date that the Contract terminates in accordance with Part 6D of Exhibit 5.

2. Extensions of the CONTRACT Term

Director shall have the sole option to extend the initial Term of this CONTRACT under the following subsections A3, A4, and A5.

3. Twelve, 1-Month Extensions

Director may, extend the Term of this CONTRACT up to 12 times, each time in an increment of one to 12 months for a total of no more than 12 months. For example, the Director may first extend the Term for three months, subsequently extend it for two more months, and lastly extend it for one more month.

4. Response to Emergency Extensions

In the event of a declared emergency lasting three months or longer and resulting in implementation of items 1, 2 and 3, of Section 11, item B, Director may extend the CONTRACT Term by the duration equal to that of the duration of the implementation of no stop service, no late fees, and extended payments options set forth in item B6 of Section 11. See that section for more details.

5. Contract Extension Cumulative

The contract extensions are cumulative and may be exercised in any order. For example, after the end of the initial Term, Director may issue two 2-year extensions, one 3-month extension, followed by one 1-month extensions.

6. Transition to Next Waste Hauler

Certain obligations of CONTRACTOR survive the termination of this CONTRACT as provided under subsection B6 below.

7. Notification to CONTRACTOR

Director will Notify CONTRACTOR of the intent to extend or not extend this CONTRACT no later than the following:

- 90 calendar days before a 2-year extension begins
- 10 calendar days before a 1-month extension begins

B. Obligations Upon Expiration or Termination of CONTRACT

The following provisions will survive the expiration or termination of this CONTRACT:

1. Acknowledgements

All acknowledgments, including those in the following Sections:

- Item D of Section 1 (inapplicability of PRC 49520)
- Item C of Section 2 (no recovery of undepreciated asset value)
- Item A of Section 3 (no COUNTY responsibility for supervising or performing Task 1 Services)
- Item A of Section 9 (Record maintenance)
- Part 10 of Exhibit 5 (interpretation of this CONTRACT)

2. Representations and Warranties

All representations and warranties, including those made in accordance with the following Sections:

- Part 10 of Exhibit 5 with respect to review of this CONTRACT
- Item B of Section 14, Authority to Execute
- Attachment 5-9H, CONTRACTOR'S Representations and Warranties

3. Indemnities

All Indemnities.

4. Payments

All obligations to pay any due and payable monetary amounts or requests for those amounts, including:

- Payment of Transfer Deposits and Transfer Costs

- Damages under item D of Section 12
- Payment of County Service Fees under Exhibit 3A2
- Refund due to Customers that pay Customer Service Fees in advance of Customer Service
- Any Franchise Fees

5. Records and Reports

All obligations to maintain and submit Records and Reports, including:

- The final Annual Report
- Information with respect to Solid Waste Facilities
- Copies of certificates of insurance or other evidence of coverage
- Records of Disposal
- Notice of Destruction of Records of Disposal
- Inspection and audit
- Records of Abandoned Waste Collection including supporting documentation

6. Provisions Surviving Expiration Date

Any other provisions of this CONTRACT and rights and obligations of the Parties stated to survive the Expiration Date, including:

- This subsection B6 (cooperation during transition; removal of Carts), and
- Subsection C (no recovery of undepreciated asset value).

a. Cooperation During Transition

If CONTRACTOR is not awarded a new CONTRACT to allow CONTRACTOR to continue to provide MSW Management Services substantially similar to Contract Services in this Service Area after the expiration or termination of this CONTRACT, CONTRACTOR shall cooperate fully with Director and the succeeding contractor, licensee, permittee, or other provider of MSW Management Services to assure a smooth, efficient, orderly, timely, and effective transition. This includes providing an accurate customer list with service level and special services such as roll out and special rates such as senior discounts.

b. Removal of Carts

With respect to Task 1 Services, CONTRACTOR shall not remove a Container from any Premises until the earlier of:

- The date any replacement Containers are provided to the Customer by succeeding contractor, or
- 4 weeks after the Expiration Date.

7. Container Purchase Option

COUNTY may purchase Containers as specified in item D11 of Exhibit 3A1.

C. Undepreciated Assets

If any of CONTRACTOR'S Service Assets remain undepreciated upon the expiration or earlier termination by COUNTY of this CONTRACT, CONTRACTOR has no right to recover amounts equal to the undepreciated asset value from COUNTY or Customers, and neither COUNTY nor Customers are obligated to compensate CONTRACTOR for any undepreciated asset value.

CONTRACTOR acknowledges that when exercising its option to extend the Expiration Date, COUNTY need not consider whether any Service Assets are not fully depreciated as of the Expiration Date, and that CONTRACTOR invested in and depreciated those Service Assets in CONTRACTOR'S sole discretion.

SECTION 3 - SCOPE OF SERVICES AND SPECIFICATIONS (Contract Services)

A. Prescribed Scope

1. Task 1 Services

With respect to Task 1 Services, CONTRACTOR shall arrange to provide services to Premises in the Service Area in accordance with Exhibit 3A1 to both the following:

- Any Person in the Service Area who was receiving service immediately prior to the Commencement Date from COUNTY's contractor under a previous contract with COUNTY,
- Any Person who requests Task 1 Services.

2. Task 2 Services

With respect to Task 2 Services, CONTRACTOR shall provide services to Director in accordance with Exhibit 3A2.

3. Additional Contract Services Requirements

With respect to additional Contract Services, CONTRACTOR shall provide services in the Service Area to Director in accordance with Exhibit 3A3.

4. General

Contract Services include providing Goods, Services, and Property necessary to meet Performance Obligations, including:

- Labor and supervision;
- Software and hardware, including Records of Customer subscription and complaints, billing, and routing, and system utilized by Director to track Task 1 and Task 2 Services;
- Leases; subleases; installment purchase agreements, including with respect to Vehicles and Carts;
- Equipment, including Vehicles, Carts, or other Containers (such as for special events);
- Supplies;
- Insurance, bonds, or other performance security if the insurer, surety, or another provider is an Affiliate or a captive of CONTRACTOR or any Affiliate;
- Maintenance and Office-administration facilities, and their contents,
- Legal, risk management, general, and administrative services.

CONTRACTOR must provide Contract Services in accordance with Service Specifications and Service Standards. Nevertheless, CONTRACTOR has the

freedom and discretion to determine the means, manner, or method of providing Contract Services. CONTRACTOR acknowledges that in entering into this CONTRACT, COUNTY is not responsible for supervising CONTRACTOR or for performance of any Contract Services. CONTRACTOR is responsible for choosing the Solid Waste Facilities, unless otherwise directed by COUNTY. In addition, COUNTY is not the owner or titleholder of any material Collected, transported, Disposed of, or otherwise handled by CONTRACTOR.

Any work performed outside the Performance Specifications without Director's prior written approval will be deemed to be a gratuitous effort by CONTRACTOR. CONTRACTOR shall have no claim against COUNTY for any consequential or related liabilities.

5. Criminal Background Investigation

Upon Director's request, each of CONTRACTOR's staff performing services under CONTRACT, who is in a designated sensitive position, typically in regards to accessing private property or accessing County electronic data, as determined by Director in Director's sole discretion, must undergo and pass a background investigation to the satisfaction of Director, as a condition of beginning and continuing to perform services under CONTRACT. Such background investigation must be obtained through fingerprints submitted to the California Department of Justice to include State, local, and federal-level review, which may include criminal conviction information. The expenses associated with the background investigation will be at the expense of CONTRACTOR.

Director, in its sole discretion, may immediately deny performing services under CONTRACT by any member of CONTRACTOR's staff that does not pass such investigation to the satisfaction of Director or whose background or conduct is incompatible with County policies.

Disqualification of any member of CONTRACTOR's staff pursuant to the section will not relieve CONTRACTOR of its obligation to complete all work in accordance with the terms and conditions of CONTRACT.

B. Change in Scope of Services

At the Director's sole discretion, the Service Area may be adjusted, either larger or smaller, by revising the map in item A of Exhibit 16. Task 1 Customer Services and/or Task 2 County Services within the adjusted area will be modified accordingly.

1. Task 1

Director may change the scope of Task 1 Services and Service Standards in accordance with Part 9 of Exhibit 5, subject to any adjustment in the Customer Service Fees in accordance with item A of Section 7.

2. Task 2

Director may change the scope of Task 2 Services and Service Standards in accordance with Part 9 of Exhibit 5, subject to any adjustment in COUNTY Service Fees in accordance with Attachment 7-3 Task 2 Service Fees.

C. Vehicles

1. General

CONTRACTOR shall provide Vehicles of appropriate numbers, sizes, capacities, and functions required for the efficient Collection of different types of Solid Waste, such as Refuse, Recyclables, Organic Waste, Bulky Items, and Abandoned Waste. This includes any special vehicles necessary due to obstacles such as tree branches, narrow roads, congested areas, and steep hills. CONTRACTOR shall also provide non-compacting Vehicles for the Collection of E-waste, white goods and any other material that contains chlorofluorocarbons. Vehicles shall be so constructed such that Solid Waste or liquids will not blow, fall, sift, or leak out of the truck into the street. CONTRACTOR shall equip Vehicles with a shovel, broom, and petroleum absorbent agents. CONTRACTOR shall comply with any additional requirement with respect to the Vehicle as set forth in Exhibit 3A3.

2. Automation

CONTRACTOR shall Collect Refuse, Recyclables, and Organic Waste in automated Collection Vehicles, except CONTRACTOR may Collect the following materials in non-automated Collection Vehicles:

- a. Bulky Items including E-waste*
- b. Christmas trees*
- c. Solid Waste discarded at Set-Out Sites that are Difficult to Service*

3. Fuel/Power

a. Types

Within the first 12 months after Execution, all Vehicles used for automated Collection must use Liquid Natural Gas (LNG), Compressed Natural Gas (CNG), Renewable Natural Gas (RNG), electric, or other alternatives to diesel fuel, as approved by Director

unless [Contractor Documentation](#) provides otherwise with respect to [Collection](#) at [Premises](#) that are difficult to serve as permitted in item O of this Exhibit.

CONTRACTOR shall procure RNG derived from recycled Organic Waste that meets SB 1383 regulations Section 18993.1(h) requirements in the amount of, at least, 25% of their total fuel usage for servicing the Service Area. CONTRACTOR shall agree that the COUNTY has the sole right to report this RNG procurement towards the COUNTY's fulfillment of its annual recovered Organic Waste product procurement target defined in accordance with 14 CCR Section 18993.1.

CONTRACTOR may propose an alternative procurement plan, as listed in item B22 of Exhibit 17 Contractor Documentation, with justification for why RNG procurement is not feasible or reasonable, provided the plan meets the 0.08 tons of Organic Waste per resident in the Service Area per year, required in SB 1383, Section 18993.1(c). Implementation of such plan is subject to Director approval.

b. Reporting

CONTRACTOR shall maintain and update a monthly vehicle record for all vehicles servicing Director. Records for fuel vehicles shall include vehicle type, fuel type used, and fuel consumption, and records for electric vehicles shall include electricity consumed in kilowatt-hours (kWh). If electricity consumed is not available for electric vehicles, then records shall include miles traveled and fuel economy. Fuel and electricity consumption and/or mileage only needs to be recorded for CONTRACT-related trips.

Records shall be maintained for a period of at least three years. CONTRACTOR shall provide to Director upon request in addition to fulfilling reporting requirements stipulated under item A2 of Section 10, Reports.

4. Extra Vehicles

[CONTRACTOR](#) shall maintain enough back-up [Vehicles](#) to replace similar types of [Vehicles](#) in the event of breakdowns, and emergencies. [Director](#) may specify a minimum number of backup [Vehicles](#).

5. Maintenance

[CONTRACTOR](#) shall maintain [Vehicles](#) reasonably clean, and in good mechanical condition, and well painted, all to the satisfaction of [Director](#). [CONTRACTOR](#) shall maintain [Records](#) of inspections and maintenance of

all mechanical equipment that [CONTRACTOR](#) uses to provide [Contract Services](#), including [Vehicles](#). [CONTRACTOR](#) will use [Vehicles](#) that are safe to operate, in accordance with the requirements promulgated by [COUNTY](#) Department of Public Health, California Highway Patrol, South Coast Air Quality Management District, manufacturer, and all other applicable Federal, State, County, and local laws and regulations. [CONTRACTOR](#) shall allow [Director](#) to view all inspection and maintenance [Records](#) and shall provide [Director](#) with those [Records](#) upon request.

[CONTRACTOR](#) is not required to provide new [Vehicles](#) on the [Commencement Date](#) or to retire [Vehicles](#) of any specified age. However, [CONTRACTOR](#) shall not operate [Vehicles](#) that repeatedly breakdown or leak. [CONTRACTOR](#) shall replace a Vehicle that [Director](#) determines to be of unsatisfactory operating condition, such as one that is frequently breaking down and delaying services, leaking fluids, making excessive noise, or exhibiting other significant issues identified by [Director](#).

6. Vehicle List

[CONTRACTOR](#) shall use only [Vehicles](#) that have been submitted to and approved by [Director](#). [CONTRACTOR](#) shall submit a complete list of [Vehicles](#), including back-up [Vehicles](#), using Form V, accessible through [Director's](#) Solid Waste Information Management System (SWIMS) or similar system as directed by DIRECTOR, and update it as [Vehicles](#) change.

7. Vehicle Billboards

[CONTRACTOR](#) shall equip automated [Collection Vehicles](#) with frames on both sides capable of securing signs measuring approximately 30 inches by 90 inches or another dimension approved by [Director](#). [CONTRACTOR](#) shall design, print, and install signs on each frame promoting [Recycling](#), [Diversion](#) and safe handling of [Unpermitted Waste](#) or other topics as requested by [Director](#), with text, graphics, and design approved by [Director](#), up to six times throughout the [CONTRACT](#) term. [CONTRACTOR](#) shall ensure that the appropriate [Director](#)-approved signs are affixed to the [Vehicle](#) always. [Director](#) reserves the right to interchange any of the six signs up to four times per [Contract Year](#). [CONTRACTOR](#) shall not use the billboards for commercial advertising. [Item B3 of Exhibit 16](#) includes examples of sign designs.

8. Company Name

[CONTRACTOR](#)'s name or other name, as approved by [Director](#), and logo shall appear on all [Vehicles](#).

9. Vehicle Monitoring

In all Vehicles used for Collection of Task 1 or Task 2 Services, including monitoring, CONTRACTOR shall install devices to monitor Vehicles' operations, including Global Positioning Systems (GPS) that record Vehicle's route and at a minimum, a video equipment capable of capturing forward facing footage and a Solid Waste footage as it falls into the automated Collection Vehicle, unless Director consents otherwise. Video and location monitoring is required when maintaining Hot Zones, both for the monitoring and Collection. A side-facing footage is not required for the Collection of Abandoned Waste or Bulky Items or Hot Zone monitoring. Monitoring equipment must be recording once a Vehicle leaves the yard during days of operation. Providing access to live streaming of video or GPS data to Director is not required but CONTRACTOR must provide COUNTY any software or licenses required to view recording or data.

Reports submitted to Director are to include maps of the vehicle's location with times as recorded based on the pinging and the video captured by the cameras, both with time and date stamps.

On a weekly basis, Director may request copies of video and/or GPS Reports for Refuse, Recyclables, and Organic Waste Collection for one specific location and a second location within a Hot Zone, if applicable to the Service Area. This will typically be for one block of a street or alley. Director may request additional locations if Director suspects that the terms of the CONTRACT are being violated. For example, a high number of missed Collections or complaints of Collection after 6 pm would be an indicator for requesting additional Reports.

On a monthly basis, Director may request a copy of GPS Reports for one entire Refuse, Recyclables, and Organic Waste Collection route that a specific Collection Vehicles travel in one day. This will typically be from the time the Vehicles leaves the yard until it returns at the end of the day. Director may request additional locations if Director suspects that the terms of the CONTRACT are being violated.

CONTRACTOR shall provide copies of Reports within two business days of receiving Director request. Request may be for a specific time or a geographic location (e.g. between 10:00 a.m. and 11:00 a.m., or 1200 block of Main St.). CONTRACTOR's failure to provide Reports requested by Director within time specified by Director may be considered an admission of fault for the purposes of assessing Liquidated Damages. For example, if CONTRACTOR does not give Director a requested Report, within a period specified by Director, to verify that a Vehicle Collected all Containers on an identified block, Director may assume that CONTRACTOR did not Collect those Containers and assess Liquidated Damages.

a. Video Equipment

Video must be geotagged for location, time/date stamped, and at a resolution adequate to clearly identify the location being serviced and typically not less than 1280 x 720 at 30 frames per second. Recording of the video must be segmented for each Collection and not continuous for the entire route. Video must be geo-tagged to each Collection.

CONTRACTOR shall retain all videos in an electronic format for a minimum of 14 calendar days, or other duration as approved by Director.

(1) Forward Facing Footage

CONTRACTOR's automated Collection Vehicles shall be equipped with a video camera capable of capturing images that are forward facing, or angled slightly to the right, to validate service complaints such as missed Collections and other items that may be of interest to Director.

(2) Waste Collection Facing Footage

CONTRACTOR's automated Collection Vehicles shall be equipped with a video camera to validate Occupant compliance with County Disposal practices and applicable laws. Footage is to face forward on a front-loading Vehicle and toward the curb/passenger side for side-loading Vehicles. Video may be of interest to Director for use in conducting route reviews and contamination investigations.

b. Global Positioning System (GPS)

GPS data will be maintained by CONTRACTOR either directly or through a third-Party service. The GPS shall be able to track a Vehicle's route with lines or dots superimposed on a map.

The GPS shall gather the following data: date, time, speed, direction, location (address) and shall be able to generate Reports. CONTRACTOR shall retain all data for a minimum of 90 calendar days or other duration approved by Director.

The minimum locate schedule (ping frequency of occurrence that GPS data is received from the Vehicle) shall be at least every one minute for fully automated Collection and at least every ten seconds for other Collection Vehicles, when within the Service Area.

10. Special Vehicles

See Exhibit 3A3 for possible special [Vehicle](#) requirements in this [Service Area](#). This is likely only for areas with significant mountainous terrain.

11. No Comingling of Abandoned Waste and Bulky Items

CONTRACTOR shall use separate Vehicles for the Collection of Abandoned Waste and Bulky Items. This is necessary to allow CONTRACTOR to report the tonnages of each type of waste. However, Director may consider approving comingling in Service Areas with the following circumstances:

- Small quantities of Abandoned Waste, or
- Rural areas where the distance between Occupants is great, or
- Rural areas where the road condition is poor.

If approved, CONTRACTOR must estimate the percentage based on weight of Abandoned Waste and Bulky Items collected, such as 75 percent of the load was Abandoned Waste with daily tonnages and percentages tracked for Reporting.

SECTION 4 - SERVICE STANDARDS

A. Public Health and Safety; Nuisances (Contract Services)

CONTRACTOR shall immediately Report to Director any public health and safety or nuisances listed below. All cleanups are immediate, including those outside normal working hours.

1. Litter

CONTRACTOR shall immediately clean up all litter it caused. If CONTRACTOR services an over-filled Container where the lid cannot be closed, any litter must be cleaned.

When Collecting any Bulky Item or Abandoned Waste, CONTRACTOR shall also clean up all litter within a 3-foot radius of the site from which CONTRACTOR Collected the Bulky Item or Abandoned Waste. CONTRACTOR shall ensure that each Vehicle is properly staffed and equipped for this purpose.

2. Spills

CONTRACTOR shall enclose or cover Solid Waste that it transports in Vehicles, debris boxes, hoppers, compactors, or any other containers. CONTRACTOR shall prevent Solid Waste from escaping, dropping, spilling, leaking, blowing, sifting, falling, or scattering from Vehicles ("Spills") during Collection and transportation. CONTRACTOR shall not transfer loads from one Vehicle to another Vehicle unless necessitated by mechanical failure or accidental damage to a Vehicle. CONTRACTOR shall immediately clean up any Spills on any alley, street, or public place.

3. Leaking

CONTRACTOR shall prevent oil, hydraulic fluid, paint, water, or other liquids from leaking from its Vehicles. CONTRACTOR shall ensure that each Vehicle carries petroleum absorbent agents and other appropriate cleaning agents. CONTRACTOR shall immediately notify Director of any leaks.

If any liquid leaks from a Vehicle, CONTRACTOR shall immediately cover, treat, or remove the liquid materials from the ground, as necessary, and apply the necessary cleaning agent to minimize the adverse impact of the liquid materials. Remediation may include power washing, steam cleaning, or cleaning with a detergent, if deemed necessary by Director. While power washing will not completely remove stains, it must significantly reduce them as well as remove any residue from the pavement. All liquids generated

during power washing must be contained, removed from the site, and properly disposed.

4. Noise

CONTRACTOR shall conduct Collection as quietly as possible, in compliance with noise levels prescribed by Applicable Law, including County Code Section 12.08.520-Refuse Collection Vehicles. CONTRACTOR shall cause the least possible obstruction and inconvenience to public traffic or disruption to the peace and quiet of the Service Area.

While on Residential streets, CONTRACTOR shall minimize the noise for horses in the Public Right-of-Way. The Collection vehicle shall park and not operate the Collection arm or compact the load while within 100 feet of a horse that is walking in the Public Right-of-Way.

B. Private Property (Task 1 Services)

CONTRACTOR shall obtain property owner consent to enter private driveways, alleys, streets, and parking lots in cases such as:

1. Private Property

a. Acknowledgements

CONTRACTOR acknowledges the following: Although there may be an implied waiver to access the front of Premises, a written consent may be advisable to access a side or rear yard. Additionally, private streets and driveways may not meet COUNTY's design standards and may not adequately withstand the weight of a Collection Vehicle.

b. Damage to Pavement: Waiver

If CONTRACTOR operates Vehicles on private property, following Director approval, CONTRACTOR may require the property owner to allow CONTRACTOR'S entry and waive liability for CONTRACTOR'S damage to driveways or other pavement, in a form satisfactory to Director. CONTRACTOR is not obligated to require a waiver. A waiver will not relieve CONTRACTOR of its obligation to repair or replace damaged pavements if it caused the damage by its negligent or willful acts or omissions under Part 9C of Exhibit 5.

c. Personal Injury: Indemnity

If CONTRACTOR enters private property whether in a Vehicle or by foot (for example to provide roll-out service), following Director approval, CONTRACTOR may require the property owner to hold

harmless and indemnify CONTRACTOR in form satisfactory to Director. In that event, CONTRACTOR shall also require the property owner to hold harmless and indemnify COUNTY.

d. CONTRACTOR Indemnifies COUNTY

Despite receiving COUNTY approval, CONTRACTOR shall indemnify and hold COUNTY harmless from liabilities related to entering Customers' Premises, whether CONTRACTOR acts in compliance or noncompliance with this Contract. This indemnification is in addition to CONTRACTOR'S other Indemnifications.

2. Single-Pass Collection

If Customers request single-pass Collection (commingling of Refuse, Recyclables, and Organic Waste) on private alleys, streets, and parking lots, CONTRACTOR shall submit a request to Director in accordance with item M of Section 4, Single-Pass Collection.

C. Non-Collection (Contract Services)

CONTRACTOR is not obligated to Collect in any of the following events but must Report events to Director:

1. Unpermitted Waste

CONTRACTOR observes the presence of Unpermitted Waste at the Set-Out Site other than any Unpermitted Waste that CONTRACTOR Collects as Bulky Items;

2. Unsafe Condition

CONTRACTOR observes an unsafe condition at the Set-Out Site.

3. Not Bagged or Bundled

Solid Waste not placed in a Container, bags or bundles. Bulky Items do not need to be placed in a Container, bag, or bundle.

4. Not At Set-Out Site

A Container or a Bulky Item that is not placed at the Set-Out Site, except if a Customer has Roll-Out Service.

5. Exceed Weight Limitations

A Container exceeds any weight limitations described in Terms and Conditions.

6. Delinquent Payment

The Customer has not timely paid CONTRACTOR'S invoice for Task 1 Services in accordance with to item B7 of Section 7. One week prior to removing a Container for nonpayment of Customer Service Fees, CONTRACTOR shall also leave a notice for Occupants on a Container and call, e-mail or text Customer stating the deadline for payment.

7. Inaccessible Premises

The Premises are not accessible to Vehicles.

8. Contamination

a. Recyclables Containers

Refuse, Organic Waste, or Manure in a Recyclables Container.

b. Green Waste Containers

Refuse, Recyclables, or Manure in a Green Waste Container unless Manure is specifically allowed.

c. Refuse Containers

Manure in a Refuse Container.

d. Manure Containers

Refuse, Recyclables, or Organic Waste in a Manure Container unless Green Waste or Food Waste is specifically allowed.

9. Unscheduled

Unscheduled excess Refuse, Green Waste, Bulky Items, and E-waste in areas requiring advanced scheduling for collection under Exhibit 3A1. CONTRACTOR shall call, e-mail, or text Occupant by next Service Day to:

- Notify of the non-collection,
- Educate and explain why waste was not Collected, and
- Schedule the Collection.

If CONTRACTOR does not Collect Occupant's discarded Solid Waste, it shall complete a non-Collection notice and leave it securely attached to Occupant's Container or Bulky Items unless it is unsafe to do so. CONTRACTOR will use the form of non-Collection notice approved by Director in CONTRACTOR Documentation. The form must describe all the following:

- The reason CONTRACTOR did not Collect Occupant's Solid Waste,
- How the Customer can correct the problem, and
- How the Customer can contact CONTRACTOR.

Additionally, if the Occupant of the serviced Premises has signed up for electronic messages, such as the Smart-eClub, CONTRACTOR shall send a text or e-mail to the Occupant.

CONTRACTOR shall Collect the Customer's Solid Waste without additional cost to the Customer at the following times:

- **Same day:** no later than 6 p.m. on the day CONTRACTOR left the Non-Collection notice, if the Customer notifies CONTRACTOR before 12 p.m. that same day, or
- **Next day:** on the next day, if the Customer notifies CONTRACTOR after 12 p.m. that same day.

D. Nondiscrimination

CONTRACTOR shall comply with Subchapter VII of the Civil Rights Act of 1964, 42 U.S.C. Section 2000e-2000e(17). CONTRACTOR shall not exclude any Customer from receiving Contract Services on the grounds of race, creed, color, sex, gender, national origin, ancestry, religion, age, physical or mental disability, marital status, or political affiliation. It shall not exclude them from participating in, deny them the benefits of, or otherwise subject them to discrimination under this CONTRACT or under any project, program, or activity supported by this CONTRACT.

E. CONTRACTOR Waste Reduction Practices (Contract Services)

Consistent with the Board of Supervisors' policy to reduce the amount of Solid Waste Disposed in landfills within COUNTY, CONTRACTOR shall use best efforts to practice waste reduction and implement procurement policies in providing Contract Services, including maintaining Records. In written correspondence with Customers and Director, CONTRACTOR shall use recycled paper that is labeled to indicate its recycled content.

CONTRACTOR shall offer Customers the option to go paperless by joining the Smart-eClub in item C2 of Section 6.

F. Customer Correspondence and Other Materials (Task 1 Service)

CONTRACTOR shall submit to Director for approval, written materials CONTRACTOR intends to distribute to Customers at least eight County Business Days before printing, texting, e-mailing, or mailing the materials.

At Director's request CONTRACTOR shall distribute written information to its Customers and Occupants by including it within CONTRACTOR's mailings or by separate electronic distribution.

G. Publicity and News Media Relations

1. Publicity

Unless otherwise required by subsection F or subsection G.2, CONTRACTOR and its Affiliates, employees, consultants, agents, or subcontractors may, without Director consent, publicize its Contract Services or indicate in its proposals and sales materials that it has been awarded this CONTRACT to provide Contract Services, if CONTRACTOR develops that publicity, proposals, or sales materials in a professional manner.

Neither CONTRACTOR nor any of its Affiliates, employees, consultants, agents, or Subcontractors may publish or disseminate commercial advertisements, news or press releases, opinions or feature articles using the name of COUNTY without the prior written consent of COUNTY'S Chief Executive Officer and County Counsel.

2. News Media Relations; Trade Journal Articles

CONTRACTOR shall notify Director by telephone followed by e-mail of all requests for news media interviews related to the Contract Services (and not other communities) within 24 hours of receiving the request. Before responding to requests involving matters other than the Collection programs and scope of Contract Services, CONTRACTOR shall discuss CONTRACTOR'S proposed response with Director.

CONTRACTOR shall submit copies of CONTRACTOR'S draft news releases or proposed trade journal articles related to Contract Services to Director for prior review and approval at least four County Business Days in advance of release.

CONTRACTOR shall give Director copies of media interviews and news releases related to Contract Services within four County Business Days of their occurrence.

H. Responsiveness to County (Contract Services)

CONTRACTOR shall meet the following standards:

1. Normal

Respond to COUNTY communications such as telephone messages, text messages, and e-mails no later than the next COUNTY Business Day.

Acknowledge, at a minimum, that the CONTRACTOR has received the communication and provide an estimated time for a full response if the communication's issue cannot be immediately resolved.

2. Special Events

Respond to telephone message within one hour during special events, such as Mulch and Compost Giveaway Events and Annual Cleanup Events.

3. Emergency Telephone Messages

Respond to any telephone message within one hour in cases of emergencies as required under item J1 of Section 4.

4. Written Correspondence

Respond to written correspondence from Director within one week of receipt.

5. Meetings

Meet with Director during Director's Office Hours within one week of Director's oral or written request at Director's offices or other location requested by Director.

I. No Commingling of Solid Waste

1. No Commingling Between Areas (Contract Services)

CONTRACTOR may not commingle, in its Vehicles or otherwise, any Solid Waste that it Collects with the Service Area with any other Solid Waste that it Collects outside the Service Area in cities, counties, or other unincorporated areas, without prior written consent of Director.

For example, Director may allow Food Waste to be Collected from multiple jurisdictions to make Collection routes more efficient and therefore more cost effective. Additionally, Director may consider allowing commingling of Solid Waste during emergency situations.

Director may require documentation such as records of Customers, including Container capacities, in cities and in the Service Area, respectively. CONTRACTOR shall maintain Records with respect to Solid Waste collected in the Service Area separately from records with respect to Solid Waste collected outside the Service Area, including its weight.

2. No Commingling of Different Materials (Task 1 Service)

CONTRACTOR may not commingle, in its Vehicles or otherwise, any Solid Waste that it Collects with any other type of Solid Waste that it Collects within the Service Area, without prior written consent of Director, as detailed in item M of this Section. For example, if a Vehicle is on its route Collecting Refuse, it may not Collect Recyclable or Green Waste until after it has emptied its Refuse load at the approved facility. Additional requirements are in item G2 of Exhibit 3A1.

J. Key Personnel (Contract Services)

CONTRACTOR acknowledges that it identified certain personnel and described their professional experience and qualifications in the proposal it submitted to Director about the procurement of this CONTRACT, and that COUNTY awarded this CONTRACT to CONTRACTOR based in part on those individuals' experience and qualifications. CONTRACTOR shall identify those personnel ("Key Personnel") in CONTRACTOR Documentation, Exhibit 17.

CONTRACTOR shall notify Director immediately of changes or upcoming changes in Key Personnel, including the professional experience and qualifications of the individual CONTRACTOR proposes to serve in place of a departing Key Personnel. Director may request CONTRACTOR to propose an alternative individual to serve in the position of the departing Key Personnel.

1. Emergency Telephone Number

CONTRACTOR shall maintain a local emergency telephone number disclosed to Director for use by Director outside CONTRACTOR Office Hours. CONTRACTOR shall make a representative available at the emergency number outside CONTRACTOR Office Hours who will return any emergency call as soon as possible and in any event within one hour.

2. Lead Person

CONTRACTOR shall assign a lead person(s), such as a route supervisor, to this Service Area. The lead person shall be responsible for ensuring that CONTRACTOR meets Performance Obligations. They shall spend as much time as possible in the Service Area. They shall act as a liaison between field crew and Director.

K. Uniforms (Contracts)

CONTRACTOR shall require its field employees to wear uniforms and prohibit them from removing any portions of their uniforms while providing Contract Services. Uniforms must meet the following specifications:

- Bear the CONTRACTOR's name, or other name approved by Director (for example, a DBA instead of a corporate name), and
- CONTRACTOR'S logo.

L. Confidentiality (Contracts)

CONTRACTOR shall maintain the confidentiality of all records obtained from Director under this CONTRACT in accordance with all Applicable Law. CONTRACTOR shall inform all its officers, employees, agents, and Subcontractors providing Contract Services of this confidentiality obligation. CONTRACTOR acknowledges that these records may be subject to a Public Records Request made to COUNTY.

M. Single-Pass Collection (Task 1)

CONTRACTOR shall obtain Director's approval prior to implementing single-pass service. "Single-pass service" means that Occupants may commingle and discard Refuse, Recyclables, and Organic Waste, and CONTRACTOR may Collect them in the same Container. CONTRACTOR shall remove Recyclables and Green Waste Containers.

After Collection, CONTRACTOR must separate those commingled Solid Waste materials at a high diversion materials recovery facility that complies with SB 1383 requirements and Divert them. CONTRACTOR shall maintain weight Records of commingled Solid Waste separately from weight Records of source-separated Solid Waste.

1. Approval

Customers may request single-pass service on private alleys, streets, and parking lots. CONTRACTOR may request single-pass service on unpaved, extremely narrow, or steep roads and other places where it is difficult to Collect with Collection Vehicles used elsewhere in the Service Area. Requests must include the following:

- Proposed addresses,
- Written consent from all Customers affected by the single-pass, and
- Notification to Occupants residing on the Premises being serviced.

2. Vehicles

Depending on the number of Occupants approved to use the service, CONTRACTOR may consider using standard Collection Vehicles to empty the Containers at the Set-Out Site or a vehicle such as a pickup or stake bed truck to bring empty Containers to the Occupants and transport the full Containers to an approved facility for processing.

3. Fee

If approved by Director, CONTRACTOR may charge Customers the additional fee for the Customer Service Fees provided on the

Attachment 7-2, Task 1 Service Fees of Exhibit 7. CONTRACTOR shall continue to charge the monthly fee for Basic Service but may add the additional fee for each comingled Container requested by Customer. The fee shall be separated into two components.

- Disposal/Diversion – This is the expense related to process the waste at a more expensive facility. It may be charged to each Customer, per Container
- Transportation – This is the added expense related sending one special truck from CONTRACTOR's yard to the Service Area and then to the High Diversion MRF. It may be charged as a cost shared equally by all single-pass service Customers.

For example, if one block with 12 homes on a private road was approved to use the service and each Customer requested two Containers for mixing Refuse, Recyclables, and Organic Waste. Assuming CONTRACTOR had bid \$10 per Container for Diversion/Disposal and \$250 for transportation, the cost billed to each home would be the Basic Service Fee + $(2 \times \$10) + (\$250/12) = \$40.83$. Similarly, if there were only 2 homes, the cost billed to each home would be the Basic Service Fee + $(2 \times \$10) + (\$250/2) = \$145.00$.

SECTION 5 - ADDITIONAL CONTRACT PROVISIONS

Exhibit 5 contains additional CONTRACT provisions that are incorporates by reference into the CONTRACT. Exhibit 5 includes the following parts:

- Part 3 General CONTRACT Requirements
- Part 4 Indemnifications and Insurance
- Part 6 Debarment Breaches and Defaults; Suspensions; Termination
- Part 8 Transfer of CONTRACT
- Part 9 General Provisions
- Part 10 Definitions and Interpretations of CONTRACT
- Part 11 Compliance with Laws and Regulations
- Part 12 Labor-Related Provisions Required in County Contracts

SECTION 6 - CUSTOMER SERVICE (Task 1 Services)

A. Facilities

CONTRACTOR shall maintain both the following:

- A Vehicle maintenance yard, and
- Office at the address provided in CONTRACTOR Documentation.

CONTRACTOR may change the address by notifying Director in accordance with item A6 of Exhibit 17.

B. Telephone Service

CONTRACTOR shall maintain a toll-free telephone number and meet the following criteria:

1. Office Hours

CONTRACTOR shall provide a customer service representative to personally answer all calls to the toll-free number during CONTRACTOR Office Hours, including calls from Director, Customers, Occupants, and the public.

2. After Hours

CONTRACTOR shall provide an answering machine to answer all calls to the toll-free number outside of CONTRACTOR Office Hours that allows callers to leave messages, such as reporting missed pick-ups and other complaints. CONTRACTOR shall further comply with County Code Section 20.72.160.

3. On Hold Messaging

CONTRACTOR shall use Reasonable Business Efforts to broadcast public education messages while Customers are waiting on hold to talk to a customer service representative.

4. Telephone Tree

CONTRACTOR shall require no more than two recorded options on a telephone tree before the caller speaks to a live customer service representative (for example, English/Spanish and residential/commercial service choices).

5. Answer Speed

CONTRACTOR shall use Reasonable Business Efforts to answer the telephone within four rings. CONTRACTOR shall answer 90 percent of all calls within the first 4 rings.

If Director determines that CONTRACTOR does not meet these Service Standards, Director may require that CONTRACTOR install additional telephone lines, hire additional customer service representatives, and make other customer service improvements without increasing Service Fees. This determination will be based on whether the CONTRACTOR answers calls:

- Within five rings, based on at least three calls within one week, or
- 10 calls within one month.

6. Bilingual

CONTRACTOR shall respond to Customers and Occupants in English or Spanish as requested by the Customer or Occupant. Director may also require reasonable access to other languages such as through a translation service.

7. Knowledgeable Staff

CONTRACTOR shall provide customer service representatives with a knowledge of basic services in the CONTRACT. A supervisor with extensive CONTRACT knowledge is to be available to respond to questions or concerns by callers.

A representative answering a regional or nation-wide hotline with no CONTRACT specific training is not acceptable. Also, calling someone back after researching the correct answer is acceptable but providing the wrong information due to a lack of adequate training is not acceptable.

8. Hold Time

CONTRACTOR shall have adequate customer service representatives to ensure Customers are not on hold for more than 10 minutes.

C. Paperless/Electronic Information and Services

1. Website

CONTRACTOR shall develop and maintain a website that includes the following information and Service options:

a. Service Information

Information such as Terms and Conditions form or service information, service brochures, newsletters, FAQ's, Holiday schedules, Christmas tree pick-up information, service changes, invoice explanations, allowable and forbidden discards, list of recyclable materials, educational and outreach materials, notifications, alerts, and other information requested by Director.

b. Bill Payment

The ability for Customers to review and pay their bills for Additional Customer Services under item B3 of Section 7, if they subscribe to Smart-eClub.

c. Service Requests

Requests for service collection that is not regularly scheduled, including on-call bulky waste collection, requests for extra pickups, and service cancellations.

d. Contact Us

CONTRACTOR's contact information where Customers can register complaints and follow-up on complaint resolution.

e. Link

Link to Director's website, CleanLA.com.

2. Smart-eClub

To reduce paper waste and reach more readers, CONTRACTOR shall offer both the Customers and Occupants of serviced Premises the option to join the Smart-eClub. CONTRACTOR shall offer Customers and Occupants the following Smart-eClub options:

- Receiving service information described in preceding item C1a electronically, subsequently switching back to paper;
- Electronic billing under preceding item C1b;
- Making service requests under preceding item C1c; and
- Contacting CONTRACTOR under preceding item C1d.

CONTRACTOR must make sure that Customers and Occupants that sign up for the paperless receive the same information as those with direct mail. For example, a Customer using reoccurring online bill invoicing and payments must be contacted electronically regarding rate increases or upcoming events.

CONTRACTOR shall give all educational messages and the template for service messages to Director for approval prior to sending to Customers. Upon Director's request, CONTRACTOR shall send messages provided by Director.

3. E-mail Address

CONTRACTOR shall maintain an e-mail address for use by Customers and Occupants. Emails must send an initial acknowledgement within 24 hours of receipt on business days, and response to address issues raised within 2 business days.

D. Responses to Customer Complaints and Other Correspondence

1. Resolution of Complaints

a. Call/E-mail for Service

CONTRACTOR shall maintain an e-mail address under preceding subsection C3 and telephone service under subsection B of this Section.

A call or e-mail from a Customer or Occupant to request a service or report an issue, such as a damaged container, is not considered a complaint.

b. First Complaint

CONTRACTOR shall address all Customer and Occupant complaints immediately and resolve them by the end of the next Service Day following Customer or Occupant contact or any reasonable time agreed upon between Customer or Occupant and CONTRACTOR. A Customer or Occupant should not have to call or e-mail to complain on the same issue because CONTRACTOR did not resolve it as previously committed by CONTRACTOR, such as a damaged Container was not repaired or replaced as committed.

c. Second and Subsequent Complaints

A Customer or Occupant should never have to call or e-mail to complain a second time on the same issue because CONTRACTOR did not resolve it as previously committed by CONTRACTOR.

2. Communications Log

CONTRACTOR shall enter, log, and maintain Records of all communications and their resolution, in computerized format and in

compliance with County Code Section 20.72.160. CONTRACTOR shall maintain that log. CONTRACTOR shall submit the log for the applicable quarter to Director with CONTRACTOR'S Quarterly Report under item A2 of Section 10.

3. Missed Collections

If Director, a Customer, or an Occupant notifies CONTRACTOR on a Service Day that CONTRACTOR has not Collected an Occupant's Solid Waste and not met its Performance Obligation, CONTRACTOR shall Collect at no additional charge:

- No later than 6 p.m. on the day of service, if it receives the complaint by 12 p.m. on the day of service; or
- On the next day, including Saturday but excluding Holidays, if the complaint is received after 12 p.m. on the day of service.

4. County's Reimbursement Costs

If COUNTY employees or their contractors spend more than either of the following times resolving Customer complaints, then CONTRACTOR shall reimburse COUNTY its Reimbursement Costs that COUNTY incurred to resolve the complaint:

- Two hours in the aggregate resolving complaints from any single Customer that the Customer states have previously been filed with CONTRACTOR, or
- More than one hour in any work week (Monday through Friday) resolving complaints from different Customers.

The invoice for Reimbursement Costs should include all the following information:

- The address of the Premises being serviced,
- Customer who complained,
- Nature of complaint,
- Amount of time spent,
- Costs, including hourly fees for employees, agents or contractors who addressed the complaints, and
- Expenses, including phone and postage costs.

E. Service Interruption

CONTRACTOR shall monitor the Public Works Road Closure website (<http://pw.lacounty.gov/roadclosures/>) for conditions that may cause service interruptions. CONTRACTOR shall not alter or interrupt its service schedule without Director consent.

CONTRACTOR shall alert all Customers and Occupants of any Director-approved interruption in service and when service will resume. CONTRACTOR may use any type of communication, including phone blast, e-mail blast, and text messaging. Examples of interruption include various reasons, such as road closures, extreme weather conditions, or breakdown of CONTRACTOR equipment.

F. Responsiveness to Customer

Respond to communications such as telephone messages, text messages, and e-mails to the source that made contact no later than the next business day. If CONTRACTOR is unable to directly address the issue, CONTRACTOR shall respond with an acknowledgement to confirm receipt of message and indicate when the issue will be addressed.

Respond to United States Postal Service, Federal Express, or other courier provided correspondence from Customers or Occupants within one week of receipt.

G. Setting Up or Terminating Service

1. New Customers

- Obtain contact and service location information
- Explain services and charges
- Mail brochure
- Offer additional Bulky Item Collection upon move-in/out
- Offer Smart e-Club (paperless)
- Deliver Containers
- Explain Organic Waste Diversion requirements and offer in-home Food Waste container

2. Terminating Service

- Offer Bulky Item Collection
- Explain what to do with Containers
- Explain refund procedure for any prepaid services

SECTION 7 - SERVICE FEES AND BILLING

A. Customer Service Fees

CONTRACTOR shall charge Customers no more than the Customer Service Fees in Attachment 7-2, Task 1 Service Fees of Exhibit 7. Customer Service Fees are subject to a rate adjustment as specified in Exhibit 7.

1. No longer used

2. Surcharges

Surcharges will be added to the Basic Service Fee. See Attachment 7-2, Task 1 Service Fees of Exhibit 7.

a. Billing Fees

- 10 percent late fee
- \$25.00 for interruption of service
- \$25.00 fee on returned checks

b. Extra Containers

c. Difficult to Service

d. Roll out Service

(1) *Non-Elderly or Non-Disabled*

(2) *Elderly or Disabled*

CONTRACTOR shall provide this service, without additional charge to Customer, for Occupants who are Elderly or Disabled and certify to the CONTRACTOR that there is no able-bodied individual in the household who can roll-out Cart to the Set-Out Site.

e. Additional Bulky Item Collection

f. Excessive Container Exchanges

g. Manure Service

h. Bear Resistant Carts

i. Recyclables Cart with Gravity Lock

j. Monthly Container Cleaning

k. Container Removal and Return

3. Basic Service Fee Discounts

CONTRACTOR shall subtract the following discounts to the Basic Service Fee. CONTRACTOR is not to charge more than the amounts in Attachment 7-2, Task 1 Service Fees of Exhibit 7.

a. Senior Discount (25 percent)

CONTRACTOR shall discount the Basic Service Fee by 25 percent for Elderly Customers at Residential Premises meeting all the following requirements:

(1) 62 or Older

The Customer is age 62 or older as evidenced by a driver's license or other document issued by a governmental entity.

(2) Head of Household

The Customer is a head of household as evidenced by his or her name on utility or telephone bills for the involved premises.

(3) Life-Line or Low Refuse Generator

The Customer either: (a) qualifies for discounted utility rates based on financial need (such as those referred to as "life-line" rates) as evidenced by water, power, or telephone bill for the involved premises, or (b) generates small amounts of waste and for Refuse uses only one 32-gallon Cart.

b. No Service

CONTRACTOR shall not discount the total for Basic Service Fees for Customers that do not use any or Task 1 Services, such as not separating Recyclables and Organic Waste from Refuse and do not use Containers for Recyclables or Organic Waste discard.

c. Homeowner Association

A Homeowner Association (HOA) shall be entitled to the discount if they meet all the following criteria:

- Pays fees on behalf of the residents in the complex/development,

- Enrolls in the Smart eClub, and
- Provides CONTRACTOR a minimum of 75 percent of the resident's current email addresses or cell phone numbers,

A further discount shall be offered if the HOA does not use Green Waste Containers for landscaping but may have Food Waste-only Containers.

CONTRACTOR is required to send all applicable electronic outreach materials to Occupant's cell phones or email address but is not required to mail outreach through the U.S. mail.

Any residents within the same complex that do not have their services paid by the HOA or have additional services not included in the HOA bill are not eligible for the HOA discount.

d. Second Recyclables or Green Containers

CONTRACTOR shall discount the second Recyclables Container or the second Green Container by 25 percent.

B. Customer Invoice and Payment

1. Invoice Content

CONTRACTOR shall include in its Customer invoice the following information:

a. Contact Information

CONTRACTOR's telephone number, Office address, website and e-mail address for Customer complaints and questions.

b. Itemized Costs

Itemize costs in accordance with services. CONTRACTOR shall not identify that portion of a Customer's invoice attributable to a Franchise Fee, if any.

c. Paperless Option

A message promoting its website-based invoicing and payment system on all paper invoices sent to Customers.

At Director's request, CONTRACTOR shall promptly submit a copy of a Customer's invoice to Director.

2. Frequency

CONTRACTOR shall invoice Cart Customers quarterly following the Calendar Year quarter and Dumpster Customers (if applicable) monthly, or an alternate frequency as approved by Director.

Task 1 Services including any surcharges are to be billed to Cart Customers quarterly, three months in advance. Bills shall be sent on or after the first day of the billing period. Payment in full is due no later than the last day of the first month. For example, bills are sent on April 1 for the billing period of April, May, and June and due on April 30.

If Customer fails to pay bill, see item B7 of this Section for actions to be taken.

3. Electronic Invoicing

To reduce paper waste, CONTRACTOR shall make available to all Customers an electronic invoicing system at no additional charge. CONTRACTOR shall ensure that the electronic invoicing and payment website conforms to industry-standard practices for electronic commerce security. CONTRACTOR must ensure that these Customers receive invoice inserts such as newsletters either electronically or paper copies, as requested by Customer. Through CONTRACTOR'S website, Customers may request to cease paper invoices and receive all invoices through e-mail or access them on CONTRACTOR'S website.

4. Inserts

At Director's request, CONTRACTOR shall include a message and/or enclose with Customer's invoice all inserts prepared and provided by Director.

5. Electronic Payment

CONTRACTOR shall make available to all Customers an electronic payment system at no additional charge. This system will be website based and allow Customers to pay invoices through CONTRACTOR'S website, both one-time and reoccurring. CONTRACTOR must allow credit card payments and may include direct bank routing or other payment methods.

6. Refunds

CONTRACTOR shall refund any overcharges to a Customer (including advance payments for Task 1 Services that are subsequently canceled) within 30 days after collection thereof. CONTRACTOR shall pay the Customer interest on overcharges (other than advance payments for subsequently canceled services) with interest thereon at ten percent per annum from the date originally overcharged until the date refunded.

7. Late Payment

Plain Language Table

Elapsed Time	Action
1 st day of period	Bill sent to Customer
1 month	Bill due to CONTRACTOR
1.5 months	Reminder sent with warning of late fee
2 months	Unpaid bill delinquent, ten percent late fee added
2.5 months	Reminder sent with warning of stop Additional Customer Services, container removal, and interruption fee
3 months	Additional Customer Services stopped
3.25 months	Notify Director of any anticipated Container removals
3.5 months	Extra Containers removed, apply interruption fee

Customer payment of bills are due to CONTRACTOR no later than the last day of the first month of the calendar quarter. The following are the required warning notices and maximum allowable penalties for late payment. CONTRACTOR may be more lenient.

If payment is not received after 1.5 month, a reminder shall be sent to Customer indicating missed payment, balance due, and warning of ten percent late fee. If payment is not received by the last day of the second month, the account will become delinquent, and a ten percent fee may be added to the balance. If payment is not received after 2.5 months, a second reminder shall be sent to Customer indicating missed payment, balance due including ten percent late fee, and warning of stopping service and Container removal. If payment is not received after 3 months, Task 1 Collection Service may be stopped. If payment is not received after 3.25 months, CONTRACTOR is to Notify Director of any anticipated Container removals. If payment is not received after 3.5 months, Task 1 Collection Service may be interrupted by removing the Containers from the premises and an interruption fee may be charged upon returning Containers to Premises. CONTRACTOR is to abide by any trespassing laws while removing Containers.

If Customer fails only to pay for surcharges for any or all special services in item A2 of Section 7, those special services shall be stopped without affecting other services. For example, if a Customer has an extra Refuse Container but is not paying the fee for the Container, the extra Container should not be Collected but all other Task 1 Services shall be provided.

a. Partial Payment

If Customers fails only to pay for surcharges for any or all special services in item A2 of Section 7, those special services shall be stopped without affecting other services. For example, if a Customer has an extra Refuse Container but is not paying the fee for the

Container, the extra Container should not be Collected but all other Task 1 Services shall be provided.

b. Returned Check Fee

A fee on returned checks (insufficient funds) may be charged to Customer.

C. County Service and Fees

1. County Service Fees and Maximum Contract Sum

COUNTY agrees, in consideration of the performance of Task 2 County Services in items A, B, E, F, and G of Exhibit 3A2 to pay the CONTRACTOR County Service Fees. The fees are specified in Attachment 7-3, Task 2 Service Fees and Attachment 7-4, Emergency Service Fees of Exhibit 7 that CONTRACTOR Collects, in the **not-to-exceed amount of \$720,777.00** approved by the Board during CONTRACT award or any subsequent approvals. County Service Fees are subject to a rate adjustment as specified in Exhibit 7.

2. Special Fund Obligation

COUNTY will pay County Service Fees from COUNTY'S Road Fund or other sources. CONTRACTOR acknowledges that it will not be compensated for providing County Service under Task 2 Services from Customer Service Fees under Task 1 Services. Customers or Occupants do not pay County Service Fees.

3. Billing

CONTRACTOR shall bill COUNTY monthly for COUNTY Services performed during the preceding month by invoice (original and a copy) in a form satisfactory to Director. COUNTY will electronically pay via direct deposit County Service Fees to the CONTRACTOR within 30 days of receipt and approval of a properly completed and undisputed invoice. If CONTRACTOR is certified by COUNTY as a Local Small Business Enterprise, COUNTY will pay CONTRACTOR in accordance with Board of Supervisors Policy No. 3.035, Small Business Liaison and Prompt Payment Program.

The itemized invoice shall contain a reference to the name of the Service Area and Environmental Programs Division, Residential Franchise/Garbage Disposal District Section. CONTRACTOR shall submit invoices to:

Los Angeles County Public Works
Attention: Fiscal Division, Accounts Payable
P.O. Box 7508

Alhambra, CA 91802-7508

CONTRACTOR is required to use Director's Trash Monitoring Program (TMP) smartphone application, or other system as determined by Director, to record information such as the location, brief description, no dumping found in the Service Area, fullness of Public Receptacles, and photographs of Collected Abandoned Waste. Use of this application will minimize the amount of documentation required to be submitted where invoices will only need to include the total tons collected during the month. However, not using the application will require detailed invoices be submitted indicating the location of items collected and a brief description. The TMP application is currently based on an Environmental Systems Research Institute, Inc. (ESRI) program that requires a license fee per user of approximately \$500 per user, to be paid by CONTRACTOR. See item A1b of Exhibit 3A2 for more details on the application.

a. Abandoned Waste - Weekly Collection

For all Abandoned Waste Collection, CONTRACTOR shall bill COUNTY based on the tons collected, as indicated in Attachment 7-3 Task 2 Service Fees of Exhibit 7.

CONTRACTOR may request a fee for the tons Collected. CONTRACTOR is not required to provide evidence of Abandoned Waste removal beyond the use of the TMP, unless requested by Director.

(1) Abandoned Waste Not Commingled

If CONTRACTOR does not commingle Abandoned Waste in the same Vehicle with other Refuse, and the facility weighs Abandoned Waste that CONTRACTOR delivers, CONTRACTOR shall report that weight to Director in the Monthly Report and keep copies of all weigh receipts. If a facility does *not* weigh those materials, CONTRACTOR shall calculate the weight of allocated Abandoned Waste in accordance with Cal Recycle weight conversion standards, or other method satisfactory to Director.

(2) Abandoned Waste Commingled

If CONTRACTOR *does* commingle Abandoned Waste in the same Vehicle as other Refuse, CONTRACTOR shall allocate the proportion of Abandoned Waste to other Refuse in a formula approved by Director and weigh or calculate the weight of the Abandoned Waste as set forth in the preceding paragraph.

b. Abandoned Waste - Hot Zone Daily Monitoring and Collection

(1) Monitoring All Hot Zone Locations

CONTRACTOR may request a fee equal to the Monitoring All Hot Zone Locations for every linear foot within the zone, each day. For example, for a \$1.00 rate for 500 feet, CONTRACTOR may request $\$1.00 \times 500 \times 22 \text{ days} = \$11,000$ per month.

(2) Additional Hot Zone Monitoring

After the Execution Date, if Hot Zones are created or expanded greater than the length indicated in Item 16.A.2 of Exhibit 16, CONTRACTOR may request a fee equal to Additional Hot Zone Monitoring for the additional distance only.

(3) Collection and Disposal

There is no special fee for Abandoned Waste collected in a Hot Zone. Rather the weight is to be included in the waste collected under item a. above, in this billing section.

c. Public Receptacles

(1) Existing

CONTRACTOR may request a fee equal to the number of Collections made from Public Receptacles during the month, regardless if it is Refuse or Recyclables from a standard or solar powered compactor. CONTRACTOR is required to record the number of Collections and submit with the monthly invoice.

(2) Additional

CONTRACTOR may request a fee equal to the number of Collections made from additional Public Receptacles during the month, regardless if it is Refuse or Recyclables from a standard or solar powered compactor. CONTRACTOR is required to record the number of Collections and submit with the monthly invoice.

(3) Mixed Waste Processing Facility

Director reserves the right to require some or all waste Collected from Public Receptacles to be processed at a mixed

waste processing facility to recover Recyclables. CONTRACTOR and Director must agree to a price for this service.

d. No Longer Used

e. People Experiencing Homelessness (PEH) Encampments

(1) PEH Abandoned Waste

(a) Surcharge

CONTRACTOR may request an additional fee for Collections made during the cleanup at abandoned PEH Encampments or abandoned waste from PEH during the month.

It is anticipated that most Personal Protective Equipment would be reused for multiple cleanup locations. Therefore, there would be one surcharge for all cleanups in an area (within 15 minutes of each other).

(b) Collection and Disposal

There is no special fee for weight for volume of Abandoned Waste collected related to PEH. Rather the weight is to be included in the waste collected under item a. above, in this billing section.

(2) Occupied PEH Encampments

CONTRACTOR may request a fee equal to the number of each bag, box, or Dumpster delivery or Collection made each week at PEH Encampments during the month.

f. Emergency Assistance

COUNTY agrees, in consideration of satisfactory performance of Task 2 County Services in item A2 of Section 3 and the associated item F of Exhibit 3A2, in strict accordance with the service specifications set forth herein, to the satisfaction of Director, to pay the CONTRACTOR County Service Fees at the fee specified in Attachment 7-4, Task 2 Emergency Service Fees of Exhibit 7.

g. Litter Collection

(1) *In Alleys*

CONTRACTOR may request a fee equal to the rate per mile of Alleys, Collected during the cleanup of the right-of-way during the month.

(2) *As-Needed*

CONTRACTOR may request a fee equal to the number of hours spent Collecting during the cleanup of the right-of-way during the month.

(3) *Additional*

CONTRACTOR may request a fee equal to the additional number of hours spent Collecting during the cleanup of the right-of-way during the month.

4. Payment Exceeding Maximum Contract Sum

In no event shall the aggregate total amount of compensation paid to the CONTRACTOR exceed Maximum Contract Sum.

5. Request Work

The CONTRACTOR understands and agrees that only Director is authorized to request or order work under this CONTRACT. The CONTRACTOR acknowledges that the designated authorized representative is not authorized to request or order any work that would result in the CONTRACTOR earning an aggregate compensation more than this CONTRACT's Maximum Contract Sum.

6. Performing Work to Exceed Maximum Contract Sum

The CONTRACTOR shall not perform or accept work requests from the designated authorized representative or any other person that will cause the Maximum Contract Sum to be exceeded. CONTRACTOR shall monitor the balance of the Maximum Contract Sum. When the total of the CONTRACTOR's paid invoices, invoices pending payment, invoices yet to be submitted, and ordered services reaches 75 percent of the Maximum Contract Sum, the CONTRACTOR shall immediately notify the authorized representative in writing.

7. Budget Reduction

If the Board of Supervisors adopts a budget for any Fiscal Year that reduces the salaries or benefits paid to most COUNTY employees and imposes similar reductions with respect to COUNTY Contracts, COUNTY reserves the right to correspondingly reduce the following:

- The County Service Fees for that Fiscal Year and any subsequent Fiscal Year during the Term of this CONTRACT (including any extensions), and
- The Maximum Contract Sum.

Except as set forth in the preceding sentence, the CONTRACTOR shall continue to provide all the services set forth in this CONTRACT. Director's notice to the CONTRACTOR regarding said reduction in payment obligation shall be provided within 30 calendar days of the Board's approval of such actions.

8. Deductions

COUNTY may deduct from any payment due CONTRACTOR any incurred or anticipated County Reimbursement Costs, including legal fees and staff costs, associated with any investigation or enforcement proceeding brought by Cal/OSHA arising out of COUNTY Service.

9. No Payment Following Expiration/Suspension/Termination of CONTRACT

CONTRACTOR shall make no claim against COUNTY for payment of any money or reimbursement, of any kind whatsoever, for any County Service that CONTRACTOR provides after the expiration, suspension, or other termination of this CONTRACT. If CONTRACTOR receives any such payment, it shall immediately inform Director and repay all that payment to COUNTY. Payment by COUNTY for County Services rendered after expiration, suspension, or termination of this CONTRACT shall not constitute a waiver of COUNTY's right to recover such payment from CONTRACTOR. This provision shall survive the expiration, suspension, or termination of this CONTRACT.

10. No Longer Used

11. Change in Service Area

It is understood that the monthly compensation to be paid to the CONTRACTOR may be increased in proportion to the enlargement of the boundaries of the Service Area or to expansion of the area to be served, and the monthly compensation may be decreased if the area to be served decreases such as diminution of the size of the Service Area. This also included a change in the number of public receptacles and a change in the number or length of Hot Zones.

12. Dissolution of Service Area

It is understood that in the event of the dissolution of the Service Area, this CONTRACT and all obligations of either of the parties thereto shall be at an end, whether such dissolution results from proceedings under the provisions of the act pursuant to which the Service Area was created, by operation of law, or resulting from municipal annexation or incorporation, except for record retention requirements. Annexations are discussed in more detail in Item A2 of Section 1.

SECTION 8 - WASTE CHARACTERIZATIONS/EVALUATIONS

A. Participate with County Study

CONTRACTOR shall cooperate with Director in conducting Solid Waste characterization studies and waste stream audits. Cooperation includes all the following:

- Diverting Collection Vehicles from their regular route to alternate locations;
- Emptying all Solid Waste from Collection Vehicles; and
- Providing Collection, transportation, and Disposal of Solid Waste remaining after the study or audit.

B. Perform Study

CONTRACTOR shall perform waste evaluations or route reviews to assist County in compliance with SB 1383, Article 3, Sections 18984.5(b) or 18984.5(c). CONTRACTOR shall follow all guidelines, sampling methodology, and reporting established by CalRecycle when conducting the study.

C. Facility Results

As required in item A2f of Section 10, CONTRACTOR is to submit a copy of any waste characterizations performed on Recyclables by the Materials Recovery Facility.

SECTION 9 - RECORDS

CONTRACTOR'S obligations and COUNTY'S rights in this Section survive the term.

A. Record Maintenance and Retention

1. All Records

CONTRACTOR shall prepare and maintain all Records in accordance with generally accepted auditing principles during the Term and for an additional period of not less than five years after the Expiration Date or any longer period required by Applicable Law.

2. Disposal Records

CONTRACTOR acknowledges:

a. Claims

That COUNTY may need to respond to claims under CERCLA or similar applicable laws with respect to Disposal of Solid Waste.

b. Quantity

COUNTY'S need to determine the quantity, location, and date of CONTRACTOR'S Disposal of Solid Waste.

Therefore, CONTRACTOR shall establish and maintain a protocol for the retention and preservation of those Records, for a period of five years after the Expiration Date or any longer period required by Applicable Law, which protocol will document where CONTRACTOR Disposed of Solid Waste that it Collected (whether landfilled, incinerated, composted, or otherwise processed or marketed).

3. Notification

CONTRACTOR shall give Notice to Director at least 30 days before destroying Records of Disposal at any time after the retention period referred to in item A1 of Section 9.

B. County Custody

If Director has reason to believe that Records may be lost, discarded, or destroyed for any reason, Director may require that CONTRACTOR give COUNTY custody of any or all Records. Access to those Records will be granted to any Person duly authorized by CONTRACTOR. CONTRACTOR shall pay for storage cost.

C. Inspection and Review of Records

Upon 5 Service Days' notice by telephone or writing, or a lesser amount of time in the event of extraordinary circumstances, Director and/or its contractor may inspect, review, excerpt, transcribe, and copy all Records at CONTRACTOR'S Office during CONTRACTOR Office Hours. CONTRACTOR shall allow Director or its contractor to use CONTRACTOR's copy machine, provided it does not interfere with CONTRACTOR's operations. CONTRACTOR may maintain Records outside of COUNTY (1) if it promptly provides copies thereof to Director at Director's offices, (2) if Director, in its sole discretion, agrees to travel outside COUNTY and CONTRACTOR pays COUNTY's costs.

In addition to travel costs, COUNTY will bear the expense of the review and of obtaining a copy of Records; however, within 30 days of Director Notice, CONTRACTOR shall reimburse COUNTY for COUNTY'S cost of the expenses for the review if the review reveals a discrepancy of \$2,500 between:

- The amount contained in the Records (e.g., the amount of Solid Waste Collected or Diverted), and
- Any representation or Report that CONTRACTOR made to COUNTY; Franchise Fee or other money paid to COUNTY; County Service Fees paid by COUNTY, or information that CONTRACTOR submitted to Director.

Director will give Notice to CONTRACTOR identifying any discrepancy.

CONTRACTOR shall pay any discrepant shortfall in Franchise Fee or other payments due COUNTY, or excess of Customer or County Service Fees, upon Director demand, including fees and charges for the late payment of Franchise Fees or other payments. Failure to make those payments will constitute a CONTRACTOR Default in accordance with Part 6 of Exhibit 5. In lieu of payment, Director in its sole discretion may (1) deduct that shortfall from amounts that COUNTY owes CONTRACTOR under this CONTRACT, other contracts, or any other obligation, or (2) draw that shortfall from the performance bond, letter of credit, certificate of deposit, or other form of performance assurance provided by CONTRACTOR in accordance with Section 16.

COUNTY will pay any discrepant shortfall in County Service Fees due CONTRACTOR up to COUNTY'S maximum obligation for County Service Fees appropriated by COUNTY for purpose of this CONTRACT.

D. Copies of Audits

If anyone, including Federal or State auditors and auditors or accountants employed by CONTRACTOR or others, conducts an audit of CONTRACTOR specifically regarding this CONTRACT, then within 30 days of the audit report, CONTRACTOR shall file a copy of the audit report with County's Auditor-Controller and notify Director of the filing, unless otherwise provided by Applicable Law.

Subject to Applicable Law, COUNTY shall make a reasonable effort to maintain the confidentiality of such audit report(s)

E. Submission of Records

CONTRACTOR shall submit to Director, without charge to COUNTY or charge to Customers, any Records relating to Diversion requested by Director to assist COUNTY in meeting obligations imposed by Federal, State, and local laws. CONTRACTOR shall submit those Records using COUNTY's Solid Waste Information Management System (SWIMS) forms or similar system as directed by DIRECTOR, or as requested by Director.

F. Public Record Request

1. Exclusive Property

The following become the exclusive property of COUNTY:

- Any Record or other document that CONTRACTOR gives Director, including about the procurement of this CONTRACT (such as proposals);
- Any Record or other document that Director obtains about Director's audit or inspection under this CONTRACT, including books and accounting records.

The above Records or other documents become a matter of public record and shall be regarded as public records, *except* if CONTRACTOR marks them as a "trade secret," "confidential," or "proprietary," they will be deemed excluded from disclosure under Government Code 6250 et seq. (Public Records Act). However, if a requestor seeking records marked "trade secret," "confidential," or "proprietary" does not agree that the records are exempt, then COUNTY will notify the CONTRACTOR that such records will be produced, unless the CONTRACTOR intercedes and files an injunction or other action to legally prevent disclosure.

CONTRACTOR agrees that COUNTY shall not in any way be liable or responsible for the disclosure of any such records including, with limitation, those so marked, if law requires disclosure, or by an order issued by a court of competent jurisdiction.

2. Defend, Indemnify and Hold COUNTY Harmless

CONTRACTOR shall defend, indemnify and hold harmless County from all costs and expenses, including reasonable attorney's fees, in connection with any requested action or liability arising under the Public Records Act, including request for any of the Records or other documents marked "trade secret," "confidential," or "proprietary." CONTRACTOR releases COUNTY from liability or responsibility for disclosing Records or other documents

including those so marked, if Applicable Law require disclosure, including an order issued by a court of competent jurisdiction.

SECTION 10 - REPORTS

A. Types and Content

1. Monthly Data

Within 30 days after the end of each calendar quarter, CONTRACTOR shall complete and submit the data electronically for each individual calendar month. Upon Director request, monthly data shall be submitted as soon as possible. CONTRACTOR shall complete and submit SWIMS Forms C, L, T, and V accessible through SWIMS and e-mail Collection route maps and schedule if any map or schedule has changed during the prior month. See sample in item E of Exhibit 16. CONTRACTOR is to use a similar system as directed by DIRECTOR

Because COUNTY's rate adjustment methodology requires details on the tonnages of Refuse, Recyclables, Organic Waste, and Manure, and the fees per ton associated with the Disposal and Diversion of those materials, that data must be included in the monthly report. If the SWIMS reports do not contain a place for any of that data, it is to be emailed separately.

2. Quarterly Reports

Within 30 days after the end of each calendar quarter, CONTRACTOR shall submit the Quarterly Report for the preceding three calendar months ending with that month to Director using the form provided by Director, which includes the following information:

a. Rejected Recyclables and Organic Waste

Number of loads and tons of materials in Recyclables or Organic Waste loads rejected for Processing together with the reason for rejection and facility at which the rejected materials were Disposed.

b. Educational Materials

A report of educational materials distributed, events held, and any events attended by CONTRACTOR to its Customers.

c. Non-Collection Notices

The number and address of Non-Collection notices issued and the reasons for issuance.

d. Customer List

CONTRACTOR customer service list (a SWIMS form), which includes a list of all current and closed accounts, account numbers, name associated with each account, customer addresses, level of service provided at each address, any surcharges, services provided that are not Contract Services, billing and payment dates, payment received from each Customer, and any other information associated with Task 1 Services as requested by Director.

e. Containers Removed Upon Director Request

(1) Carts or Dumpsters Stored in Right-of-Way

Number and addresses of Containers removed, fees charged, and Containers returned, per item D3e of Exhibit 3A1.

(2) Carts, Dumpsters, or Roll Off Bins Abandoned

Number and addresses of Containers removed, per item C of Exhibit 3A2.

f. Waste Characterizations/Route Reviews

Results of any waste characterizations, evaluations or route reviews performed, per Section 8.

g. Occupants with Inadequate Service

Addresses, existing service levels, and suspected issue.

h. Landfill Vouchers

Serial number and type of solid waste for each landfill voucher that was redeemed during the quarter, as required in item H3 of Exhibit 3A2.

i. Fuel/Power

CONTRACTOR shall maintain and update a monthly vehicle record for all vehicles servicing Director, as required in item C3 of Section 3.

3. Annual Report

On or before each February 28, CONTRACTOR shall submit the Annual Report to Director in a form satisfactory to Director, for the preceding Calendar Year, including the following information:

a. Waste Diversion Program Implementation

A report of CONTRACTOR'S compliance with its Performance Obligations with respect to Waste Diversion Program implementation during the preceding Calendar Year.

b. Subcontractors

An updated list naming all Subcontractors, the amount of Goods or Services that each Subcontractor provides to CONTRACTOR, and a description of CONTRACTOR'S relationships to each Subcontractor (including ownership interests) in accordance with item 9M of Exhibit 5.

c. South Coast Air Quality Management District Rule 1193

Each Vehicle's compliance with South Coast Air Quality Management District Rule 1193, Clean On-Road Residential and Commercial Collection Vehicles, and Diesel Particulate Matter Control Measures (13 California Code of Regulations 202 et seq.).

d. Services Information

a. Task 1

Information relating to Task 1 Services requested by Director. Provide a summary of the Task 1 Services provided under Exhibit 3A1, consisting of the following:

- Item A - Tons of Refuse, Recyclables, Organic Waste, and Manure Collected, by month
- Item B - Gate Rates at all facilities that Solid Waste was taken to, by month
- Item C – Summary of Special Services
 - Christmas Tree
 - Curbside Cleanup
 - Community Cleanup
 - Sharps
 - Mulch/Compost/Shredding Program
- Item D – Summary of Public Education and Outreach

b. Task 2

Information relating to Task 2 Services requested by Director. Provide a summary of the Task 2 Services provided under Exhibit 3A2, consisting of the following:

- Item A - Tons of abandoned waste removed from the public right-of-way (sidewalks, streets, and alleys), including any Hot Zones.
- Item B - Collection made from Public Receptacles.

- Item E - Services provided to Homeless Encampments
- Item F - Any emergency assistance provided
- Item G - Any litter collection provided
- Item H – Number of landfill vouchers provided to COUNTY or redeemed by Occupants or Customers

e. Scavenging

A narrative description of efforts made to deter and prevent unauthorized removal or scavenging of Recyclables.

f. Vehicles

An inventory of Vehicles assigned to the Service Area and information on each Vehicle including its number, fuel type, year, make, model, license plate number, VIN number, assigned route with start and finish points, days of service, type of material collected, and number of accounts being serviced. CONTRACTOR shall update and submit immediately if any Vehicle, route or information has changed during the prior year.

4. Reports of Violators

If CONTRACTOR discovers that any Person is providing MSW Management Services in the Service Area that are not authorized by Director or are in Violation of Applicable Law, then CONTRACTOR shall promptly e-mail Director with the following:

- The identity and address of the Person ("Violator"), if known;
- The facts and documentation supporting CONTRACTOR'S report; and
- Any other information or documentation about the Violator and CONTRACTOR'S report that Director may reasonably request.

COUNTY acknowledges that CONTRACTOR may seek legal or injunctive relief against the Violator in accordance with Applicable Law to cease providing those MSW Management Services. Notwithstanding the foregoing, COUNTY is not liable to CONTRACTOR, and CONTRACTOR hereby releases COUNTY about any act of a Violator.

B. Submission of Reports

CONTRACTOR shall submit Reports in a format compatible with COUNTY'S computers and shall submit reports using the following methods:

1. Monthly Reports

Submitted electronically by using forms available through COUNTY's Solid Waste Information Management System (SWIMS) or similar system as directed by DIRECTOR, in accordance with this Section and Section 12.

2. Quarterly Reports and Annual Report

Submitted via e-mail or printed copy, as determined by Director, in accordance with this Section and Section 12.

C. Reporting Adverse Information

CONTRACTOR shall provide Director copies of all reports, pleadings, applications, notifications, and notices of violation, communications or other material directly relating to its Performance Obligations submitted by CONTRACTOR to, or received by CONTRACTOR from Regulatory Agencies, including any of the following:

- The United States or California Environmental Protection Agency;
- CalRecycle;
- The Securities and Exchange Commission;
- Any other Regulatory Agency;
- Any Federal, State, or County court.

CONTRACTOR shall submit copies to Director simultaneously with CONTRACTOR'S submission of those materials to those entities. At Director's request, CONTRACTOR shall promptly make available to Director any other correspondence between CONTRACTOR and those entities.

D. County's Right to Request Information

At Director's request, CONTRACTOR shall promptly provide to Director additional information reasonably and directly pertaining to this CONTRACT (including substantiation of information submitted in Reports).

SECTION 11 - SUBSTITUTE, EMERGENCY AND BACK-UP SERVICE

A. Director's Right to Provide Contract Services

1. Events

COUNTY may provide, or contract with a third party to provide, for the performance of, any or all Customers Services in either of the following events, as determined by Director in its sole discretion:

a. CONTRACTOR Does Not Provide Service for a Period of 48 Hours

- For 48 consecutive hours CONTRACTOR does not Collect and Dispose of any type of Solid Waste for any reason, including Uncontrollable Circumstances, and
- Director determines there is danger to public health, safety, or welfare.

b. COUNTY Suspends or Terminates CONTRACT

County suspends or terminates all or a portion of the CONTRACT.

COUNTY has no obligation to continue providing any or all Contract Services. It may stop providing them at any time, in its sole discretion. However, COUNTY may continue to provide those Contract Services until either of the following occurs:

- CONTRACTOR demonstrates to Director's satisfaction that CONTRACTOR is ready, willing, and able to resume providing timely and full Contract Services, or
- Director can make alternative arrangements for providing MSW Management Services comparable to Contract Services in scope and price. Alternative arrangements may include contracting with another, third-party service provider.

2. Notice

Director may give CONTRACTOR oral notice that Director is exercising its right to perform Task 1 and/or Task 2 Services, which notice is effective immediately, but must confirm oral notice with a written Notice within 24 hours thereafter.

3. Stipulations

CONTRACTOR stipulates that COUNTY'S exercise of rights under this Section does not constitute a taking of private property for which COUNTY must compensate CONTRACTOR, shall not create any liability on the part

of COUNTY to CONTRACTOR, and does not exempt CONTRACTOR from any Indemnities, which Parties acknowledge are intended to extend to circumstances arising under this Section. However, CONTRACTOR is not required to indemnify COUNTY against claims and damages arising from the negligence or misconduct of COUNTY officers and employees (other than employees of CONTRACTOR at the time COUNTY began performing Task 1 and Task 2 Services) and agents driving Vehicles. COUNTY shall indemnify CONTRACTOR, its Affiliates and its and their officers, directors, employees, and agents from and against damages, costs, or other expenses or losses they incur arising out of or relating to that negligence or misconduct.

4. Rental and Other Compensation

a. Uncontrollable Circumstances

If an event enumerated in items A1a or A1b in Section 11 is due to Uncontrollable Circumstances, then COUNTY shall pay CONTRACTOR the Direct Costs for the specific items set forth below.

(1) Rental Fees

Rental fees for the use of CONTRACTOR's equipment equal to fair market value thereof as determined by an independent appraiser selected by the Parties.

(2) Vehicles

CONTRACTOR'S Direct Costs of providing Vehicles with fuel, oil, and other maintenance.

(3) Personnel

CONTRACTOR'S Direct Costs of making CONTRACTOR'S personnel available to COUNTY, including Direct Costs of using CONTRACTOR's personnel to operate CONTRACTOR's equipment or vehicles.

The Parties shall select an appraiser as follows: within ten days after CONTRACTOR requests payment of rental fees in events described in this section, each Party will prepare a separate list of five Persons who do not work for either Party having experience in solid waste equipment appraisal, in numerical order with the first preference at the top, and exchange and compare lists. The Person ranking highest on the two lists by having the lowest total rank order position on the two lists is the appraiser. In case of a tie in scores, the Person having the smallest difference between the rankings of the two

Parties is selected; a coin toss determines other ties. If no Person appears on both lists, this procedure is repeated. If selection is not completed after the exchange of three lists or 60 days, whichever comes first, then each Party will select one Person having the qualifications and experience described above and those two Persons will together select an appraiser.

b. Other Than Uncontrollable Circumstances

If an event enumerated in items A1a or A1b in Section 11 is not due to Uncontrollable Circumstances, then COUNTY will not be obligated to pay the compensation and CONTRACTOR shall pay County's Reimbursement Costs within 10 days of COUNTY'S submitting an invoice therefore. If CONTRACTOR does not so timely pay, COUNTY may draw upon any performance bond, letter of credit, or other security provided under this CONTRACT.

B. Task 1 Customer Services - Response to Emergencies

Depending on the extent and magnitude of an emergency, Customers may encounter issues with making payments and CONTRACTOR may be unable to fulfill all CONTRACT requirements. Upon declaration of a Federal, State or Local emergency, Director may implement the policies below with written Notice regarding Task 1 Customer Services. CONTRACTOR is not required to promote items 1, 2 or 3 to the public.

1. No Stop Service

CONTRACTOR shall not stop service to any account for delinquent payment during an emergency. Not applicable to debt prior to or after the emergency, except where a Customer that was delinquent before the emergency continues to be delinquent during the emergency.

2. No Late Fees

CONTRACTOR shall not charge late fees on bills unpaid amount incurred during the emergency. Not applicable to debt prior to or after the emergency. An outstanding balance from before or after the emergency, or a Customer that does not comply with the extended payment option below, may have late fees applied.

3. Extended Payment Option

CONTRACTOR shall allow Customers up to 12 months after an emergency is declared over to make monthly payments to debt incurred during the emergency without late fees or interest. Not applicable to debt predating the emergency or fees for services after the emergency.

4. Adjustment of Existing Services

Director shall consider implementing changes such as the following and will Notify CONTRACTOR if such changes are implemented:

- **Non-essential services suspended**
 - Annual Cleanup Events delayed
 - Compost/Mulch Giveaways delayed
 - Cart exchanges if they are still usable
- **Bulky Item collection may be delayed up to 3 weeks** from call-in
- **Collection hours are expanded to 6 am to 8 pm**
- **Time required for Customer to remain on hold before speaking to a live customer service representative** may be extended but Director must be notified if the average time exceeds 20 minutes.
- **Weekly collection modified**
 - Biweekly Green Waste
 - Biweekly Recyclables (residents stockpile and compact their containers to fit more)
 - Alternating weeks of Recyclables and Green Waste
 - Comingled trash with Recyclables and/or Green Waste with Refuse

5. Contract Extension

In the event of a declared emergency lasting three months or longer and resulting in implementation of items 1, 2 and 3, COUNTY may extend the CONTRACT Term by the duration equal to that of the duration of the implementation of items 1, 2, and 3. Any extension under this provision requires mutual agreement by both Director and CONTRACTOR.

For example, if a global pandemic is declared a state-wide emergency and Director requested no stoppage of service, no late fees, and an extended payment option, over a period of 12 months, Director would consider extending the Term by 12 months.

6. Debt Incurred During Emergency

After a Federal, State, or locally declared emergency, COUNTY will match the debt incurred as a result of Customers not paying their bills during an emergency. Any debt prior to the emergency and any additional debt after the emergency shall not be included in the amount to be shared with COUNTY. CONTRACTOR must submit documentation to the satisfaction of the Director. Director is the final arbiter of the amount to be shared. CONTRACTOR may collect the amount to be shared with COUNTY by invoicing the Director 13 months after the end of the emergency, allowing for 12 months of Customer repayment in item 3 above.

For example, if the CONTRACTOR has \$5,000 of unpaid bills before the emergency, \$100,000 in unpaid bills during an emergency, and \$7,500 of

unpaid bills during the 12 months after an emergency, the COUNTY share will be \$50,000.

At any time after the Director has authorized the debt to be shared and CONTRACTOR is able to recover additional payments from Customers, or former Customers, those recovered funds must be shared equally with COUNTY.

7. Franchise Fee Payment Extension

Director will consider adjusting Franchise Fees during an emergency, extending the deadline to pay an invoice.

C. Backup Service Plan

CONTRACTOR shall implement its Backup Service Plan within seven days of Director request if Customer's Solid Waste is not Collected at Customer's Set-Out Site or Abandoned Waste is not Collected for any reason, including uncontrollable circumstances. Examples of circumstances include CONTRACTOR'S employees on strike or mudslides, wildfires, pandemics, or earthquakes that cause blocked or damaged roads. In the event there is a protracted service disruption due to any cause, CONTRACTOR will institute proactive actions to sustain Solid Waste Collection Services. Since Customers are expecting services that CONTRACTOR is not providing, CONTRACTOR shall propose the appropriate services below for Director approval and must not charge Customer or COUNTY for providing these services, unless specifically noted below.

1. Provide Conveniently Located Dumpsters or Roll-off Containers

CONTRACTOR will place 3 or 4-yard Dumpsters and/or roll-off Containers throughout the community in key locations approved by Director.

2. Offer Self-hauling of Solid Waste to a Facility

CONTRACTOR will use Reasonable Business Efforts to make arrangements with the Solid Waste Disposal Facility normally used by CONTRACTOR for this Contract to allow each Occupant to directly transport and Dispose of their solid waste at said facility, 6 days per week. The CONTRACTOR shall further ensure that the facility only charges the Customer for disposal costs for quantities exceeding 500 pounds and there shall be no minimum quantities.

Additionally, if Director determines the distance to the CONTRACTOR's usual facility is too far from Occupants, CONTRACTOR will arrange for a local facility to allow each Occupant to drop-off the Solid Waste.

3. Inform Customers of Temporary Procedures

CONTRACTOR will use Reasonable Business Efforts to inform Customers and Occupants of the above service and disposal options. CONTRACTOR will provide Customers and Occupants with information on where and how to dispose of the Occupant's Solid Waste by the following means:

- A recording on its customer service line.
- Arrange for the broadcast of COUNTY's 30-second Public Service Announcement video on local cable access channels with CONTRACTOR to customize it to the situation, such as having text appear on the screen announcing date, times, and addresses.
- Contact local print media and produce a press release.
- Contact Customers and Occupants via phone, e-mail, or text messages.
- Post on social media.

4. Credit Policy for Missed Contract Services

a. Missed Curbside Collection

Since Occupant is expecting a Collection Service, CONTRACTOR shall automatically credit Customer for each verifiable missed Collection. This would include when a Customer calls to complain about a missed collection and CONTRACTOR is unable to prove via video recordings and GPS reports that the Collection was made.

For example, if a strike disrupts 2 weeks of the 13 Collections in a quarter, CONTRACTOR must credit Customer 2/13 of that quarter's fee toward the next quarter's fee. If only the Green Waste was missed, then CONTRACTOR would credit the fee associated with only Green Waste Collection and not the entire monthly fee.

b. Other Customer Services

When CONTRACTOR is unable to offer Customer Services other than curbside collection, such as Annual Curbside Cleanup, Mulch/Compost Giveaway events, or other required services, CONTRACTOR shall provide evidence of cost associated with those services and offer alternate services acceptable to Director.

5. Provide Replacement Drivers and Security

CONTRACTOR shall use Reasonable Business Efforts to require all properly trained and licensed employees to operate Collection Vehicles to maintain core Disposal and Diversion services. As described in the above paragraphs, CONTRACTOR shall be properly staffed to offer temporary drop-off locations for Occupants. In addition to CONTRACTOR

staff, CONTRACTOR shall use drivers or Vehicles from other operations and other waste haulers.

Finally, in cases of a strike, CONTRACTOR shall work closely with a private security firm to guarantee a safe and consistent operation for any Occupant that is dropping off their waste.

6. Identify Customers Requiring Priority Service

CONTRACTOR shall contact the elderly and disabled Occupants with Roll-out Service and shall use Reasonable Business Efforts to Collect putrescible Solid Waste from their residence.

D. Use of Goods, Services and Property

1. Cart Acquisition Contracts

CONTRACTOR acknowledges that COUNTY must have full use and possession of Carts to secure its rights under this Contract, including both the following:

- Providing substitute service in accordance with its remedies under Part 6 of Exhibit 5 for Breach or default, and
- Purchasing Carts upon termination of this Contract.

Therefore, if CONTRACTOR does not own Carts outright without encumbrance, any Cart Acquisition Contract must allow the Guarantor, COUNTY or COUNTY designee to do all the following:

- Assume CONTRACTOR's obligations under the Cart Acquisition Contract,
- Take use and possession of the Carts, and
- Obtain the benefits of any outstanding Cart warranties.

"Cart Acquisition Contract" means an instrument establishing a security interest in the Carts or that otherwise encumbers or limits CONTRACTOR's interest in Carts, including any of the following:

- Lease or lease-purchase agreement,
- Installment sales or other financing contract, or
- Note or other loan documentation.

2. Inventory

CONTRACTOR shall store unused Carts in a secure location. CONTRACTOR shall update its Cart inventory at both following times:

- In each Monthly Report and Annual Report, and
- Within one week of COUNTY request

3. Insurance

If COUNTY or Customers have possession and use of Goods, Services and Property, CONTRACTOR shall execute whatever documentation its liability insurers require to ensure that COUNTY and Customers are protected and covered by CONTRACTOR's general and automobile policies, including requesting and executing endorsements to those policies. CONTRACTOR is not obligated to pay any additional cost of those endorsements unless COUNTY reimburses CONTRACTOR for those costs. COUNTY may pay for any endorsements, additional premiums or other costs. CONTRACTOR authorizes COUNTY to call and confer with CONTRACTOR's insurance broker to determine what, if any, documentation or actions are necessary to achieve protection satisfactory to COUNTY. Upon COUNTY REQUEST, CONTRACTOR shall direct its insurance broker to cooperate with and take direction from COUNTY. CONTRACTOR may not rescind that authorization without COUNTY consent.

4. Vehicle Certification for FEMA

CONTRACTOR shall cooperate with COUNTY to certify all Vehicles to be used for emergency work. CONTRACTOR shall not use non-certified Vehicles unless approved by Director.

SECTION 12 - ENFORCEMENT OF CONTRACT

A. As Provided by Law

Either Party may avail itself of any remedy available under law.

B. COUNTY'S Additional Remedies

Without limiting COUNTY'S remedies otherwise available under this CONTRACT in law or equity, at its option, COUNTY may enforce a Breach in any or all the following ways:

- Execute alternative CONTRACTs for MSW Management Services in the event of CONTRACTOR Default
- Seek to obtain injunctive relief and/or damages
- Assess damages under item D of this Exhibit
- With respect to a CONTRACTOR Default under Part 6B3 of Exhibit 5 (Failure to Provide Insurance, Bonds), immediately withhold payments due CONTRACTOR
- Draw on Performance Assurance / Letter of Credit under Section 15

C. Injunctive Relief

CONTRACTOR acknowledges that COUNTY'S remedy of damages for a Breach may be inadequate for reasons including the following:

- The urgency of timely, continuous, and high-quality Task 1 and Task 2 Services, including Collection, transportation, and/or transfer for Disposal of wastes which constitute a threat to public health;
- The long time and significant commitment of money and personnel and elected officials (both COUNTY staff and private consultants, including engineers, procurement counsel, citizens, public agency colleagues, and elected County officials) invested in this CONTRACT, including developing COUNTY'S Option Analysis dated February 2001 and implementing its recommendations through numerous meetings of a Working Group comprised of Solid Waste industry representatives from small and large businesses, requesting and evaluating qualifications and proposals for this CONTRACT (including CONTRACTOR'S), reviewing and commenting on documentation submitted by CONTRACTOR in conjunction with execution of this CONTRACT, and review of CONTRACTOR Documentation;
- The time and investment of personnel and elected officials described in the preceding paragraph to develop alternative Solid Waste services comparable to Task 1 and Task 2 Services for the price provided under this CONTRACT, and to negotiate new contracts therefore; and

- COUNTY'S reliance on CONTRACTOR'S technical Solid Waste management expertise.

Consequently, COUNTY is entitled to all available equitable remedies, including injunctive relief.

D. Recovery of Damages

1. Compensatory

COUNTY may seek compensatory damages, including, but not limited to the following:

- Amounts equal to any Franchise Fees, liquidated damages, or other amounts that CONTRACTOR has previously paid to COUNTY but are subsequently recovered from COUNTY by a trustee in bankruptcy as preferential payments or otherwise;
- If COUNTY terminates this CONTRACT for a CONTRACTOR Default or in the event of Criminal Activity in accordance with Part 6D2a of Exhibit 5, costs incurred by COUNTY to provide or reprocur MSW Management Services in lieu of Task 1 and Task 2 Services;
- If COUNTY terminates this CONTRACT before expiration for a CONTRACTOR Default or in the event of Criminal Activity in accordance with Part 6D2a of Exhibit 5, costs of MSW Management Services provided or reprocured in lieu of Task 1 and Task 2 services more than Customer Service Fees/County Service Fees for the balance of the Term remaining if this CONTRACT had not been terminated; and
- In the event of CONTRACTOR DEFAULT under Part 6B3 of Exhibit 5 (Failure to Provide Insurance, Bond), in COUNTY'S sole discretion, obtain damages resulting from that DEFAULT.

COUNTY may draw upon the performance bond, letter of credit, certificate of deposit, or other form of performance assurance provided by CONTRACTOR in accordance with Section 15 to pay compensatory damages.

For CONTRACTOR'S misrepresentation regarding contingent fees in Attachment 5-9H, in addition to terminating this CONTRACT, COUNTY may recover from CONTRACTOR the full amount of the proscribed commission, percentage, brokerage, or contingent fee.

2. Liquidated Damages

COUNTY may seek liquidated damages listed in Attachment 12-D2.

The Parties have set these liquidated damages in recognition of the following circumstances existing at the time of the formation of this CONTRACT:

- a.** COUNTY incurred considerable time and expense procuring this CONTRACT to secure an improved level of Collection quality and increased Customer and Occupant satisfaction. Therefore, consistent and reliable Task 1 and Task 2 Services are of the utmost importance to COUNTY and Customers and Occupants.
- b.** COUNTY has considered and relied on CONTRACTOR'S representations as to its quality of service commitment in entering into this CONTRACT, and CONTRACTOR'S Breach represents a loss of bargain to COUNTY. CONTRACTOR is experienced in providing services like Task 1 and Task 2 Services.
- c.** Quantified standards of performance are necessary and appropriate to ensure quality, consistent, and reliable Collection, and if CONTRACTOR fails to meet its Performance Obligations, COUNTY will suffer damages (including its Customers and Occupants' inconvenience; anxiety, frustration, criticism, and complaint by Customers and Occupants; lost staff time; deprivation of the benefits of this CONTRACT and loss of bargain) in subjective ways and in varying degrees of intensity that are incapable of measurement in precise monetary terms, and that it is and will be impracticable and extremely difficult to ascertain and determine the value thereof. It would be difficult for COUNTY to prove its loss resulting from CONTRACTOR'S Breaches and nonperformance or untimely, negligent, or inadequate performance of County Services. Additionally, it is difficult to predict the impact of damages as they are applied to events such as a large number of Customers or a long leak from a truck, which may result in an unreasonable assessment of damages. Therefore, COUNTY may be willing to negotiate a final damage amount, payment schedule, or alternate method of compensation such as services in lieu of a cash payment. Director has the final say in the assessment of damages. Failure to pay liquidated damages is considered a breach of CONTRACT.
- d.** The CONTRACT contains a reasonable statement of Task 1 and Task 2 Services in order that the Parties will realize their expectations. COUNTY expects that CONTRACTOR shall perform Task 1 and Task 2 Services with due care in a workmanlike, competent, timely, and cost-efficient manner. CONTRACTOR expects to realize a profit by performing Task 1 and Task 2 Services

in accordance with the terms and conditions of the CONTRACT for County Service Fees.

- e.** In addition, in the event of Breach or CONTRACTOR Default, urgency of protecting public health and safety may necessitate that COUNTY enter into emergency or short-term arrangements for services without competitive procurement at prices substantially greater than under this CONTRACT, and the monetary loss resulting there from is impossible to precisely quantify. Time is of the essence.
- f.** The CONTRACTOR accepts COUNTY'S assessment of liquidated damages for certain Breaches as part of the consideration CONTRACTOR offers to COUNTY for the award of this CONTRACT to CONTRACTOR.
- g.** Lastly, termination of this CONTRACT for CONTRACTOR Default and other remedies provided in this CONTRACT are, at best, a means of future correction and not remedies that make COUNTY whole for past Breaches and CONTRACTOR Defaults.

Therefore, the Parties agree that the liquidated damages listed in Exhibit 12-D2 represent a reasonable estimate and fair approximation of the amount of damages COUNTY would incur as a consequence of CONTRACTOR'S Breach corresponding to each item of specified liquidated damages, considering all the circumstances existing on the date of this CONTRACT, including the relationship of the sums to the range of harm to COUNTY that reasonably could be anticipated and anticipation that proof of actual damages would be costly or inconvenient.

In signing this CONTRACT, each Party specifically confirms the following:

- The accuracy of the statements made above, and
- The fact that each Party had many opportunities to consult with legal counsel and obtain an explanation of this liquidated damage provision at the time that this CONTRACT was made.

E. County's Reimbursement Costs

CONTRACTOR shall pay COUNTY promptly upon request, COUNTY'S Reimbursement Costs of conducting a nonroutine investigation of any alleged Breach, when appropriate in judgment of Director. CONTRACTOR shall reimburse COUNTY for COUNTY'S Reimbursement Costs incurred because of CONTRACTOR'S Breach, including failure to maintain insurance.

F. Waiver

No waiver by County of any Breach of any provision of this CONTRACT constitutes a waiver of any other Breach of that provision. Failure of COUNTY to enforce at any time, or from time to time, any provision of this CONTRACT will not be construed as a waiver thereof. The rights and remedies set forth in this item F are exclusive and are in addition to any other rights and remedies provided by law or under this CONTRACT.

SECTION 13 - UNPERMITTED WASTE SCREENING AND REPORTING (Contract Services)**A. Protocol**

CONTRACTOR shall develop and implement the Unpermitted Waste Screening Protocol in compliance with Applicable Law and including the following provisions:

- Ongoing employee training in identification, safety and notification procedures, including leaving Non-Collection notices, when safe;
- Means of driver inspection, such as visual inspection during tipping of Carts into Vehicles;
- Immediate driver response, such as load segregation;
- Driver notification, such as calling CONTRACTOR'S dispatcher or field supervisor;
- Notification of appropriate local agency or department;
- Appropriate action, such as segregation and containerization for manifesting and transport for disposal in accordance with Applicable Law or securing services of permitted handling and transport company;
- Compliance with Applicable Law, including regulations of the United States Department of Transportation (DOT) (Title 49 CFR) and of the United States Environmental Protection Agency (Title 40 CFR); and
- Labels on Containers, described in item D of this Section.

B. Prohibition on Collection

CONTRACTOR shall not Collect any Unpermitted Waste that it finds in Refuse, Recyclables, or Organic Waste unless it is licensed under Applicable Law, except as otherwise required in CONTRACT such as with the Collection of refrigerators and air conditioners as part of the Bulky Item program in item B of Exhibit 3A3 and as defined as a Bulky Item in Attachment 5-10A. If CONTRACTOR finds Unpermitted Waste it shall notify all Persons in compliance with Applicable Law.

C. Notice to Director

If CONTRACTOR sees anything that it reasonably believes or suspects may be Unpermitted Waste on any public property in COUNTY, CONTRACTOR shall immediately notify Director and all Persons in compliance with Applicable Law. Public property includes storm drains, streets, and other public rights of way.

D. Labels

CONTRACTOR shall conspicuously label Containers with embossing or other secure means prohibiting Customers from discarding Unpermitted Waste. CONTRACTOR shall submit the label and text for Director approval prior to placing any purchase order for Containers. Item D9 of Exhibit 3A1 contains additional Container requirements.

SECTION 14 - EXECUTION OF CONTRACT

A. Execution in Counterparts

This CONTRACT, including dated signatures on amended Exhibits and attachments to those Exhibits, may be signed by the parties hereto in any number of original separate counterparts, including both counterparts that are executed on paper and counterparts that are in the form of electronic signatures. Electronic signatures include facsimile or email electronic signatures. Each executed counterpart shall be deemed an original. All counterparts, taken together, constitute the executed CONTRACT.

The parties hereby acknowledge and agree that electronic records and electronic signatures, as well as facsimile signatures, used in connection with the execution of this CONTRACT and electronic signatures, facsimile signatures or signatures transmitted by electronic mail in so-called pdf format shall be legal and binding and shall have the same full force and effect as if a paper original of this CONTRACT had been delivered had been signed using a handwritten signature. CONTRACTOR and COUNTY (i) agree that an electronic signature, whether digital or encrypted, of a party to this CONTRACT is intended to authenticate this writing and to have the same force and effect as a manual signature, (ii) intend to be bound by the signatures (whether original, faxed or electronic) on any document sent or delivered by facsimile or, electronic mail, or other electronic means, (iii) are aware that the other party will rely on such signatures, and (iv) hereby waive any defenses to the enforcement of the terms of this CONTRACT based on the foregoing forms of signature. If this CONTRACT has been executed by electronic signature, all parties executing this document are expressly consenting under the United States Federal Electronic Signatures in Global and National Commerce Act of 2000 ("E-SIGN") and California Uniform Electronic Transactions Act ("UETA")(Cal. Civ. Code § 1633.1, et seq.), that a signature by fax, email or other electronic means shall constitute an Electronic Signature to an Electronic Record under both E-SIGN and UETA with respect to this specific transaction.

B. Authority to Execute

COUNTY warrants that the individual signing this CONTRACT has been duly authorized by COUNTY to sign this CONTRACT on behalf of COUNTY and has the full right, power, and authority to bind COUNTY to this CONTRACT. CONTRACTOR warrants that the individual signing this CONTRACT below has been duly authorized by CONTRACTOR to sign this CONTRACT on behalf of CONTRACTOR and has the full right, power, and authority to bind CONTRACTOR to this CONTRACT.

SECTION 15 - PERFORMANCE ASSURANCE

A. Performance Bonds, Other Security

CONTRACTOR shall secure and maintain throughout the Term and until CONTRACTOR has complied with all its obligations that survive the Expiration Date a faithful performance bond, approved by COUNTY. The performance bond must be in a form satisfactory to COUNTY or, at COUNTY'S sole and absolute discretion, any alternative security acceptable to Director, including cash, certified check payable to COUNTY, certificate of deposit, or letter of credit (together, "**Performance Assurance**").

The Performance Assurance secures full and timely satisfaction of Performance Obligations for both Task 1 and Task 2 services.

CONTRACTOR shall provide a Performance Assurance for the period beginning on the Execution Date and ending on the last day of the first Contract Year in the amount listed as calculated and listed below.

	15 percent of previous contractor's Gross Receipts from Task 1 Services minus any Franchise Fees for the last 12 months of the prior contract;
+	15 percent of previous contractor's Gross Receipts from Task 2 Services for the last 12 months of the prior contract;
+	110 percent of any Franchise Fees paid by previous contractor during the last 12 months of the prior contract;
+	110 percent of any liquidated damages assessed to CONTRACTOR by COUNTY during the last 12 months of any contracts with COUNTY;
+	<u>\$100,000;</u>
=	SUM OF PERFORMANCE ASSURANCE (\$150,000 MINIMUM)

Service Area	Amount of Performance Assurance
Rowland Heights/South Diamond Bar	\$828,598.78

For the second Contract Year, and in all subsequent Contract Years, the performance assurance amount must be not less than the sum of below. At the time of this calculation, Director shall use the prior 12 whole months of available data. If for the second Contract Year, 12 months of data are not available, the available data shall be prorated over 12 months. For example, a calculation performed on October 10 may use August 1 of the prior year through July 31 of the current year, because data for August and September of the current year were not available.

15 percent of CONTRACTOR'S Gross Receipts from Task 1 Services minus any Franchise Fees during the prior 12 months;

- + 15 percent of CONTRACTOR'S Gross Receipts from Task 2 Services for during the prior 12 months;
- + 110 percent of any Franchise Fees paid by CONTRACTOR during the prior 12 months;
- + 110 percent of any liquidated damages assessed CONTRACTOR by COUNTY during the prior 12 months; and
- + Up to \$100,000, at the discretion of Director; _____.
- = SUM OF PERFORMANCE ASSURANCE (\$100,000 MINIMUM)

A performance bond must be payable to COUNTY and executed by a corporate surety licensed to transact business (admitted) as a surety in the State of California. The corporate surety must have an A.M. Best Rating of not less than A:VII, unless otherwise approved by Director. The form of performance bond may not allow the bond surety to substitute another Person to perform Task 1 and Task 2 services but must provide for payment of moneys to COUNTY to; (1) secure substitute Task 1 and Task 2 services; (2) remedy damages incurred by COUNTY, including reasonable expenses, attorney's fees, liquidated and compensatory damages, and expenses related to the solicitation process for a new contract; (3) ensure satisfaction of all Performance Obligations, including payment of any Franchise Fees; and, (4) repay any money recovered from COUNTY in any bankruptcy or similar proceedings relating to CONTRACTOR. The performance bond must be conditioned on faithful performance by CONTRACTOR of all the terms and conditions of this CONTRACT, including payment of Franchise Fees and any liquidated damages.

Each Performance Assurance must be renewed to provide for continuing liability in the above amount notwithstanding any payment or recovery thereon. At least 30 days prior to the Execution Date and 30 days prior to any renewal of the Performance Assurance, CONTRACTOR shall deliver the Performance Assurance to Director.

Director may verify the accuracy and authenticity of the Performance Assurance submitted.

B. Further Assurances

In addition to all other rights and remedies it may have, within five days of County request CONTRACTOR will provide reasonable assurances that it can timely and fully meet its obligations under this CONTRACT in any or all of in the following events:

1. Labor

CONTRACTOR is the subject of any labor unrest (including work stoppage or slowdown, sick-out, picketing and other concerted job actions).

2. Tipping Fees

CONTRACTOR does not pay an Identified Solid Waste Facility for services.

3. Employee Wages

CONTRACTOR does not pay wages to its employees, provide workers' compensation insurance required by law, or pays employment-related taxes or fees.

4. County

CONTRACTOR does not pay COUNTY any amount that COUNTY has charged CONTRACTOR.

5. Meet Obligation

In the COUNTY's judgment, the occurrence of either of the following events jeopardizes CONTRACTOR's ability to timely and fully meet its obligations under this CONTRACT:

- CONTRACTOR does not regularly pay its bills when due, or
- The entering of any judgment against CONTRACTOR or any Guarantor with respect to Criminal Conduct by CONTRACTOR or Guarantor.

“Assurance of Performance” means any or all of the following actions, as COUNTY requests:

- Reduction or elimination of insurance deductibles or self-insured retention,
- Providing or increasing the size of a letter of credit, or
- Providing an additional performance bond, certificate of deposit or other instrument.

SECTION 16 - CONTRACT SERVICE AREA INFORMATION

CONTRACTOR is to use and follow the information below provided by Director. Not every Service Area has a sample of every item as it may not be applicable. For example, East Los Angeles has no history of bears opening Refuse Containers so a Bear Map will not be included. Many of the required documents in Exhibit 17 will have a sample listed below.

A. Maps

1. Service Area and Collection Schedule
2. Hot Zones
3. Difficult to Service
4. Bear Zone
5. Alleys
6. Public Receptacles
7. Roll-Out Minimum Service

B. Sample Graphics

1. Cart Lid Labels
2. Dumpster Labels
3. Vehicle Billboards

C. Data

1. Street and Alley Miles
2. Difficult to Service Addresses
3. Public Receptacles Locations
4. Roll-Out Minimum Service Locations
5. Customer Information
 - Number of Customers
 - Number of Containers of each Size
 - Number of Senior Discounts
 - Number of Extra Services (Manure, Bear Cart, Roll-Out, etc.)
 - Number of Extra Containers
6. Tonnages

D. Outreach

1. COUNTY and CONTRACTOR Letters
2. Non-Collection Notice
3. Customer Terms and Conditions
4. Service Brochure
 - a. *Residential*
 - b. *Multi-Family*
5. Rate Sheet

E. SWIMS

1. Form C
2. Form L
3. Form T
4. Form V Vehicle List

SECTION 17 - CONTRACTOR DOCUMENTATION (Contract Services)

A. CONTRACTOR'S Compliance with CONTRACTOR Documentation

CONTRACTOR shall provide Task 1 and Task 2 Services in compliance with the CONTRACTOR Documentation attached as Exhibit 17.

B. Changes in CONTRACTOR Documentation

1. Notice to Director

CONTRACTOR shall give Director prompt Notice of any changes in CONTRACTOR Documentation listed in item A of Exhibit 17 CONTRACTOR Documentation, after the Execution Date. CONTRACTOR shall follow Notice procedure in Part 9F of Exhibit 5. Director's receipt of those changes will be evidenced by the following acknowledgment, appended in substantially this form to the changed CONTRACTOR Documentation:

From: Director Designee
Sent: Tuesday, May 09, 2017 4:55 PM
To: waste hauler
Cc: Business Relations and Contracts Division
Subject: Service Area Name - Acknowledgement of Notice

Acknowledgment: CONTRACTOR has submitted the attached CONTRACTOR Documentation.

Director Designee
Senior Civil Engineer
Los Angeles County Public Works
Office: 626-458-3573

2. Director Consent.

CONTRACTOR shall submit to Director for review and consent any changes in CONTRACTOR Documentation listed in item B of Exhibit 17 CONTRACTOR Documentation, after the Execution Date. CONTRACTOR shall follow Notice procedure in Part 9F of Exhibit 5. Director's approval will be evidenced by the following acknowledgment, appended in substantially the following form to the changed CONTRACTOR Documentation:

From: Director Designee
Sent: Tuesday, May 09, 2017 4:55 PM
To: waste hauler
Cc: Business Relations and Contracts Division
Subject: Service Area Name - Acknowledgement of Consent

Acknowledgment: I have reviewed and approved the attached CONTRACTOR Documentation

Director Designee
Senior Civil Engineer
Los Angeles County Public Works
Office: 626-458-3573

SECTION 18 - ADVERTISING AND OTHER EXTERNAL COMMUNICATIONS ABOUT THE CONTRACT

Contractor shall obtain the County's prior written approval before disclosing or communicating any information concerning the award of the contract, the progress of the work, or the completion of the work, to any non-party, including but not limited to outside media and news organizations. This requirement includes, but is not limited to: (1) a Contractor's, application for an award or any other recognition of the Contract; and (2) any advertising or promotion of the Contract and/or the Contractor's role on the project. The County retains the sole discretion as to the release of such information, including the right to deny the request for disclosure, the right to direct the timing of the disclosure, and/or the right to direct Contractor to make revisions to the information prior to disclosure.

IN WITNESS WHEREOF, COUNTY has by order of its Board of Supervisors caused this CONTRACT to be signed by Director, and CONTRACTOR has caused this CONTRACT to be signed by its duly authorized officers, as of the date first written above.

COUNTY OF LOS ANGELES

By *Heather En Shari*
Director of Public Works

APPROVED AS TO FORM:

DAWYN R. HARRISON
County Counsel

By *Talin Halabi*
Deputy

ARAKELIAN ENTERPRISES, INC.
DBA ATHENS SERVICES

By *[Signature]*
President

Ron Arakelian, Jr.
Type or Print Name

[Signature]
Secretary

Michael Arakelian
Type or Print Name

ACKNOWLEDGMENT

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

County of Orange

On June 19, 2025 before me, Kelly Burdg, Notary Public
(insert name and title of the officer)

personally appeared Ronald Jack Arakelian, Jr and Michael Robert Arakelian
who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are
subscribed to the within instrument and acknowledged to me that he/she/they executed the same in
his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the
person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

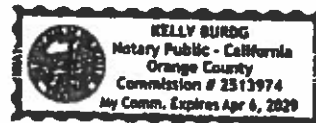
I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing
paragraph is true and correct.

WITNESS my hand and official seal.

Signature

Kelly Burdg

(Seal)



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EXHIBIT 3A1 – Task 1 Services
Refuse, Recyclables, and Organic Waste Cart Services
to Occupants at Residential Premises
and Certain Multifamily Premises

A. No Longer Used

B. Solid Waste Collection Requirements

CONTRACTOR shall Collect Refuse, Recyclables, Organic Waste, and Manure in the Service Area from Containers, Bulky Items, and Excess Solid Waste, as provided in this Exhibit.

1. Days Authorized to Collect

Residential Collection is only permitted Monday through Friday, except following a Holiday.

For each Occupant CONTRACTOR shall Collect Recyclables and Organic Waste on the same day that CONTRACTOR Collects the Refuse.

2. Collection Hours

CONTRACTOR shall Collect only between the hours of 6 a.m. and 6 p.m., except for Collection from Commercial Customers and Occupants in accordance with County Code, including Section 12.08.520 Refuse Collection Vehicles.

If it becomes evident that CONTRACTOR may not be able to complete its scheduled work within the required hours, CONTRACTOR shall immediately notify Director and receive consent to Collect outside of regular hours or to Collect the next business day. Notification shall be to the COUNTY's designated contract administrator and their supervisor but notification outside of the Director's regular business hours must also include the COUNTY's authorized representative in Attachment 5-9G and their assistant. Director may request a proposal for measures to be taken to maintain the scheduled service without delay or interruption.

CONTRACTOR shall not Collect in School Zones within 30 minutes of the school's starting time and ending times.

CONTRACTOR shall use Reasonable Business Efforts to adjust the early morning start point of Collection routes to address and minimize Occupant complaints.

3. Collection Frequency

CONTRACTOR shall Collect Solid Waste on the scheduled Collection Day, at least once per week from Occupants. The frequency of Collection may be reduced at the discretion of Director. For example, the Collection frequency of Refuse may be reduced if Food Waste is not allowed in the Refuse Container or Recyclables Containers Collection frequency may be reduced to every other week.

Customers may increase the frequency of their Collection for an additional charge for the Customer Service Fees provided on Attachment 7-2, Task 1 Service Fees of Exhibit 7.

4. Collection Schedule

CONTRACTOR shall schedule Collection in the Service Area on the Service Days as indicated on the schedule in item A1 of Exhibit 16 (Collection Schedule), or other schedule approved by Director if it significantly improves efficiencies.

Any proposed changes in the Collection schedule shall have the Service Day be one to two Service Days before streets are swept as provided in Director's schedule for street sweeping in the Service Area. Director may amend this schedule at any time, and CONTRACTOR shall use Reasonable Business Efforts to implement this amendment. CONTRACTOR shall prepare a Notice notifying the affected Customers and Occupants of the change and send such Notice to these Customers and Occupants upon receiving approval from Director.

Service Areas or portions thereof without an existing Director-approved Collection schedule shall have one developed by CONTRACTOR and approved by Director.

5. Holidays

CONTRACTOR may observe the following Holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Collection shall be delayed one day for the Holiday and the remainder of the Holiday week. CONTRACTOR may Collect on Saturday of the same week for Residential Occupants and on Sunday for Commercial Occupants.

C. Diversion

1. Divert Materials

a. Refuse Transport and Disposal

CONTRACTOR shall transport all Refuse that it Collects to the Solid Waste Facility in Contractor Documentation in Exhibit 17. CONTRACTOR may be directed to use facilities designated by Director, as provided in item F2 of Exhibit 3A1.

b. Recyclables Transport and Processing

(1) Facility Designated in Exhibit 17

CONTRACTOR shall transport all Recyclables that it Collects to the facility that it designates in Contractor Documentation in Exhibit 17, such as a materials recovery facility or transfer station.

(2) Facility Standards

Director reserves the right to set Processing facility standards, review documentation, and inspect facilities and not allow use of facilities that do not meet Director's standards.

(3) E-Waste

CONTRACTOR shall Recycle and dismantle all E-waste that it Collects into materials that meet commercial standards for marketable commodities such as metals, plastic, and glass in a facility that operates within the United States. CONTRACTOR shall not ship any other E-waste or E-waste components outside the United States. CONTRACTOR shall demonstrate compliance with this subsection in the form of an affidavit from the proposed E-waste recycler.

c. Organic Waste Transport and Processing

(1) Facility Designated in Exhibit 17

CONTRACTOR shall transport all Organic Waste (Green Waste and Food Waste) that it Collects from Green Waste Containers and/or Food Waste Containers to the facility that it designates in Contractor Documentation in Exhibit 17.

(2)

SB 1383 Compliance

CONTRACTOR shall transport Organic Waste to facilities that are compliant with SB 1383 requirements, as set forth in Article 2, Section 18983.1(b), except that land application is not allowed under this CONTRACT. Land application will only be allowed with written approval by Director due to a lack of other viable facilities.

Contractor shall secure adequate, verifiable Organic Waste Diversion capacity to handle all of the Organic Waste that it Collects in accordance with this CONTRACT.

d. Manure Transport and Processing

If CONTRACTOR must Collect Manure in the Service Area, CONTRACTOR shall transport Manure to the facility that it designates in Contractor Documentation in Exhibit 17.

2. Reasonable Business Efforts to Divert

CONTRACTOR shall use Reasonable Business Efforts to Divert the following materials that it Collects:

a. Bulky Items

Bulky Items in accordance with item H3 of this Exhibit and item B of Exhibit 3A3.

b. Abandoned Waste

Abandoned Waste Collected in accordance with Exhibit 3A2

c. Excess Solid Waste

Excess Solid Waste Collected in accordance with item H3 of this Exhibit and item B of Exhibit 3A3.

d. Manure

Manure observed in Refuse Containers by offering Manure-only Containers

CONTRACTOR shall Dispose the items, listed in this subsection, Collected from Customers and Occupants pursuant to this CONTRACT in accordance with the following hierarchy:

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

CONTRACTOR shall not Dispose of the items, listed in this subsection, in a landfill unless the items cannot reasonably be reused or Recycled.

3. Source Separation and Organic Waste Diversion

CONTRACTOR is required to assist COUNTY to comply with all applicable laws, including SB 1383 which requires the State to achieve Organic Waste Disposal reduction targets.

COUNTY intends to have Organic Waste Diverted from landfills at the start of this CONTACT. However, COUNTY reserves the right to either delay implementation, stop, or start Organic Waste Diversion at any time. Therefore, CONTRACTOR is to include amounts for Diversion and Disposal in Form PW-2, Task 1 Schedule of Prices. Note the following:

- Recyclables will include wood, dry lumber, and textiles as part of the Bulky Item Collection but are not to be placed in the Recyclables Cart.
- Containers at Homeless Encampments will be treated as public receptacles and therefore not considered Unsegregated Single-Container Collection Services as set forth in Section 18984.3 of SB 1383 and therefore such waste is not required to go to a high diversion Organic Waste processing facility.

a. Residential Occupants with Carts and/or Dumpsters

COUNTY has determined that compliance with SB 1383 Article 3, Section 18984.1: Three-Container Organic Waste Collection Services is the best methodology to implement the requirements of SB 1383 for most Occupants and must be used by CONTRACTOR, unless otherwise approved by Director. CONTRACTOR may submit an alternate method with a corresponding bid price for approval by Director.

D. Containers

1. Standard Containers

CONTRACTOR shall provide to each Occupant the following:

- a. One 96-gallon Refuse Cart;*
- b. One 96-gallon Recyclables Cart;*
- c. One 96-gallon Green Waste Cart or upon Occupant request one 32-gallon Food Waste Cart with one 64-gallon Green Cart.*

2. Extra or Larger Capacity Containers

If Customer requests an extra Container or larger capacity Container for Refuse, Recyclables or Green Waste/Food Waste beyond the carts as described above, the Customer shall pay CONTRACTOR the surcharge, as provided in Attachment 7-2, Task 1 Service Fees of Exhibit 7. CONTRACTOR shall credit existing charges towards the upgraded service.

3. Delivery, Removal, and Exchanges

Within seven calendar days after receiving a Customers or Occupant's request for commencement or changes in Collection of Solid Waste, CONTRACTOR shall deliver Container of the Customer or Occupant's requested capacity or replace existing Container with substitute Containers of the Customer or Occupant's requested capacity. CONTRACTOR shall charge a fee according to the following:

a. Starting or Stopping Service

CONTRACTOR shall not charge for delivery or removal of Containers upon starting or terminating service.

b. One Annual Exchange of Containers

CONTRACTOR shall exchange one or more Containers for one or more Containers of a different size if requested by Customer or Occupant once each Calendar Year at no extra charge.

For example, a Customer or Occupant may ask CONTRACTOR to exchange its 96-gallon Refuse and Recyclable Containers for 64-gallon Container at no charge.

c. Multiple Exchanges of Container(s)

If a Customer asks CONTRACTOR to exchange Container(s) more than once each Calendar Year as described in item b above, CONTRACTOR may charge Customer the amount provided in Attachment 7-2, Task 1 Service Fees of Exhibit 7.

CONTRACTOR shall inform Customer of the fee prior to the exchange and give Customer the option of waiting for the exchange until the next Calendar Year to avoid the charge.

d. Cleanliness of Containers

While CONTRACTOR is not obligated to provide new Containers to Occupants, they must provide clean Containers. This includes the delivery of additional Containers, exchange of Containers, or washing used Containers.

(1) At Contract Start for Used Containers

Starting within 3 months of Commencement Date, CONTRACTOR is to arrange and coordinate cleaning the inside of all of the Customer's Containers if those Containers were not new at the Commencement Date.

However, Director may determine the cleaning is not necessary and in lieu of the service, require the monthly rate be reduced by the cleaning costs, as indicated on Attachment 7-2, Task 1 Service Fees of Exhibit 7.

(2) Annual Cleaning of Green Waste and Food Waste Containers

Starting in the 2nd Contract Year, CONTRACTOR is to arrange and coordinate a cleaning of the inside of Customer's Green Containers once per Contract Year. If applicable, Food Waste Containers are to be included in the cleaning. The service is to be promoted in an article in the outreach materials.

However, Director may determine the cleaning is not necessary and in lieu of the service, require the monthly rate be reduced by the cleaning costs, as indicated on Attachment 7-2, Task 1 Service Fees of Exhibit.

(3) Monthly Cleaning by Customer Request

Starting within 6 months of Commencement Date, CONTRACTOR is to arrange and coordinate a cleaning of the inside of Customer's Containers up to monthly, or other frequency determined by Director. CONTRACTOR may pass the cost of the cleaning on to Customers for the surcharge provided in Attachment 7-2, Task 1 Service Fees of Exhibit 7. The service is to be promoted in an article in the quarterly newsletter or postcards, requiring Customers to contact CONTRACTOR to request the service and agree to pay for it. While this service is intended for Containers with Food Waste, it is to be available for any or all Containers.

This service may be offered either for every Customer on a Service Day is cleaned on the same day or scattered throughout the month. Additionally, CONTRACTOR may choose to exchange Containers with clean ones.

e. Removal of Carts or Dumpsters Stored in the Public Right-of-Way

The storage of Solid Waste is not allowed within the public right-of-way. Furthermore, Containers left out after Collection may be an eyesore for the community, a threat to public health, and a nuisance to traffic. Therefore, Director may require CONTRACTOR to assist in dealing with these Containers.

(1) Third-Party Containers

At the request of Director, for containers not owned by CONTRACTOR, CONTRACTOR shall, at no charge to COUNTY or Customer:

- Remove any container, including Carts, Dumpsters and roll-off bins that COUNTY deems abandoned, within two Service Days of request.
- Arrange for the Disposal or Diversion of Solid Waste within the container.
- Reuse, Recycle, or resell container.
- Notify Director to confirm removal.

(2) CONTRACTOR's Containers

At the request of Director, for Containers owned by CONTRACTOR, CONTRACTOR shall, at no charge to COUNTY:

Warn (only upon direction from Director)

- Tag Containers with a warning Notice that Solid Waste may not be stored in the right-of-way and the further leaving out of the Containers may result in their removal and a fee to return them.

Remove (only upon further direction from Director)

- Take photographs of Containers and make available to Customer and Director, upon request.
- Remove any Cart or Dumpster from the Right-of-Way, within two Service Days.

- On the same day as removal, contact Occupant and Customer by telephone and by text or email to notify them of the removal, the reason for it, and how to have it returned.
- Charge Customer the surcharge, as provided in Attachment 7-2, Task 1 Service Fees of Exhibit 7. Note that this surcharge may be increased by 25 percent for each additional occurrence within the past, rolling 12 months. For example, if the first time the fee was \$20, one month later it would be \$25, three months after that would be \$31.25, but 14 months later it would be back to \$20 (or whatever the current Basic Service Fee is with applicable rate adjustments).
- Charge an additional surcharge, as provided in Attachment 7-2, Task 1 Service Fees of Exhibit 7, if the Set-Out Site contains Solid Waste that CONTRACTOR places inside Containers upon their return.

Return

- Return Container(s) to Occupant within two service days of Customer's willingness to pay the return fee, such as having it added to the next quarterly bill.

Notify Director

- Notify Director of the status of removals, payment of surcharges, and the return of Containers.

4. Repair and Replacement

a. Identification/Reporting

CONTRACTOR shall repair or replace damaged Carts that it observes are damaged when providing service and upon request from Director, Customer, or Occupant. This includes any Carts that may fall into the Collection Vehicle.

b. Fee

CONTRACTOR will repair or replace Containers without cost, except in the circumstances below. CONTRACTOR may charge the Customer for the actual cost of repair or replacement of Containers when:

- A Container is missing but Customers or Occupants do not either report the theft of the Container to the police or sign and submit a

loss attestation form. A police report or loss form shall not be required for losses reported during the 2 weeks following a significant weather event such as heavy rains or wind, that caused numerous Carts to be moved by nature.

- The Container is damaged due to Occupant negligence such as disposing of hot ashes inside the Container or over-filling the Container so that lifting it damages the Collection Vehicle. Director's determination of Occupant negligence is final.

c. Repair or Replacement

CONTRACTOR shall repair or replace severely damaged unusable Containers within two Service Days or on the next collection day for damaged but usable Containers, after CONTRACTOR observes the damaged Container or when requested by Director, Customer or Occupant. "Damage" includes missing or inoperable lids.

5. Placement (Set-Out Site)

CONTRACTOR shall arrange for the location of a Set-Out Site directly with Occupant. If no arrangement is made, then the default location is the curb of the street for the address of the Occupant or in the alley behind the Occupant's property. CONTRACTOR must move Containers from an alternate location and return them, when providing roll-out service under item I of this Exhibit.

CONTRACTOR shall return empty Containers upright and to their Set-Out Sites. CONTRACTOR shall not impede pedestrian or vehicular traffic. The Set-Out Site should be located at the curb or as otherwise provided in County Code Section 20.72.100, except during heavy rains when CONTRACTOR shall return Containers approximately 2 feet from the curb to keep the gutter unobstructed and prevent the Containers from being washed away.

6. Inventory

CONTRACTOR shall maintain an adequate inventory of Containers and lids of each type and capacity to provide Customers and Occupants replacements within two Service Days of request. When determining adequacy, CONTRACTOR shall consider the nature of Set-Out Sites. For example, Carts placed on unlevel Set-Out Sites, such as in mountainous areas without curb and gutter, may be damaged more frequently than those placed in level Set-Out Sites. Therefore, CONTRACTOR must maintain a larger inventory of Carts for those areas.

CONTRACTOR shall notify Director if inventory is inadequate, including an explanation of why inventory dropped below the two-Service Day standard.

For example, CONTRACTOR might submit its timely order for Containers but receive them later than manufacturer originally represented due to manufacturer's backlog or other delay.

If Contractor fails to provide Occupants Container, as required in Section D.4.c of Exhibit 3A1, then Director may require CONTRACTOR to maintain an inventory of 10% of the total number of Containers in use by Occupants.

7. Graffiti

CONTRACTOR shall remove any graffiti and other markings that deface or detract from the aesthetic quality of the Containers within seven calendar days of its Vehicle drivers' or route supervisors' observation and report, or upon request of Director or any other Person. If the graffiti is comprised of obscenities, removal shall be within two Service Days. Instead of removing graffiti or markings, CONTRACTOR may replace defaced Containers with clean Containers.

8. Alternative Container Sizes

If a Customer or Occupant requests alternate Container sizes, CONTRACTOR shall provide the type of Containers described in Contractor Documentation in Exhibit 17. For the purposes of this CONTRACT, Carts with a capacity between 95 and 100 gallons are equivalent to 0.5 cubic yards. CONTRACTOR shall provide the number of alternative Containers having the same aggregate capacity as CONTRACTOR would have provided to that Occupant. For example:

- Three 32-gallon Carts instead of one 96-gallon Cart.
- One 64-gallon Cart and one 32-gallon Cart instead of one 96-gallon Cart.

9. Additional Specifications

CONTRACTOR shall provide to Occupant wheeled Containers compatible with automated Collection Vehicles having the specifications described in Contractor Documentation in Exhibit 17. Director approval is required for labeling and any alternatives to the specifications below. All containers must comply with Article 3, Organic Waste Collection Services, Section 18984.7 of SB 1383.

All Container bodies shall be a uniform color with color coded lids. Lid colors shall distinguish the type of materials that go in each Container such as gray for Refuse, blue for Recyclables, green for Green Waste, and brown for Food Waste. If a Manure Container is to be used, Director approval of the proposed color is required.

As an alternative when Containers are being reused, with approval from Director, the Refuse Container body may be gray, the Recyclables Container body may be blue, and the Green Waste Container body may be green, or other Director approved color.

a. Carts

(1) Capacity

CONTRACTOR shall provide Carts of an approximate capacity of 96, 64, and 32 gallons. If a Food Waste Cart is to be used, Director shall approve the proposed size.

(2) Labeling of Body

Containers shall clearly display CONTRACTOR's name in a contrasting color, with reflective paint. If Containers are purchased from previous waste hauler, a reflective sticker with the new logo may be placed over the old logo but stickers must be replaced if they fade or fall off. If CONTRACTOR is reusing their own Containers without reflective paint, there must be a reflective sticker or paint somewhere added to the Container.

(3) Labeling of Lids

Cart lids shall be labeled similar to the template in item B1 of Exhibit 16 and shall clearly display CONTRACTOR's phone number, website, and contents for which the Container is designated, a warning that the Disposal of Unpermitted Waste in the Container is prohibited, and acceptable/not acceptable contents. If labeling is done with stickers instead of heat stamping, stickers must be monitored and replaced as necessary when missing or faded. Lids must be in compliance with SB 1383 requirements.

(4) Manufacturing Process

Each plastic Cart shall be constructed of recyclable content at a minimum of 25 percent post-consumer materials. Additionally, flexible Carts give the impression of low-quality and therefore new, rotationally molded Carts will not be allowed.

(5) **Cart Reuse**

While Carts provided to Occupants are not required to be new, they must be in reasonably good condition, including cleanliness, as required in Item D(3) of this exhibit. Refuse Carts must be washed prior to reuse, unless otherwise approved by Director.

(6) **Weight Limits**

(a) **Refuse and Recyclables**

CONTRACTOR shall specify the weight limits of these Containers based on manufacturer's specifications, typically between 300 and 330 pounds.

(b) **Green Waste and Food Waste**

CONTRACTOR is to specify the weight limits of these Containers as 150 pounds. Occupants are to be limited to placing approximately two-thirds of a 96-gallon Green Waste Container with Food Waste. Customers can be required to request additional Food Waste Carts if their Green Carts regularly exceed this limitation.

The purpose of this limitation is to restrict the abuse of Containers for Organic Waste Diversion. For example, a business may try to completely fill the two included 96-gallon Green Carts with Food Waste, but this would not be allowed.

b. Dumpsters

The following conditions apply when Dumpster service is provided.

(1) **Lids**

A lid shall prevent intrusion of rainwater, rodents, birds, and flies; shall prevent the contents from being carried or deposited by the elements onto the ground; and shall reduce the emission of odors.

(2) **Labeling of Body**

Dumpsters shall clearly display CONTRACTOR's name in a contrasting color, with reflective paint. If Dumpsters are

purchased from previous waste hauler, a reflective sticker with the new logo may be placed over the old logo but stickers must be replaced if they fade or fall off. If CONTRACTOR is reusing their own Dumpsters, there must be a reflective sticker or paint somewhere on the Container.

Dumpster bodies shall be labeled similar to the template in item B2 of Exhibit 16 and shall clearly display CONTRACTOR's phone number, website, and contents for which the Container is designated, a warning that the Disposal of Unpermitted Waste in the Container is prohibited, and acceptable/not acceptable contents. Examples of Recyclables is an important part of educating Customers and Occupants.

10. Customer or Occupant Declines a Portion of Collection Service

A Customer or Occupant may decline Refuse, Recycling, or Green Waste Collection services and therefore they may not need all three types of Containers, or may not need all the alternative Containers as provided for in Section D(1) of this Exhibit. Fees shall not be reduced for Customers declining a portion of the basic Collection services.

11. Container and/or Cart Lids Purchase Option

In the event of Breach or termination, COUNTY may purchase some or all Containers (body with lid) and/or Cart lids (not attached to body) on the effective date of the contract termination Notice at a price equal to the then book value of Containers and/or Cart lids amortized straight-line over the initial Term of the CONTRACT. This includes Containers and/or Cart lids stored in CONTRACTOR's inventory for future use under the requirements of subsection 6 of this Section. CONTRACTOR shall transfer or assign to COUNTY all rights necessary to give COUNTY ownership, possession and use of Containers and/or Cart lids, including under any Containers and lid acquisition agreement.

12. Bear-Resistant Carts

If required under Exhibit 3A3, CONTRACTOR shall offer bear-resistant 96-gallon Manure Carts.

13. Manure Service

If required under Exhibit 3A3, CONTRACTOR shall offer Manure Collection service from Manure-only Containers for the Customer Service Fees provided on the Attachment 7-2, Task 1 Service Fees of Exhibit 7.

14. Cart with Gravity Lock

Upon Customer request, CONTRACTOR shall sell to Customer, with no financial gain to CONTRACTOR, Carts with gravity locks to prevent scavenging or small animal intrusion, at the price listed on Attachment 7-2, Task 1 Service Fees of Exhibit 7. After transferring ownership to Customer, CONTRACTOR is no longer responsible for repair or replacement of the Carts. CONTRACTOR shall disclose to Customer and receive written acknowledgement from Customer, CONTRACTOR is no longer responsible for the Carts purchased by Customer. If CONTRACTOR cannot provide Director evidence of Customer's acknowledgment, CONTRACTOR shall continue to be responsible for repair or replacement of the Carts.

If CONTRACTOR is unable to Collect from Cart due to failure of the lock, CONTRACTOR shall require Customer to repair it, offer to repair it for a reasonable charge, or replace Cart with standard non-locking Cart at no charge.

CONTRACTOR is not obligated to deliver Carts with gravity locks within seven days of request under subsection 3, but CONTRACTOR must deliver those Carts within 21 days of request.

15. Occupants with Inadequate Service

CONTRACTOR shall inform Director of any Occupants that has an inadequate level of service. This includes confirmed issues such as frequently overloaded Containers and missing Containers (no Recyclables or Green Cart) and suspected issues such as only one 64-gallon Recyclables Cart at a large office building.

CONTRACTOR shall Report this information quarterly, as required in item A2g of Section 10.

E. No Longer Used (Vehicles Moved to item C of Section 3)

F. Solid Waste Transportation, Processing, Diversion, and Disposal

1. CONTRACTOR-Designated Solid Waste Facility

CONTRACTOR shall transport Solid Waste only to the Solid Waste Facility or Facilities that CONTRACTOR has designated in Contractor Documentation in Exhibit 17 for Processing, Diversion, or Disposal or those facilities as directed by Director in subsection 2 below. CONTRACTOR may designate a Solid Waste Facility or Facilities that utilizes Conversion Technology or provides feedstock to Conversion Technology facilities. Prior to any change in designated facilities or change in rates at an approved facility, CONTRACTOR must provide Notification to Director for

consent of change. Failure to receive approval from Director will result in rate adjustments being calculated based on the less expensive of the existing and previous facility. Director will review information such as fees, distance, Recycling rates, ability to Recycle Recyclables.

If CONTRACTOR requests to take Solid Waste to a facility that charges more, Director may approve such requests without authorizing the CONTRACTOR to pass the increased cost to the Customer. At the Director's discretion, some or all the increased costs may be passed to the Customer under special circumstances such as changing Green Waste Diversion from a landfill that was using it as Alternate Daily Cover to a more expensive composting facility.

Some Service Areas may require CONTRACTOR to use specific sites or facilities for Disposal, Diversion, or Processing of Solid Waste without additional compensation, as designated in Exhibit 3A3 if applicable to this.

2. Flow Control

Director reserves the right to direct Solid Waste to a specific site or facility. COUNTY will compensate CONTRACTOR for any direct costs, if any, such as increased tipping fees and transportation costs which CONTRACTOR incurs as a result of the delivery of materials to a COUNTY-designated Solid Waste Facility instead of to the Solid Waste Facility selected by CONTRACTOR. CONTRACTOR must submit verifiable evidence demonstrating increased costs.

If CONTRACTOR had been using a CONTRACTOR owned facility before being redirected to a different facility, Director will not compensate CONTRACTOR for any lost profits incurred by the CONTRACTOR as a result of being redirected to a different facility. In addition, Director will not compensate CONTRACTOR for any losses incurred to the extent that it had any general obligations to provide a minimum tonnage to a facility (often referred to as put or pay) but will compensate CONTRACTOR for additional out-of-pocket costs directly resulting from an obligation agreed to specific to this CONTRACT. For example, if CONTRACTOR signed an agreement to bring 100,000 tons per month of Refuse to Landfill X, Director will not compensate the CONTRACTOR for redirecting waste under this CONTRACT to a different facility. But if CONTRACTOR had agreed to bring 1,000 tons of Refuse from this Service Area to Landfill X, Director will compensate CONTRACTOR for additional out-of-pocket costs that CONTRACTOR incurs as a direct result of being redirected to a different facility.

Some Service Areas may require CONTRACTOR to use specific sites or facilities for Disposal, Diversion, or Processing of Solid Waste without additional compensation, as designated in Exhibit 3A3 if applicable to this CONTRACT.

3. Land Application of Organic Waste

Land application of Organic Waste will not be allowed without the written approval of Director.

G. Recyclables

1. Scavenging - Discouragement

CONTRACTOR shall use Reasonable Business Efforts to enforce the "Collection by Unauthorized Persons" law, pursuant to Public Resources Code Section 41950, et seq., and County Code Chapter 20.72.196 ("anti-scavenging laws"), including the following:

Marking Recyclables Containers with language that the materials are to only be picked up by CONTRACTOR as the "authorized agent" and that CONTRACTOR is picking up the material for Recycling purposes.

Orally advising any Person, other than CONTRACTOR, observed removing recyclable materials which have been segregated from Solid Waste materials and placed at a designated Collection location for the purposes of Collection and Recycling that such conduct is a misdemeanor, per COUNTY Ordinance, and carries civil penalties.

Instituting civil actions against a Person alleged to have violated California Public Resources Code Section 41950 for treble damages, as measured by the value of the material removed, or a civil penalty of not more than \$2,000, whichever is greater, for each unauthorized removal, in accordance with California Public Resources Code Section 41953(a).

Instituting civil actions against a Person alleged to have violated California Public Resources Code Section 41950 for a second, or subsequent time in a 12-month period, for treble damages, as measured by the value of the material removed, or a civil penalty of not more than \$5,000, whichever is greater, for each unauthorized removal, in accordance with California Public Resources Code Section 41953(b); and

Taking actions under County Code Section 20.72.196 to discourage Scavenging.

2. Prohibition on Mixing Recyclables, Organic Waste, and Refuse

Unless CONTRACTOR is obligated under this CONTRACT or approved by Director to conduct a single-pass service for certain Occupants per item M of Section 4 (such as on a private road) to Process Refuse for recovery of

Recyclables, or unless as otherwise approved by Director, CONTRACTOR shall not:

- a. Mix the contents Collected from Recyclables, Green Waste, and Refuse Containers; or*
- b. Dispose of Recyclables or Organic Waste Collected, except for:*

- (1) Incidental amounts of Recyclables or Organic Waste that an Occupant commingles with discarded Refuse;
- (2) Contaminated Recyclables or Organic Waste that cannot be Diverted using Reasonable Business Efforts if CONTRACTOR has previously exercised Reasonable Business Efforts to provide Occupant education with respect to reducing that contamination.

3. Residuals

- a. Minimize Quantity of Residuals*

CONTRACTOR shall not use facilities that have a significant quantity of Solid Waste residuals remaining after Processing Recyclables, as determined by Director, including considering operating and recovery efficiencies and maximum levels of residuals that CalRecycle may establish to qualify the Processing as Diversion.

- b. Maximize Diversion of Residuals*

CONTRACTOR shall use Reasonable Business Efforts to Divert residual Solid Waste remaining after Processing Recyclables.

4. Diversion of Recyclables

CONTRACTOR shall Divert all Recyclables whether Diversion is a net cost or profit. Where the cost of Diversion of a material exceeds the cost of Disposal, CONTRACTOR may seek permission from Director to Dispose of the material.

5. No Longer Used

6. Changes in Materials

Materials may be added or deleted from the definition upon Notice to CONTRACTOR and upon Reasonable mutual agreement of Director and CONTRACTOR. Within 14 days of receiving that Notice, CONTRACTOR shall give Director a draft Notice informing Customers of changes in materials. Following COUNTY's approval, CONTRACTOR shall distribute

those Notices to Customers and Occupants in the manner that Director requests in accordance with Item L4b of this Exhibit.

CONTRACTOR may request an adjustment to the Service Fee under item F of Exhibit 7, Change in Contract Services, including submission of documentation supporting the adjustment, to the Director. COUNTY and CONTRACTOR must agree on the adjustment.

Examples of adjustments (or no adjustments) might be:

- No Adjustment

No incremental or net cost of Collection or Processing.

- Possible Adjustment

- Incremental cost of acquiring new Containers, establishing additional Set-Out Sites, and adding an additional Collection route, not offset by materials sales.
- Additional cost to Process material.

7. Waste Characterizations

On a quarterly basis as required in item A2a of Section 10, CONTRACTOR is to submit a copy of any waste characterizations performed on Recyclables, whether done by CONTRACTOR or the Materials Recovery Facility.

H. Special Services

CONTRACTOR shall provide the services prescribed in this Section without additional cost to Customers or charge to COUNTY except for subsection E of this Exhibit, Additional On-Call Pickup with Additional Cost.

1. Christmas Tree Collection

For a minimum of three weeks following December 25, or another period established by Director, CONTRACTOR shall Collect, transport, process, and Divert all natural Christmas trees stripped of ornaments, garlands, tinsel, and stands, placed for Collection at the Set-Out Site, on the Occupant's regularly scheduled Collection day. Trees Collected under this program are not required to be cut to a smaller size by Occupant. Trees set out after the three-week period are to be Collected as Green Waste and therefore limited to 4-feet in length. Flocked trees are not included in this program and must be called in as a Bulky Item for collection. All materials Collected shall be Diverted to the maximum extent feasible.

2. Annual Curbside Cleanup Event

Once each Contract Year, CONTRACTOR shall Collect **unlimited quantities** of Bulky Items or bagged/bundled Excess Solid Waste, discarded at each Set-Out Site by the Occupant, including Construction and Demolition debris which is limited to two 70-pound bags, containers, or bundles. Any Construction and Demolition debris or other items not Collected shall be tagged with a Non-Collection Notice explaining the reason for it not being removed.

While quantities are unlimited, CONTRACTOR may request Occupants to call 7 days in advance of the event if they plan on putting out more than what would fit in a 3 cubic yard dumpster. Such Notice must then be in all advertisement of the event. On the day of the event, if CONTRACTOR encounters large piles that were not called in, CONTRACTOR may either Collect the Solid Waste or may tag the pile indicating that approximate date when CONTRACTOR will return to Collect it, not longer than 14 days from the event date, and document it with photos.

CONTRACTOR shall use Reasonable Business Efforts to ensure that this event is held the same weekends as previous year and no changes shall be made without Director's approval. See item C of Exhibit 3A3 for months or dates of previous year's events. CONTRACTOR shall schedule events in succeeding Saturdays assigning one Service Day for each Saturday, except on a Holiday weekend and the following weekend if Collection service was delayed and Friday service is now on Saturday. CONTRACTOR shall avoid Holiday weekends and other weekends with celebrations or parades. Multiple Service Days may be combined into one Saturday upon approval by Director.

One week prior to the day of each event, CONTRACTOR shall provide Director with information regarding the event such as:

- Route maps with starting and ending points,
- Vehicles,
- Number of workers,
- Primary contact Person, and
- Other information requested by Director.

CONTRACTOR shall instruct Occupants to place their items at the Set-Out Site prior to 6 a.m. of the day of their event. CONTRACTOR shall start the event no earlier than 6 a.m. and end by 6 p.m. on the Saturdays during the event, or as instructed by Director.

CONTRACTOR is to anticipate that some Occupants will place items at the Set-Out Site after 6 a.m. and after CONTRACTOR has passed that Occupant's home. Therefore, prior to the end of each day's event,

CONTRACTOR shall return to each street one time to ensure that all discarded materials placed at Set-Out Site were Collected. CONTRACTOR is not required to use a Collection Vehicle for the second pass. For example, CONTRACTOR's route supervisor may check the Set-Out Sites. If any discarded material is found, CONTRACTOR shall Collect it that same day. Any items in the Public Right-of-Way after CONTRACTOR has returned one time are considered Abandoned Waste.

CONTRACTOR may be required, upon oral or text message request of Director to return to any event route and Collect discarded materials left out at the Set-Out Site. This shall be accomplished on the same day of the request. If Director makes such a request, it shall not be considered a violation of the service hours.

CONTRACTOR is to submit a report on the results of the cleanup event. This may include the following or similar as determined by Director:

- Event tonnages,
- Location of participants,
- Email confirmation of event completion, and
- Use of Director's Trash Monitoring Program (TMP) smartphone application or other similar system, as determined by Director.

3. Bulky Item and Excess Solid Waste Collection

In addition to the Annual Curbside Cleanup Event described in item H2 of this Exhibit, CONTRACTOR shall Collect Bulky Items and Excess Solid Waste discarded at the Set-Out Site as specified in item B of Exhibit 3A3.

4. Priority Pickups at Director's Request

Each Calendar Year, CONTRACTOR shall Collect unlimited amounts of Solid Waste Discarded in the Public Right-of-Way according to circumstances below.

a. End of Next Service Day

20 times by the end of the next Service Day after Director's request or other time agreed to between Director and CONTRACTOR.

b. Same Day

10 times on the same day of Director's request.

5. Special Cleanup Events Services

At Director's request, CONTRACTOR shall provide Containers for discards of Solid Waste for community cleanup projects or public events located throughout the Service Area during any 12-month period:

- 6 events for roll-off bins (up to 80 cubic yards per event) or Dumpsters (up to 6 Dumpsters per event), and
- 20 events for cardboard boxes and/or bags (up to 50 boxes and bags per event).
- 2 events for Green Waste Collection, when applicable*

* There may be Service Areas with a higher demand for Diversion of the landscaping materials. See Exhibit 3A3 for any additional requirements.

CONTRACTOR may be required to replace filled Containers during the event if directed to do so by Director prior to the event and shall be responsible for removing any Refuse that is left alongside of, rather than inside, the Containers. CONTRACTOR shall Collect Containers at the end of the event, the next day, or other date agreed to between Director and CONTRACTOR. Event participants will be instructed to gather bags into piles at the end of the event. CONTRACTOR shall provide all the necessary staffing, labor, Vehicles, Containers, and other equipment, and materials or supplies (such as plastic bags in portable containers).

6. Sharps Collection

Within one week of a Customer or Occupant request, CONTRACTOR shall provide the Occupant, without charge, with the following:

a. Four Sharps Containers per Year

A Sharps Container that has at least a one-gallon capacity (up to four per Contract Year) for discard of Sharps in accordance with any Federal, State, and local laws and regulations; and,

b. Collect or Pre-Paid Mailer

CONTRACTOR shall also Collect Sharps Container or provide a prepaid postage container for mailing back the approved Sharps Container in accordance with any Federal, State, and local laws and regulations.

CONTRACTOR shall Collect, transport, and Dispose of materials, without charge, in accordance with any Federal, State, and local laws and regulations.

7. Mulch/Compost Giveaway & Shredding Program

CONTRACTOR shall twice annually, publicize and offer Occupants Mulch (i.e., shredded bark and wood chips), Compost, and a document shredding service at no additional charge to Customers, Occupants, or COUNTY. This shall occur once in the early Spring and again in the early Fall, or at alternate dates as requested or approved by Director. CONTRACTOR must provide recovered Organic Waste products as set forth in Article 12 of SB 1383. CONTRACTOR shall use Reasonable Business Efforts to offer Mulch and Compost that were produced from Green Waste generated in the Service Area, unless otherwise approved by Director.

See item A of Exhibit 3A3 for location details and required minimum quantities of Mulch and Compost. All materials shall be tested and certified per requirements of the Local Enforcement Agency. CONTRACTOR shall comply with the California Department of Food and Agriculture's quarantine restrictions for the movement of the Green Waste.
(<https://www.cdffa.ca.gov/plant/pe/InteriorExclusion/quarantine.html>)

CONTRACTOR shall also offer on-site shredding of unlimited quantities of paper documents from Residential Premises. CONTRACTOR is not required to accept documents from a business. CONTRACTOR shall allow Customer or Occupant to witness the shredding to provide additional assurance of preventing identity theft.

a. Pickup Event

CONTRACTOR shall select a location, preferably within the Service Area (typically in the parking lot of a park or school) or other feasible areas approved by Director and shall be responsible for planning and making all necessary arrangements. CONTRACTOR shall provide all the necessary staffing, Vehicles, Containers, and other equipment, and materials or supplies (such as shovels and extra bags). CONTRACTOR shall help participants who request help and shall post a Bilingual sign at the event offering assistance. Upon request of CONTRACTOR, Director may provide some assistance in securing COUNTY facilities.

b. Delivery

In lieu of a pickup event, CONTRACTOR may deliver bagged Mulch and Compost, with Director approval. CONTRACTOR shall provide all the necessary staffing, Vehicles, and bags. Within one week after Occupant request, CONTRACTOR shall deliver Mulch and/or Compost to that Occupant's address.

8. Director's Fund

Each Contract Year, CONTRACTOR shall create and maintain a fund for use upon Director's request for as-needed tasks similar in nature or related to Contract Services (Task 1 and Task 2 Services). The amount of this fund shall be calculated based on the number of Customers at the rate of \$0.09 per Customer per month per year and shall be available for use at the Director's request after the Commencement Date. Customer counts are based on the number of Customers on the Commencement Date and adjusted annually thereafter. Unused funds shall rollover to the next Contract Year. For example, 5,000 Customers would generate a fund of $\$0.09 \times 5,000 \times 12 = \$5,400$ every year.

Examples of use of this fund are as follows:

- Power washing of street, alley, or sidewalk
- Washing Containers
- Printing brochures or flyers
- Mailings to Service Area
- Ordering of promotional items (reusable bags, pencils, magnets, etc.)
- Roll-out service, including Collection of a Bulky Item from near the front door of a Residential Premises instead of from the Set-Out Site

Unused funds at the termination of CONTRACT shall be transferred to COUNTY within 60 days of being invoiced by COUNTY.

I. Roll-Out Services for Containers

CONTRACTOR shall provide manual, non-motorized Container roll-out for all or a portion of Collection for the charge in Attachment 7-2, Task 1 Service Fees of Exhibit 7, without additional charge for Elderly or Disabled Occupants or to properties with the set-out site near a marked, dedicated bike lane. Elderly or Disabled Occupants must certify to CONTRACTOR that there is no able-bodied individual in the household who can move the Cart to the Set-Out Site. The roll-out service may be any one of the three services described below.

Subject to Director review and approval and further subject to CONTRACTOR'S obligations under Part 9C of Exhibit 5, CONTRACTOR may require those Customers and Occupants who subscribe to roll-out services to sign an agreement containing an indemnification of CONTRACTOR and COUNTY, for any claim related to, or arising from the roll-out service, other than the sole negligence of the indemnified party.

1. Full Service (Up to 50 feet) Carts

This service is for a typical urban Single-Family Home, or similar, to move the Carts from near the home, to the street, and back again. The roll-out

shall be on paved, relatively flat surfaces at a distance up to approximately 50 feet from the Set-Out Site to the Occupant's on-site storage location, measured along the route the Container must travel. This service shall be for the charge in Attachment 7-2, Task 1 Service Fees of Exhibit 7.

These services include the following:

a. *Move Carts*

Moving Carts from their storage location to the Collection Vehicle and returning them to their storage location. CONTRACTOR shall not leave Carts left in the street for more than one hour; and

b. *Carry Bulky Items*

Carrying Bulky Items or E-waste from outside, adjacent to a building out to the curb that was called in for Collection by Customer or Occupant. CONTRACTOR shall not be required to remove Bulky Items or E-waste from inside a residence or business.

2. Extended Full-Service Carts

This service is the same as the services in item 1, Full Service in this Section but with either of the extenuating circumstances below for the Extended Full Service charge in Attachment 7-2, Task 1 Service Fees of Exhibit 7.

a. *Long Driveways/Roads*

Driveways longer than 50 feet of distance between the Set-Out Site and the Occupant's on-site storage location.

b. *Unpaved Driveways/Roads*

Conditions of the property such as the surface is unpaved, prevents one Person from easily or safely rolling the Cart or requires two people or a pickup truck to safely carry a Bulky Item. Care must be used to not create significant dust.

c. *Steep Driveways/Roads*

Conditions of the property such as the surface is very steep (25 percent grade, 2.5 feet rise over 10 feet), prevents one Person from easily or safely rolling the Cart or requires two people from safely carry a Bulky Item.

3. Minimum Service (Up to 15 feet) Carts

This service is like item 1, Full Service in this Section but for areas with Set-Out Site limitations and a distance up to approximately 15 feet. It does not include opening a gate or other barrier. The distance is measured between the Occupant's temporary storage location, such as the grass parkway or sidewalk, to the Set-Out Site. See location in the maps in item A7 of Exhibit 16 or a list of locations in item C4 of Exhibit 16.

Director may require this service in circumstances where it is unsafe to place the Containers in the road for extended periods due to bicycle lanes, dense parking, narrow streets, animals, or other reasons.

a. *Bike Lanes*

CONTRACTOR is required to provide the service for no additional charge to Customers with the Set-Out Site at a marked, dedicated bike lane (Class II Bikeway). The purpose of this service is to keep Containers out of the bike lane. Any properties that have adequate space onsite for the Collection Vehicle to pull out of the flow of traffic shall not require this service.

This service is to help prevent Containers from being a hazard in the bike lane. CONTRACTOR is to move Containers to the street temporarily for Collection and return Containers to where Occupant had placed them. CONTRACTOR shall not leave the Containers in the bike lane for Collection for more than 30 minutes.

This service is not required along bike routes (Class III Bikeway) that share travel lanes with vehicular traffic.

b. *Other Obstacles*

This service is for areas with dense parking, narrow streets, animals, or other reasons as required by Director. Director will indicate in Exhibit 16, which properties are required to use this service. CONTRACTOR may charge Customer the fee in Attachment 7-2, Task 1 Service Fees of Exhibit 7

J. Method of Payment for Task 1 Services

CONTRACTOR shall bill Customers directly for Task 1 Services in accordance with items A and B of Section 7.

K. Transition Roll-Out Plan

At least 30 days Prior to the Execution Date, CONTRACTOR shall provide to Director for approval a start-up transition and Container roll-out plan, including both

time line and tasks. CONTRACTOR shall submit a plan in accordance with item B19 of Exhibit 17, and shall address items such as:

- Ordering Vehicles and/or Containers;
- Vehicle and/or Container delivery from manufacturer;
- Container assembly;
- Distributing Containers to Customers and Occupants;
 - Must match existing size and number of containers at each Occupant.
- Notify Customers of any fees or surcharges that were not in previous contract, prior to charging them.
- Container removal for unwanted Containers and no charge to Customers that call before the due date on the first invoice;
- Public outreach and education activities;
- Determining routes;
- Training route drivers;
- Address anticipated higher call volumes, emails, and website inquiries;
 - During the first month of Collection service, telephone hold times and answering speeds in items 5 and 8 of Exhibit 3A1B may be extended to 20 minutes on hold and answering within 6 rings.
 - During the first month of Collection service, send an initial acknowledgement within 48 hours of receipt on business days, and response to address issues raised within 4 business days.
- Collecting old Containers;
- Commencement Date of Collection; and
- Prevent missed collections at Occupants with roll-out services.

CONTRACTOR shall implement the approved start-up transition roll-out plan for an orderly transition of Refuse services from one contractor to another. Special attention must be paid to customers with roll-out service to ensure their collection is not missed.

CONTRACTOR shall automatically apply senior discounts to outgoing contractor's customers without requiring any additional paperwork or submittals from Customers.

CONTRACTOR shall cooperate and work with outgoing and future contractor of Task 1 Services to ensure a smooth transition. CONTRACTOR shall agree that if necessary for the orderly transition of Collection services to:

- Collect Solid Waste from outgoing CONTRACTOR's Containers;
- Allow outgoing CONTRACTOR to Collect from Containers;
- Service, remove, and store outgoing contractor's Containers after transition;
- Allow future CONTRACTOR to Collect from Containers after the termination of CONTRACT; and

- Continue Occupant's services, Container quantity and sizes, and discounts from outgoing CONTRACTOR's customer service list, including not providing Containers to addresses not utilizing outgoing CONTRACTOR's services.

Director, in his sole discretion, shall resolve disagreements and/or require written agreement(s) between CONTRACTOR and other contractors at the beginning or end of CONTRACT. The agreement may address Container Collection, Container distribution, staging area, or other issues.

L. Public Education and Outreach

CONTRACTOR shall develop, disseminate, and conduct comprehensive public education and outreach regarding services to maximize Diversion of Recyclables, Green Waste, Organic Waste, Bulky items, Sharps, and E-waste. Director may assist by providing templates for some or all outreach materials. CONTRACTOR must use any templates provided by Director in the file format provided, which may be Word, Publisher, Adobe PDF, Canva, or other, and must return files for review by Director in the same format.

The public education and outreach components shall include but not be limited to the following:

1. Customer Terms and Conditions

Before commencing Task 1 Services and annually thereafter by July 1, CONTRACTOR shall provide a Terms and Conditions to Customers and Occupants, substantially in the form included in Exhibit 16 and approved by Director.

CONTRACTOR shall distribute to Customers and Occupants a copy of the Terms and Conditions upon request.

Director may change the form and content of Terms and Conditions from time to time after Notice to CONTRACTOR. CONTRACTOR may change the form of Terms and Conditions only with Director's prior written consent in accordance with item L1.

2. Service Brochure(s)

Before commencing Task 1 Services and to each new Customer and Occupant, and annually throughout the CONTRACT term, CONTRACTOR shall provide a service brochure to Customers and Occupants, specifically in the form included in item D of Exhibit 16, which must include at a minimum, all the following items:

- The scope of Task 1 Services, including general information on size and number of Carts, where to get specific information about their Containers, and a general description of the Set-Out Site;
- Holiday schedules in accordance with item B5 of Exhibit 3A1;
- Delivery, pick up, exchange, and replacement of Carts;
- Any weight limitations of Carts;
- CONTRACTOR's Office Hours, toll-free customer service telephone number, e-mail address, and website;
- Director's telephone number (888 CleanLA), which the Customers or Occupants may call after contacting CONTRACTOR if the Customer's or Occupant's service complaint is not satisfactorily resolved;
- Description of Organic and Green Wastes and items (such as palm fronds) that do not comprise Organic Waste, including items approved by Director;
- Description of the Recyclables; and
- Any other information requested by Director.

3. Community Meetings/Events

Upon Director's sole discretion, the format of the meeting shall be either in-person and/or over the Internet using a Director-approved software application. All meetings shall be at no cost to attendees or COUNTY. CONTRACTOR is to provide simple refreshments for in-person meetings. Drinking water is sufficient to meet this requirement. CONTRACTOR shall use Reasonable Business Efforts to make meetings zero-waste events including refreshments that do not contain single-use packaging and recyclables and/or food waste containers if the facility does not provide such containers. CONTRACTOR may need a supply of reusable drinking cups or drinking glasses for either use by attendees or gifts to attendees.

a. Prior to Start of Contract

Before beginning Task 1 Services, CONTRACTOR shall hold a minimum of two and up to six community meetings in English and upon Director request, in Spanish, to explain hauler transition, if applicable, and new Task 1 Services to Customers and Occupants in the Service Area:

- Up to three on weekday evenings;
- Up to three on separate Saturdays; and
- Director may modify number, date, and time.

CONTRACTOR shall inform Director of the proposed meeting locations, setup, and arrangements between two and three weeks prior to the proposed date. CONTRACTOR shall obtain Director's approval before holding any meeting.

CONTRACTOR shall notify all Customers and Occupants of the purpose, time, and place of each meeting between two and three weeks prior to the scheduled community meetings. CONTRACTOR shall notify Customers and Occupants as set forth under item L4b(4) of this Exhibit. CONTRACTOR shall use address list provided by Director or a Director approved list provided by the previous contractor.

b. Upon Director Request

CONTRACTOR shall attend up to 20 community meetings/events per Contract Year upon Director's request. Examples include local fairs or civic events with individuals, Customers and Occupants, community organizations, city councils, town councils and any other groups named by Director. CONTRACTOR shall take any or all the following actions at the meetings/events, approved by Director:

(1) Operate Recycling Information Booths

CONTRACTOR shall operate Recycling information booths and distribute colorful flyers, promotional items, have a minimum of 100 CONTRACTOR-provided reusable bags available, pamphlets, and other items that encourage participants to Recycle, reduce, reuse, and/or Divert Solid Waste.

Additionally, upon Director request, CONTRACTOR shall order and provide up to \$1,000 worth of miscellaneous promotional items such as miniature recyclables carts or magnets per Contract Year. Director may request that CONTRACTOR give out these items at a specific event or Director may distribute these items at any events.

(2) Other Activities/Actions

CONTRACTOR shall conduct other similar activities and take other similar actions requested by Director.

c. Annual

Once per Contract Year, CONTRACTOR shall hold a minimum of two and up to four community meetings in English and upon Director request, in Spanish, to hear how satisfied Customers and Occupants are with the service and clarify or promote Task 1 Services to Customers and Occupants in the Service Area:

- Up to two on weekday evenings;

- Up to two on separate Saturdays; and
- Director may reduce number or change the date or time.

CONTRACTOR shall inform Director of the proposed meeting locations, setup, and arrangements at least three weeks prior to the proposed date. CONTRACTOR shall obtain Director's approval before holding any meeting.

CONTRACTOR shall notify all Customers and Occupants of the purpose, time, and place of each meeting between two and three weeks prior to the scheduled community meetings. CONTRACTOR shall notify Customers and Occupants as set forth under item L4b(4) of this Exhibit.

d. *Instructional*

During the Term, upon Director request, CONTRACTOR shall hold up to ten community meetings in English and upon Director request, in Spanish, to explain Contract Services to Customers and Occupants in the Service Area. Examples of topics include Organic Waste Diversion and proper Recycling.

4. Written Notices and Outreach Materials

a. *Prior to Beginning Task 1 Services*

(1) Letter From Director

Within 30 days after the Award Date or other date designated by Director, CONTRACTOR shall print and send, via first-class mail, Bilingual letters written by Director, notifying Customers and Occupants that the CONTRACT was awarded to CONTRACTOR. Letter(s) may be up to a total of 4 pages, double-sided. CONTRACTOR shall be responsible to pay for the cost of producing and mailing these letters.

(2) Letter From CONTRACTOR

Within 60 days prior to the Commencement Date or other date designated by Director, CONTRACTOR shall prepare and first-class mail a Bilingual letter to all Customers and Occupants introducing themselves, explaining the transition, and announcing upcoming community meeting dates, and other pertinent information.

(3) Bike Lane Postcard From CONTRACTOR

Within 30 days prior to the Commencement Date or other date designated by Director, CONTRACTOR shall prepare and first-class mail a Bilingual postcard to all Occupants with Set-Out Sites at a marked bike lane. Bike Lane Roll-Out service is explained in item I3a of Exhibit 3A1.

b. Upon Start of Task 1 Services and Annually

CONTRACTOR shall develop written educational materials and deliver them to Customers and Occupants. Historically this information was distributed using quarterly newsletters. To reach more people and reduce paper waste, it is desired to use new methodology such as postcards and take advantage of technology, such as smartphones. Customers and Occupants are to be given a choice of how they want to receive the information, through traditional quarterly newsletters or via monthly text or e-mail messages.

In summary, outreach to all Occupants will be as follows:

- Monthly postcards
- Twice per year special announcement flyers
- Five times during Term, magnets or similar
- Annual survey

CONTRACTOR shall give between two and three weeks of events, or other time, as requested by Director, advance notice of each announcement to Customers and Occupants, except as related to billing reminders, service interruptions, and Non-Collection Notices. Upon Director's request, CONTRACTOR shall use artwork, layout, or notices, provided by Director.

Such educational materials include:

(1)

Articles

Each month, CONTRACTOR shall develop a Bilingual article with color graphics containing information that encourages Recycling and to educate Customers and Occupants of Contract Services available under this CONTRACT. Director may provide sample articles. Topics include the following examples:

- Placement of Carts including during heavy rains
- Christmas Tree Collection instructions
- Organic Waste and/or Green Waste
- Bulky Items

- Illegal dumping
- Annual Curbside Cleanup Event Promotion
- Cleaning Containers
- Commingling of Solid Wastes
- 4 R's, reduce reuse Recycle rethink
- Containers left in street or alley
- Unpermitted Waste Disposal
- New Solid Waste laws
- Articles specific to Service Area such as bear Carts, palm fronds, or Manure
- Other articles upon the request of Director

(2) Special Announcements

CONTRACTOR shall develop and deliver, as set forth in item L4b(4) of this Exhibit, Bilingual outreach Notices to Customers and Occupants on various events, upon receiving approval from Director. Announcements include:

- Household Hazardous Waste Collection Events
- Annual Curbside Cleanup Event schedule
- Compost/Mulch Giveaway Event
- Smart Gardening Workshops
- Holiday Collection schedule
- Billing reminders, upon Customer request*
- Service interruptions*
- Non-Collection Notice*
- Sharps pickup
- Container removal Notice
- Organic Waste/Food Waste Diversion**
- Other Notices upon the request of Director

* These are limited to text, e-mail, or notices left on Containers and are not applicable to direct mailings.

** Two additional direct mailings are required related to Organic Waste.

(a) Flyers - Text/Email or Direct Mail

CONTRACTOR shall send to each Occupant and Customer up to twice per Contract Year.

(b) Magnets

Within 6 months of Commencement Date and up to 4 additional times during CONTRACT Term,

CONTRACTOR shall send “refrigerator” magnets or similarly priced promotional items, as approved by Director, to each Occupant and Customer.

(3) Distribution

The articles and announcements will be disseminated in the following ways, as requested by Customers and Occupants:

(a) Direct Mail (Monthly Postcards)

CONTRACTOR shall develop one-page (opposite side for an alternate language, if required by Director) postcards in color containing information upon receiving approval from COUNTY, CONTRACTOR shall deliver these postcards to Customers and Occupants each month. Postcards shall be available in electronic format such as PDF. CONTRACTOR shall make postcards up to 8.5-inch by 11-inches sized cardstock paper. Director may provide sample postcards. CONTRACTOR may use smaller postcards to allow insertion in quarterly bills.

While Director intends to use postcards, Director reserves the right to change to quarterly newsletters. If requested by Director, CONTRACTOR shall develop one-page (additional page(s) for Spanish, if required by Director) newsletters in color containing information upon receiving approval from COUNTY, CONTRACTOR shall deliver these newsletters to Customers and Occupants four times each Contract Year. Newsletters shall be available in electronic format such as PDF. CONTRACTOR shall make newsletters for 8.5-inch by 11-inches or 8.5-inch by 14-inch sized paper, whichever is appropriate, as requested by Director. Once per year, Director may request a second English page be added to newsletter.

(b) E-mail/Text Messages.

CONTRACTOR shall send brief electronic messages containing links to full articles, upcoming events, and/or postcards for Customers and Occupants who request them. For example, in late December send a text worded, “Have a Christmas Tree to get rid of? [Click here.](#)”, with a link to an article about Christmas Trees. When there is an HHW Collection Event nearby, send

a text worded, "Leftover household chemicals, paint, or used oil to get rid of? [Click here.](#)" Messages shall be sent approximately monthly plus special announcements as necessary.

(c) Notices on Containers

CONTRACTOR shall attach notices on Containers related to billing reminders (prior to Container removal), contamination, improper storage, and non-collection.

(4) **Delivery of Written Materials to Customers and Occupants**

CONTRACTOR shall deliver general materials (such as Notices and newsletters) to Customers and Occupants by any or all the following means approved by Director:

- U.S. Postal Service, first-class unless otherwise approved by Director;
- Door-to-door delivery service;
- Insert in monthly Customer bills*;
- Electronic mail (E-mail)*;
- Text messages*;
- Other means approved by Director

* These methods individually are not adequate.

CONTRACTOR shall include Director in their mailing list and ensure that general materials are sent to Director the same time they are sent out to the Customers and Occupants.

CONTRACTOR shall submit proof of mailing within 7 days of mailing.

(5) **Social Media**

CONTRACTOR shall reach out to Customers and Occupants and make information available regarding Contract Services by current social media and the following means approved by Director, such as: Facebook, Twitter, Instagram, and NextDoor. All content shall be reviewed and approved by Director prior to posting.

(6) **Annual Survey**

CONTRACTOR shall distribute a survey of its Customers and Occupants once per year. Director will prepare a survey but

CONTRACTOR is responsible for printing and distributing it. Director will also receive the surveys or maintain the surveys electronically.

5. Additional Outreach

CONTRACTOR shall visit in-person, robocall, call, send an e-mail or text, or other means to inform a Customer or Occupant of services or issues, as requested by Director. For example, CONTRACTOR shall speak to an Occupant that contaminates a Container or frequently leaves a Bulky Item at the Set-Out Site without calling to request Collection or CONTRACTOR shall robocall Occupants when an event that has been advertised, is cancelled.

6. Bilingual Correspondence

CONTRACTOR shall develop all written materials in both English, Spanish, or other languages preferred by Customers and Occupants in the Service area, if required by Director. Additionally, CONTRACTOR shall develop materials in additional languages, include a notice in the applicable language where the information is available, and make the information available online as required in Section 18985.1(e) of SB 1383.

M. CONTRACTOR Commitments Made in Proposal

CONTRACTOR shall fully and timely satisfy any additional Performance Obligations set forth in item B18 of Exhibit 17 from its proposal to Director for procurement of this CONTRACT.

N. No Longer Used

O. Difficult to Service

CONTRACTOR should consider the Service Area may contain locations that reduces Collection speed that may include narrow streets or alleys, limited roadway curve radii (tight curve), thin pavement thicknesses, unimproved (dirt) roadway surfaces, multiple parked vehicles, and variable overhead clearances.

If these situations significantly reduces Collection speed and/or if special equipment is required such as smaller Collection Vehicles or scout trucks, CONTRACTOR may request approval from Director to charge a difficult to service fee. Director has sole discretion to approve if a difficult to service fee is justified or not.

A Director-approved list of difficult to service addresses is in item C2 of Exhibit 16 and a map of the areas are in item A3 of Exhibit 16. The list is subject to change upon written notification by Director or upon request by CONTRACTOR and

approval by Director. CONTRACTOR may charge a difficult to service fee per rate schedule in Attachment 7-2, Task 1 Service Fees of Exhibit 7.

See Exhibit 3A3 for possible additional details.

P. Food Waste

1. Food Waste Collection

This CONTRACT does not allow the Collection of Food Waste and other Organic Waste as part of the Refuse, without Director approval. This topic is further discussed under Diversion in item C3 of this Exhibit.

2. Food Waste Container

a. Kitchen Pails for each Occupant

To encourage Occupant's participation in diverting Organic Waste from landfills, CONTRACTOR is to provide 500 in-home containers that are attractive enough to place on a kitchen counter and small enough to place in a typical dishwasher. It is anticipated that Occupants would use the container to regularly transfer food waste from their kitchen to the Green Waste Container and eliminate the need for a plastic bag. Upon delivery, containers become the property of the Occupant and any missing or damaged containers are the responsibility of the Occupant and not CONTRACTOR.

Upon Director request, CONTRACTOR shall deliver to specified Occupants a container intended for Food Waste in the home or to Director if requested. The container shall be similar in design to ones available at sure-close.com (Director does not endorse this brand) and meet the following criteria:

- Dishwasher Safe;
- Lid, removable, vented and prevents odors;
- Handle;
- Approximately 2 gallons in volume,
- 10-12 inches wide, for scraping plates into it;
- Any logo or other graphics must be approved by Director;
- HDPE Plastic, recycled content; and

b. 32-Gallon Cart

Occupants that do not store their Green Waste Containers near their homes may want a 32-gallon Cart to keep nearby but roll it to the curb on service day. As part of the standard Containers in item D1

of Exhibit 3A1, CONTRACTOR shall make available a second Green Waste Container while reducing their 96-gallon Cart to 64-gallons.

Alternatively, a Food Waste Container may be offered with Director approval. This Container could be serviced by either a Green Waste Collection Vehicle or a dedicated Food Waste Collection Vehicle.

EXHIBIT 3A2 – Task 2 Services
Abandoned Waste Collection Services And
Public Receptacle Collection Services

A. Abandoned Waste Collection, Transportation, and Diversion/Disposal

1. Service Locations and Times.

CONTRACTOR shall keep the Public Right-of-Way in the Service Area free of Abandoned Waste. The goal is to have any Abandoned Waste for as short of a time as possible, using Reasonable Business Efforts, but never more than seven calendar days. Items at the Set-Out Site shall be considered Bulky Items. CONTRACTOR shall do all the following as further provided under this subsection, unless Director otherwise requires:

a. Monitor

CONTRACTOR shall monitor the Service Area weekly for Abandoned Waste along established routes while providing all Contract Services, except for Hot Zones under subsection 5 which CONTRACTOR shall monitor daily. CONTRACTOR may use the drivers of its Refuse, Recyclables, and Green Waste Collection Vehicles; route supervisors, or a separate crew.

CONTRACTOR is not required to monitor the Public Right-of-Way where its Collection Vehicles do not normally travel. Any roads with Occupants as well as any roads within the Service Area that CONTRACTOR must travel to reach the Occupants, all alleys, and any Hot Zones, must be monitored. This does not exclude the requirement to Collect Abandoned Waste reported to CONTRACTOR within the Public Right-of-Way that is not along a route.

For example, there may be a segment of road within the Service Area that CONTRACTOR does not ordinarily travel while providing Contract Services. CONTRACTOR is not required to look for Abandoned Waste on that road segment. An exception is if a Collection Vehicle is driving to Collect Abandoned Waste reported to CONTRACTOR. That one-time route must be monitored for Abandoned Waste during that trip.

b. Document

CONTRACTOR is always required to include the number of incidents and the location of Abandoned Waste. If CONTRACTOR is authorized to use the same Vehicle for Collection of Abandoned

Waste and Bulky Items, the two must be distinguished in the Reporting.

Within 3 months of the start of CONTRACT services, CONTRACTOR shall use the Director's Trash Monitoring Program (TMP) smartphone application, or other system as determined by Director, to record information such as the location, brief description, and before and after photographs of Collected Abandoned Waste.

If Director requests to remove Abandoned Waste at a location but CONTRACTOR is unable to find the item(s), photos must be taken of the area and entered as a No Violation Observed (NVO) in the TMP.

c. Remove

CONTRACTOR shall Collect, transport, and Divert or Dispose of all Abandoned Waste, in unlimited amounts, within the following times:

- On the same day as automated Collection specified in Task 1 Services, in item B4 of Exhibit 3A1, Sweep of the entire Service Area;
- By the end of the second Service Day after a request by Director or any Person, not including the day of the request;
- By the end of the next full Service Day after observation by CONTRACTOR, or request by Director or any Person, for items blocking or hindering passage, or items posing a potential health and/or safety hazard;
- By the end of the next Service Day after Director's request for removal of Abandoned Waste at up to 20 locations each Calendar Year,
- By the end of the same Service Day of Director's request for removal of Abandoned Waste at up to 5 locations each Calendar Year,
- Within any other time agreed upon Director and CONTRACTOR.
- With respect to Hot Zones, within the time required under item 5 of Subsection A.

Furthermore, on the same day as automated Collection specified in Task1 Customer Services, in item B4 of Exhibit 3A, CONTRACTOR must monitor, Collect, transport, and Dispose Abandoned Waste in the following areas:

- Any roads with Occupants,
- Any roads within the Service Area that CONTRACTOR must to travel to reach the Occupants,

- All alleys, and
- Any Hot Zones in the Service Area;

If CONTRACTOR responds to a request by Director for the removal of Abandoned Waste and CONTRACTOR does not find Abandoned Waste at the location, CONTRACTOR may charge a fee indicated on Attachment 7-3 – Task 2 Service Fees only when it exceeds 5 incidents per month.

d. *Clean*

CONTRACTOR shall use a broom or otherwise clean and Collect all loose litter and debris within 3 feet of an item of Abandoned Waste.

2. Miscellaneous Requirements

a. *Alternative Vehicles*

If obstacles impede the progress of Refuse Collection Vehicle such as low, hanging wires; protruding vegetation; and leaning fences, CONTRACTOR shall use alternative Vehicles and equipment.

b. *Unpermitted Wastes*

If CONTRACTOR identifies any Unpermitted Waste, CONTRACTOR shall immediately follow its Unpermitted Waste Protocol in accordance with item A of Section 13.

c. *Very Large Items*

If CONTRACTOR identifies any item of Abandoned Waste that is too large or heavy to Collect by two workers in its Refuse Collection Vehicles, it may ask Director for Road Maintenance Division's help.

d. *Comprehensive Service*

Service under this Section includes the furnishing of all labor, supervision, administration, material, and equipment.

3. No Longer Used

4. Abandoned Waste and Litter in Alleys

CONTRACTOR shall ensure that all alleys including but not limited to wall to wall and/or fence to fence within the Service Area are in a state of cleanliness.

CONTRACTOR shall Collect, remove, transport, Dispose or Divert, and manage, in unlimited amounts, all discards including, but not limited to, items such as furniture, rugs, household bedding, lawn furniture, refrigerators, dryers, washers, window air conditioners, freezers, stoves, water heaters, other major appliances/metallic discards, covered electronic devices and other consumer electronic devices, car parts, tires, recreational equipment, lumber, plaster, dirt, rocks, bricks, concrete, asphalt, tree stumps, roadside debris, refuse, green waste, and combustible/noncombustible rubbish found in the alleys, regardless of whether it was accidentally and/or illegally discarded or occurred there by natural and other causes.

CONTRACTOR shall also pick-up, clean, and collect from all alleys within the Service Area, all loose litter and debris, such as paper, bottles, cans, dirt, organic material, and other incidental litter. The CONTRACTOR shall carry on each truck, hand tools such as rakes, shovels, and brooms to aid with the clean-up of incidental litter and debris.

If the Service Areas does not currently have any alleys requiring service, then the miles listed in item C1 of Exhibit 16 will be 0 or n/a. Director may add alleys.

5. Monitoring and Clean up in Hot Zones

Hot Zones are areas where Abandoned Waste is dumped frequently, or areas Director deems important to keep free of Abandoned Waste. CONTRACTOR shall monitor, remove and clean up Abandoned Waste in Hot Zones. Item A1a of this Exhibit already requires monitoring once per week. The locations of Hot Zone are shown in item A2 of Exhibit 16. If there are no Hot Zones, then the feet listed in item C2 of Exhibit 16 will be 0 or n/a.

- The frequency shall be two, three, four, or five times per week, as determined by Director, up to daily.
- Monitoring shall be on the days requested by Director, Monday through Friday (or the day after a Holiday), between the hours of 6 a.m. and 6 p.m. for the following locations:
- Director may change the location or length of Hot Zones upon Notice to CONTRACTOR.

CONTRACTOR must document both the monitoring and removal through the use of the TMP, indicated in item 1Ab of this exhibit. This must include documenting both removed Abandoned Waste and the lack of Abandoned Waste (NVO) at each Hot Zone.

B. Public Curbside Receptacles Collection Service

The work to be accomplished shall include the furnishing of all labor, supervision, administration, material, and equipment for the clean-up, Collection,

transportation, Diversion/Disposal, and management of discards from designated public curbside receptacles, in unlimited quantities of waste, in the Service Area. Item C3 of Exhibit 16 contains a list of the number of receptacles and item A6 of Exhibit 16 contains a map of the locations and is subject to change by Notice from Director.

1. Collection

CONTRACTOR shall Collect discards from public curbside receptacles, typically located along business districts with high pedestrian activity. A public receptacle may include one intended for pet waste.

Public receptacle design varies and may include a steel outer housing with a plastic liner inside, concrete outer housing with plastic liner inside, steel outer housing with 96-gallon Cart inside, or solar compacting housing with plastic liner. For receptacles with liners, Collection must include removing the plastic bag and its contents from the inner liner and replacing with a new plastic bag or removing the Refuse or Recyclables from the bag if there were only a few items inside. CONTRACTOR shall supply and use its own plastic bags. A plastic bag must not be used for 96-gallon Carts acting as liners.

2. Maintenance

a. Cleanliness

As needed, CONTRACTOR shall also clean and wipe down the outside and liner of the public curbside receptacles as well as clean and Collect, all loose litter and debris, within three feet of the base of the public curbside receptacles, such as paper, bottles, cans, dirt, organic material, and other incidental litter. The standard of cleanliness shall be that there are no odors detectable from outside the receptacle once waste is removed and no visible spills, stains, markings, dust, or dirt on the inside or outside of the receptacles. At a minimum, receptacles are to be cleaned every two weeks. CONTRACTOR shall carry on each truck, rags and hand tools such as rakes, shovels, and brooms to aid with the clean-up of incidental litter and debris.

b. Liners

The public curbside receptacle outer housings are furnished by COUNTY but interior liners are the responsibility of CONTRACTOR. If any plastic liner is missing or damaged beyond repair, such liner shall be replaced at CONTRACTOR's expense. Once a liner is placed inside a public receptacle, CONTRACTOR automatically transfers ownership to COUNTY.

COUNTY is considering a new receptacle design that utilizes plastic, 96-gallon wheeled Carts, in-lieu of dedicated plastic liner. For any receptacle that using that design, CONTRACTOR must provide and maintain a Cart similar to those used for Refuse.

c. *Graffiti*

CONTRACTOR shall notify Director of the presence of any graffiti or other markings that deface or detract from the aesthetic quality of the public receptacles. If the graffiti is comprised of obscenities, notification shall be within 24 hours.

d. *Damaged Receptacle or Liners*

CONTRACTOR shall report damage to the receptacles with 48 hours of observing such damage. Damage includes, but is not limited to, missing components or malfunctioning parts. CONTRACTOR shall not attempt to repair any receptacles, except for plastic liners. Liners are CONTRACTOR's responsibility to repair or replace regardless of the cause of damage.

3. Collection Schedule

a. *Standard Public Receptacles*

CONTRACTOR shall Collect discards from the non-compactor public curbside receptacles, twice per day, Monday through Saturday, with the first Collection occurring between the hours of 7 a.m. and 9 a.m., and the second Collection between the hours of 2 p.m. and 4 p.m. Director reserves the right to reduce the frequency of Collection throughout the Service Area at any time during the Term of this CONTRACT at the sole discretion of Director. See Exhibit 3A3 for possible modifications to the days or times.

b. *Solar Compacting Public Receptacles*

CONTRACTOR shall Collect discards from the solar compacting public curbside receptacles as-needed, Monday through Saturday, based on the need indicated on the Internet based monitoring software. The schedule shall not be more frequent than twice per day or longer than seven days for receptacles with Refuse.

c. *Alternate Collection Frequency*

While the default schedule requires Collection twice per day, Monday through Saturday, for a total of 12 times per week, this may be

excessive for locations that receive infrequent use. To decrease Greenhouse Gas emissions during Collection, CONTRACTOR shall monitor locations that are often empty or nearly empty and report those to Director. Director may instruct CONTRACTOR to Collect certain receptacles less frequently.

4. Other

a. Adjustments to Quantity and Location

In the event the quantities, and locations of the public curbside receptacles or if recyclables receptacles are added during the Term of this CONTRACT, Director will notify CONTRACTOR of such change in writing. Collections from any additional public curbside receptacle or reduction in public curbside receptacles will be adjusted at the Annual Total identified on Attachment 7-3 Task 2 Service Fees but the rate for individual receptacles will not be adjusted. The number of receptacles over the Term may be increased.

CONTRACTOR will Collect Refuse in additional receptacles within two weeks of Director's request, subject to possible adjustment of the Service Fee for change orders under Section 3B.

If the Service Area does not have any designated public curbside receptacles as of the Execution Date, the number listed in item A6 of Exhibit 16 will be 0 or n/a.

b. Solar Refuse/Recyclables compactors

Director reserves the right to replace the current public curbside receptacles with solar Refuse/Recyclables compactors. In the event the current receptacles are replaced, the cost for servicing and maintaining cleanliness of each compactor shall remain the same as the current cost for servicing each public curbside receptacle.

c. Verification

If the public receptacles have a service log sheet inside, CONTRACTOR must sign, date, and record the time of Collection service or indicate the receptacle was empty upon inspection and record when the receptacle was cleaned.

Alternatively, Director may require the use of its TMP smartphone software to verify Collection.

d. Receptacle Locks

CONTRACTOR shall keep all receptacles locked to prevent access by the public. Director shall furnish keys.

e. Recyclables

As of the Execution Date designated public curbside receptacles in the Service Area contain Refuse. CONTRACTOR will Collect and Divert Recyclables discarded in existing or additional Recyclable receptacles within two weeks of Director's request, subject to possible adjustment of the Service Fee for change orders under item B of Section 3.

C. No Longer Used (moved to item D of Exhibit 3A1)

D. No Longer Used (Vehicles moved to item C of Section 3)

E. People Experiencing Homelessness (PEH) Encampments

CONTRACTOR acknowledges:

- PEH Encampments are temporary and PEH individuals are transient, and
- PEH Encampments are not Customers or Occupant and therefore Solid Waste generated and discarded in the Right-of-Way is considered Abandoned Waste, and
- PEH are known to store their belongings in the public right-of-way, and
- Public health and safety requires that Solid Waste generated in PEH Encampments must be removed not only when individuals abandon a Encampment, but also when they occupy it, and
- Providing regular trash service to PEH is difficult to predict the exact level of services needed and problems that may be encountered.

CONTRACTOR shall not enter a PEH Encampment or remove anything from a PEH Encampment except upon Director request. CONTRACTOR shall not intentionally remove any Unpermitted Waste, including biological or hazardous waste.

1. PEH Abandoned Waste

Within two business days of Director request, CONTRACTOR shall Collect, transport, and Divert or Dispose of all Solid Waste discarded in the vicinity of PEH Encampments or at a PEH Encampment that has been abandoned and its location was identified by Director. CONTRACTOR shall Collect Solid Waste, including litter and Abandoned Waste, whether it is discarded in containers or on the ground.

a. *Abandoned PEH Encampments Cleanup*

CONTRACTOR may be requested to support PEH Encampment cleanups conducted by COUNTY. Typically, the encampment cleanup is consists of an area having signs posted in advance indicating there will be a cleanup and multiple agencies or departments will assist the PEH with social services and also removing waste.

CONTRACTOR will provide Contract Service in accordance with COUNTY policy. For example, COUNTY policy may require CONTRACTOR to place Abandoned Waste and other discards in containers and deliver them to a COUNTY storage facility pending a retrieval by the individual owner.

As part of these Contract Services, CONTRACTOR shall provide all equipment such as Container (including such as Carts, Dumpsters and roll-off bins) and Vehicles (including as Refuse Collection and flatbed trucks), and labor. CONTRACTOR shall use the Director's Trash Monitoring Program (TMP) smartphone application, or other system as determined by Director, to record information such as the location, brief description, and photograph of Collected Solid Waste.

b. *Abandoned Waste on Sidewalks/Streets*

CONTRACTOR shall Collect, transport, and Divert or Dispose of all Solid Waste discarded in the vicinity of PEH Encampments.

(1) *Isolated Piles*

Abandoned Waste found near but not immediately adjacent to PEH Encampments that appears to have been generated by a PEH, based on its contents and proximity to an encampment, shall be removed by CONTRACTOR. Such isolated piles of Abandoned Waste may reasonably be considered waste because they are not within about 10 feet of an encampment.

(2) *Piles Near PEH*

Abandoned Waste found very near to a PEH Encampment that appears to have been generated by a PEH, based on its contents and proximity to an encampment, shall not be immediately removed by CONTRACTOR. A reasonable person would say the items are wanted by the PEH because they are close to an encampment. CONTRACTOR is to

document the items and immediately refer it to Director for further guidance to either remove the items or leave them.

2. Occupied PEH Encampments

Upon Director request, CONTRACTOR shall assist in preventing Abandoned Waste in the Public Right-of-Way near occupied PEH Encampments. This is to be accomplished using 32 or 96-gallon Carts, 4-cubic yard Dumpsters, 10-20-40-yard roll offs, 35-gallon bags, cardboard event boxes, scout trucks, or whatever equipment is necessary. The use of Dumpsters is the preferred method, but Carts, bags, and boxes provide more options for unique situations. The use of 32-gallon Carts may work better for providing service to Recreation Vehicles where the smaller Cart is to be stored inside the RV and set outside on Collection day. Where Carts are provided to PEH for their long-term use, CONTRACTOR may require a deposit from the user that is equal to the value of the Container.

Local homeless service providers may be able to assist in distribution of flyers and bags. If bags are used for the purpose of Collecting loose litter not placed in Containers, they shall be:

- Translucent color to prevent bag from being turned inside-out to hide printing, or a solid color if printing is also on the inside.
- Preprinted with multiple, large font "TRASH" and "BASURA" plus the mirror image (if the bag is turned inside-out)
- Preprint Bilingual Disposal procedures on the bag
- Approximately 35-gallon capacity with drawstrings or a tie
- At least 3 millimeters in thickness to deter puncture by needles

Following consultation with the Director and upon Director consent, CONTRACTOR may change its method of Collection. For example, if cardboard boxes are frequently destroyed or removed from the Set-Out Site, CONTRACTOR may request providing Dumpsters without wheels or bags. As another example, if bags are frequently blown away or used by homeless individuals for storage, CONTRACTOR may request providing Carts or Dumpsters.

a. Quantity

The number of Containers needed of each location is not specified and unique to each area.

b. Transportation/Delivery

CONTRACTOR shall place Containers (including Carts, Dumpsters, and roll offs), bags, and/or cardboard boxes, in a safe and accessible location. CONTRACTOR shall provide notice of the proposed

locations to Director for approval prior to implementing service. At any time, Director reserves the right to change the proposed locations or require CONTRACTOR to place them at a particular location.

There are two options for Containers, those left at the location overnight and those placed during business hours. Director will indicate which is needed. For those not left overnight, CONTRACTOR shall either deliver the Containers between 6 and 7 a.m. and removing them later that day between 3 and 4 p.m., or other times as approved by Director or if Director obtains a permit, Containers may be left in-place.

Following consultation with and approval of Director, each week or whatever interval determined necessary by Director, CONTRACTOR shall transport Containers (including Carts, Dumpsters, and roll offs), bags and cardboard boxes, to an encampment.

The Set-Out Site is difficult to determine in advance and will need to be determined case-by-case as set forth in item E.1.a. of this section. For bags, it may be necessary to Collect from outside each individual shelter or from a central pile. Property owners may not want a pile near their property and a pile may attract other Abandoned Waste.

It is anticipated that Dumpster transportation will be with a stake bed truck with a hydraulic lift gate with the capacity of five Dumpsters. Therefore, there would be one delivery charge for up to five dumpsters in an area (within 15 minutes of each other). Significantly more Carts will fit during transport but the same concept as with Dumpsters applies, one delivery charge for all Carts in an area (within 15 minutes of each other). CONTRACTOR may charge a fee for delivery that includes removal, equal to that indicated on Attachment 7-3 – Task 2 Service Fees. Director may authorize the use of a smaller vehicle for transportation.

c. Dumpster and Roll Off Placement

CONTRACTOR shall immediately Notify Director if planned drop-off location(s) no longer have PEH nearby.

Dumpster and roll off placement shall comply with section 16.19.090 of the County Code. Dumpsters and roll offs shall not be placed on or project onto any road in such a manner as to constitute a hazard to pedestrians or vehicular traffic. Dumpsters and roll offs shall not be placed on or project onto any road:

- Within 15 feet of any crosswalk;

- Within 15 feet of any street corner, fire hydrant or disabled access ramp;
- On any portion of any sidewalk that does not allow for 3 feet of clearance for pedestrians;
- On roads with grades in excess of six percent;
- Where clear space for the safe passage of pedestrians within the highway is reduced to less than three feet in width;
- Where the road is reduced to less than 15 feet in width;
- Where a motorist's ability to see traffic control devices such as stop signs, traffic lights, etc., is impaired;
- Where the Dumpster will block or unreasonably interfere with access to neighboring property;
- Where parking is prohibited along the road;
- Where the sight distance of the Dumpster would be less than:
 - 150 feet on roads posted with speed limits of 25 miles per hour or less,
 - 345 feet on roads posted with speed limits greater than 25 miles per hour and up to 40 miles per hour,
 - 680 feet on roads posted with speed limits greater than 40 miles per hour.

d. Collection

CONTRACTOR shall anticipate that prior to offering regular Refuse Collection services to an encampment and during the service, there will be piles of Solid Waste, either Bulky Items or bagged or loose litter, that will need to be removed. This is an as-needed, upon Director's request service at each encampment. CONTRACTOR shall use all necessary equipment including brooms rakes, shovels, bags, Carts or Dumpsters to Collect, transport, and Dispose of Refuse. Prior to Collecting a Container, CONTRACTOR shall use Best Efforts to ascertain that no one is sheltered inside the Container. CONTRACTOR shall Collect any loose litter within 3 feet of Containers, bags, and boxes.

(1) Contaminated Containers

Prior to Collecting a Container, CONTRACTOR shall use Best Efforts to ascertain that the Container is not contaminated with Sharps, hazardous waste, Universal Waste, or biological waste. Photos of contamination must be taken and provided to Director upon request. CONTRACTOR may charge a fee for contamination equal to that indicated on Attachment 7-3 – Task 2 Service Fees.

(2) Overflowing Containers

Additional Collections may be required upon Director's request to prevent waste from overflowing the Containers. However, when overflowing Containers are encountered, CONTRACTOR may charge a surcharge as verified with a photograph. CONTRACTOR may charge a fee for overflow equal to that indicated on Attachment 7-3 – Task 2 Service Fees.

e. Diversions/Disposal

CONTRACTOR shall Divert or Dispose of all Solid Waste that it Collects. Any contaminated loads that cannot be Disposed without further processing may be charged at the higher rate indicated in Attachment 7-3 Task 2 Service Fees.

f. Documentation

To maximize efficient Collections, CONTRACTOR is to inform Director of the number of bags and the fullness of Containers in an area and include the data in the monthly County Services invoices. Any empty Container locations must be reported to Director prior to the next Collection date to allow for alternate locations to be determined.

Within 3 months of the start of CONTRACT services, CONTRACTOR shall use the Director's Trash Monitoring Program (TMP) smartphone application, or other system as determined by Director, to record information such as the location, approximate volume, and photographs.

g. Additional Cart or Dumpster Services

COUNTY is designating additional funds on Attachment 7-3 – Task 2 Service Fees related to service being provided under this CONTRACT, such as additional areas, more contaminated Containers, or higher frequency of Collections.

F. Emergency Assistance (Contract Services)

CONTRACTOR shall provide MSW Management Services requested by Director in the following circumstances:

- Solid Waste that is not collected in any part of Southern California including incorporated cities and/or unincorporated areas within the County of Los Angeles or adjacent counties, and
- In the judgment of Director, the uncollected solid waste creates a danger to public health, safety, or welfare.

- In the judgment of Director, the proactive collection of solid waste that would otherwise not be collected prevents a danger to public health, safety, or welfare.
- Services in this section may be required to be provided outside Service Area. In that case, CONTRACT shall propose a price to account for additional travel required to service the location and if applicable, additional disposal costs.

Reasons for non-collection may include earthquake, fire, mudslide, storm, riot, or civil disturbance, and terminated hauler contracts. Examples of MSW Management Services to be provided by CONTRACTOR include:

- Providing Vehicles and staff to cleanup, Collect, transport, and Dispose/Divert any Solid Waste.
- Assisting in the transport and Disposal/Diversion of natural debris, such as rubble, mud, and fallen trees, from the Public Right-of-Way.
- Holding a drop-off event or providing Dumpsters/roll-offs for the public to bring their Solid Waste when their hauler is not providing service or additional services when needed.

CONTRACTOR acknowledges that when providing emergency services, CONTRACTOR may be required to Collect Solid Waste from another waste hauler's Containers. Also, another waste hauler may Collect Solid Waste from CONTRACTOR's Containers.

Prior to performing any work, CONTRACTOR is to consult with Director regarding the number of Vehicles and staff, and duration of cleanup. This includes vehicle certification discussed in more detail below. CONTRACTOR shall charge COUNTY for requested MSW Management Services in amounts not greater than the following, as negotiated between Director and CONTRACTOR:

1. Automated Collection Services

Fees with respect to Solid Waste discarded in Containers and/or Bulky Item Collection. Examples include:

- Provide an additional day of service to Occupants; or
- Provide service to Persons outside the Service Area such as to the City of Glendora residents if their waste hauler is unable to Collect Refuse after a major earthquake and the city has an agreement with COUNTY for assistance.

2. Solid Waste Not Discarded in Containers

Fees per ton for Disposal* (with respect to Solid Waste, including Abandoned Waste, not discarded in Containers) as provided in Attachment 7-4, Task 2 Emergency Service Fees of Exhibit 7. Director may

require CONTRACTOR to obtain consent or acknowledgement from property owners prior to removal of Solid Waste or debris.

3. Roll-Off Containers or Drop-Off Events

Fees the CONTRACTOR charges for comparable MSW Management Services (with respect to Solid Waste not discarded in Containers) such as roll-off containers or drop-off events.

4. Palm Frond Collection

Fees per hour per vehicle* as proposed in Attachment 7-4, Task 2 Emergency Service Fees of Exhibit 7 if significant amounts of palm fronds fall from trees, CONTRACTOR shall Sweep areas requested, Collect from Right-of-Way, and Dispose of palm fronds.

5. Waste in Right-of-Way Collection Services

Fees with respect to waste discarded in the Public Right-of-Way. Examples include:

- Collection of Abandoned Waste
- Collection from public receptacles
- Collection from Homeless Encampments
- Collection of human waste including from Recreational Vehicles, buckets, or portable public toilets

CONTRACTOR shall cooperate with all Regulatory Agencies, including COUNTY, State of California, and Federal officials in filing information related to a regional, State, or Federally-declared state of emergency or disaster as to which CONTRACTOR has provided equipment and drivers under this CONTRACT. Each vehicle used to transport Solid Waste must be assigned a unique number for tracking and invoice reconciliation. CONTRACTOR shall keep records of relative information, found on a typical weigh ticket, including the location of the source of Collection, location of Disposal/Diversion, vehicle number, tonnages, and type of material. CONTRACTOR shall have any vehicles used during an emergency certified for compliance with Federal Emergency Management Agency (FEMA) requirements for reimbursement. Additionally, if Director has directed residences or businesses to place their debris in the Public Right-of-Way outside the terms of Contract Services, including bulky items, excess solid waste, or Construction and Demolition in quantities that exceeds the limit of two 70-pound containers, Director may request CONTRACTOR to take geotagged photographs of the debris that include adequate background to provide evidence of the location.

Director may direct CONTRACTOR to deliver Solid Waste to any location specified by Director, including a materials recovery facility, landfill, sediment placement site, or a debris placement sight.

CONTRACTOR shall give first consideration to COUNTY in the event of a major disaster such as an earthquake, fire, mudslide, storm, riot, or civil disturbance as declared by the President of the United States, Governor of California, or the Board of Supervisors.

CONTRACTOR shall follow the practices identified in Section 7 for billing. However, when providing services to other jurisdictions/agencies, it may be possible to arrange billing and payment directly between CONTRACTOR and the other jurisdiction/agency. Director will determine the billing procedure prior to CONTRACTOR providing service.

All terms and conditions of this CONTRACT remain in effect while performing any work under this subsection, even when it is on behalf of another jurisdiction/agency.

G. Litter Collection

Director has determined the need to efficiently remove litter and prevent it from becoming a community eyesore, decreasing neighborhood property values, posing a safety hazard, providing a breeding ground for disease carrying rodents, insects, and other vermin, and in general, lowering the quality of life for residents. This service is not a Sweep of the entire Service Area but rather an as-needed service. CONTRACTOR shall provide all necessary equipment and temporary Containers including brooms rakes, shovels, bags, or Dumpsters to Collect, transport, and Dispose of litter in the following circumstances:

- As requested by Director
- Upon observation by CONTRACTOR, when requested by Director to provide this service

Examples include a pile of Refuse on the sidewalk or an undeveloped portion of land within the Public Right-of-Way. CONTRACTOR shall Collect litter within 48 hours of request by Director and submit before and after photos to Director along with the monthly invoices for County Services. CONTRACTOR may also Collect large piles of Refuse it observes and submit before and after photos.

Litter Collection under this section does not include litter already required to be Collected near Bulky Items, alleys, public curbside receptacles, or Homeless Encampment Containers.

CONTRACTOR shall use the Director's Trash Monitoring Program (TMP) smartphone application, or other system as determined by Director, to record information such as the location, brief description, and photograph of Collected Solid Waste.

H. Landfill Vouchers

Director may coordinate a program to distribute landfill vouchers to reduce the amount of Abandoned Waste discarded illegally within the Service Area. See Exhibit 3A3 for details, if applicable to this Service Area.

I. Method of Payment for Task 2 Services

For County Services, CONTRACTOR shall bill COUNTY directly, in accordance with item C of Section 7.

COUNTY will pay CONTRACTOR the fee for monitoring, Collecting, transporting, and Disposing of Abandoned Waste as provided in item C of Section 7, even though under County Code the cost of removing Abandoned Waste is the responsibility of the Person, if known, who discards the waste.

If CONTRACTOR responds to a request for removal of Abandoned Waste and the CONTRACTOR does not find Abandoned Waste at the location, CONTRACTOR may charge a fee indicated on Attachment 7-3 – Task 2 Service Fees only when it exceeds the specified number of incidents per month.

For billing of Abandoned Waste collected as part of PEH Abandoned Waste in item E1 of Exhibit 3A2, the fee for the tons of waste Collected is the same as the fee for A1 tonnages plus the allowance for a surcharge for each area cleaned to compensate for Personal Protection Equipment (PPE) needed and the likelihood of it taking longer to clean PEH related waste compared to removing a couch from an alley. It is expected that PPE can be reused at multiple locations in a day but not necessarily over multiple days.

EXHIBIT 3A3 – Additional Services

For bidding purposes, this sample contract contains a separate exhibit for each Service Area. They will be referred to as:

- Exhibit 3A3.4 Additional Services
Rowland Heights/South Diamond Bar

EXHIBIT 3A3 – Additional Services

If this Exhibit is inconsistent or conflicts with other provisions of this CONTRACT, this Exhibit governs as provided under Part 10 B7. This Exhibit contains additional requirements for Task 1 services to the Occupants.

A. Mulch and Compost Giveaway Program (Item H7 of Exhibit 3A1)

CONTRACTOR shall offer at least 40 cubic yards of Mulch and 40 cubic yards of Compost at each event, or any volume requested by Director not to exceed 80 cubic yards of Mulch and 80 cubic yards of Compost per event.

B. Bulky Item and Excess Solid Waste Collection (Item H3 of Exhibit 3A1)

CONTRACTOR shall Collect Bulky Items including excess waste discarded at the Set-Out Site on next regularly scheduled Collection day upon at least 24-hours' Notice by the Customer or Occupant or other date agreed to between that Customer or Occupant and CONTRACTOR. For items set out without notice, CONTRACTOR shall not immediately Collect but rather shall perform the following:

- Tag items with a Non-Collection Notice describing Notice requirements, and
- Contact Occupant, as provided in item C9 of Section 4, and
- The following week Collect regardless of Notice by Customer or Occupant.

Bulky Items

- In addition to the Annual Curbside Cleanup Event described in item H2 of this Exhibit 3A1, CONTRACTOR shall Collect from each dwelling unit receiving service, **unlimited quantities** of Bulky Items per pickup.

CONTRACTOR shall Collect up to four times per Contract Year all the services prescribed below. For example, Occupant may place two mattresses and five bags of excess Green Waste out for Collection and it will count as one of the four times.

1. Excess Refuse

CONTRACTOR shall Collect Refuse in bags, up to **five bags** per pickup.

In areas prone to wildlife intrusion into urban areas, upon Customer request, CONTRACTOR shall make available the temporary use of Bear-Resistant Carts or Carts with Gravity Locks for the fee listed on the Form PW-2, Task 1 Service Fees of Exhibit 7. The Carts are to be delivered to Customer within 72 hours of request and removed within 24 hours of the Service Day.

2. Excess Green (Landscaping) Waste

CONTRACTOR shall Collect landscaping waste in bags or bound bundles less than four feet in length, up to **10 bags/bundles** per pickup. This service is not for excess Food Waste.

3. Special Recyclable/Reusable Items

In accordance with SB 1383, CONTRACTOR shall Collect the following:

a. *Textiles*

- Clothing - **Unlimited quantities** of bagged/bundles reusable clothes.
- Other Textiles - Up to **5 bags/bundles** not exceeding 70 pounds of textiles other than reusable clothes.

b. *Wood and Dry Lumber*

Up to **2 bags/bundles** of wood and dry lumber bound or in containers, not longer than four feet in length or more than 70 pounds in weight and does not contain nails.

c. *E-waste*

Up to **ten items** of electronic waste that is powered by a plug or battery such as computer, telephones, and televisions.

In addition, the following terms apply.

1. Move-in/Move-Out

CONTRACTOR shall offer an additional Bulky Item Collection to Collect **unlimited quantities** of Bulky Items, bagged excess Refuse, Special Recyclable/Reusable Items within 14 days of an account being opened or closed within the Service Area.

2. Additional On-Call Pickup with Additional cost.

In addition to Collection described in item H3 of Exhibit 3A1, at the request of a Customer (not Occupant) for a Collection from their Containers or of Bulky Items in excess of those included B3 of this Exhibit, upon 24-hours' Notice, at charges for additional calls listed on Form PW-2, Task 1 Service Fees of Exhibit 7 and charge for items listed in CONTRACTOR Documentation in Exhibit 17.

C. Annual Curbside Cleanup Events Services (Item H2 of Exhibit 3A1)

CONTRACTOR shall conduct the Annual Curbside Cleanup Event in the following months, unless otherwise instructed Director or requested by CONTRACTOR and approved by Director:

- Rowland Heights/South Diamond Bar = April

D. Manure Service (Item D13 of Exhibit 3A1)

1. Scope of Services and Specifications

Upon Customer request, CONTRACTOR shall arrange to provide separate, automated Collection, transportation, and Diversion of Manure, on the Service Day or days agreed with Customer, at least weekly, from either the Set-Out Site or by scout service.

CONTRACTOR shall provide upon Customer request any of the following Containers for the Customer Service Fees provided on the Attachment 7-2, Task 1 Service Fees of Exhibit 7:

- One or more 64-gallon Carts (or other capacity Cart approved by Director) exclusively for Manure, or
- One or more two-cubic yard Dumpsters exclusively for Manure
- Green Waste mixed with Manure requires Direct approval.

CONTRACTOR shall offer Manure Dumpster scout services when the larger Collection Vehicle cannot Collect the Container at the Set-Out Site, for an additional charge

If CONTRACTOR observes Manure discarded in an Occupant's Refuse or Green Waste Cart, CONTRACTOR shall provide Notice explaining that Customer is responsible for any Cart damage due to discarded Manure. CONTRACTOR may charge Customer the cost to repair or replace such a Cart damaged by Manure.

While providing service, CONTRACTOR shall minimize the noise when near horses. The Collection vehicle shall not operate the Collection arm or compact the load while within 100 feet of a horse that is walking in the Public Right-of-Way or compact the load within 100 feet of a horse on private property.

To minimize traffic, emissions, and truck trips, CONTRACTOR shall use the same vehicle to service Manure Carts and Dumpsters, unless otherwise approved by Director. The front/rear loading trucks must be capable of servicing both Carts and Dumpsters. CONTRACTOR shall not use a side loader Vehicle for Carts and a front or rear loader for Dumpsters unless

there are sufficient accounts to fill each vehicle. For instance, if three Vehicles were required to service an area, two front loaders and one side loader could be used.

2. CONTRACTOR—Designated Facility

CONTRACTOR shall transport Manure from Manure Container only to the facility or facilities that CONTRACTOR has designated in Contractor Documentation in Exhibit 17 for Solid Waste Facilities.

E. Bicycle Lane Minimum Service (Up to 15 feet) (Item I3 of Exhibit 3A1)

CONTRACTOR is required to provide this service to Customers along marked bicycle lanes, which is the shorter version of roll-out service described in Item I3 of Exhibit 3A1 but there shall be no charge to the Customer or COUNTY. The purpose of this service is to keep Containers out of the bikeway. Any properties that have adequate space for Containers to be out of the bike lane, shall not require this service.

This service is similar to services in Item I1 of Exhibit 3A1 but for areas with bike lanes and a Container moving distance up to approximately 15 feet as measured between the Set-Out Site and the location the Occupant places Containers, such as their grass parkway but must not block pedestrian access. This service does not include opening any of the Occupant's gates or doors. See location in the maps in item A7 of Exhibit 16 or a list of locations in item C4 of Exhibit 16.

CONTRACTOR is to move Cart to the street temporarily for Collection and return Carts to where Occupant had placed them. CONTRACTOR shall not leave the Carts in the street for Collection for more than 30 minutes.

In areas where this service is new, CONTRACTOR must perform outreach to education Occupants how to participate in this service. See requirements in item L4a(3) of Exhibit 3A1.

F. Minimum Service (Up to Ten feet) (Item I3 of Exhibit 3A1)

This service is not currently required but may be requested by Director for implementation at any time.

This service is like services in Item I1 of Exhibit 3A1 but for areas with Set-Out Site limitations and a distance up to approximately ten feet as measured between the Set-Out Site and the location the Occupant places Carts, for the surcharge not to exceed 5 percent of the monthly basic rate. See location in the maps in item A7 of Exhibit 16 or a list of locations in item C4 of Exhibit 16.

This service is to help prevent Carts from being a hazard in the street. This is for locations where there is not adequate space for Collection. CONTRACTOR is to

move Cart to the street temporarily for Collection and return Carts to where Occupant had placed them. CONTRACTOR shall not leave the Carts in the street for Collection for more than 30 minutes.

This distance will be measured as either for the following situations:

- Occupant's temporary location in Public Right-of-Way to the Set-Out Site, such as the grass parkway.
- Occupant's permanent storage location on private property, such as behind a fence at the front property line.

Examples of situations with Set-Out Site limitations include but are not limited to:

- Many parked cars and Occupant temporarily place Carts in the grass parkway behind cars.
- Many parked cars and Occupant temporarily place Carts on the sidewalk behind cars, provided there is adequate space on the sidewalk to not interfere with pedestrians.
- Striped bike paths where Occupant would ordinarily place Carts in the bike path.
- Hillside communities where Carts may impede the flow of vehicular traffic.

G. Special Community Events

Some communities may hold special events that may impact the ability for CONTRACTOR to perform Contract Services. These may include parades or fairs. While events are typically on weekends, the set up may occur during the week, especially on the Friday immediately prior. Not only may access to the immediate area be limited during the event, the increased pedestrians and vehicles in the area may make it advisable for CONTRACTOR to avoid a larger area to ensure the safety of participants.

CONTRACTOR must coordinate Solid Waste Collection services within the area with Director. Abandoned Waste is to be removed from the area as close to the event as possible.

H. Green Waste Drop-Off Event

CONTRACTOR shall twice annually, publicize and offer Occupants Green Waste disposal services at drop-off events (landscaping materials, not all Organic Waste) at no additional charge to Customers, Occupants, or COUNTY. This shall occur once in the early Spring and again in the early Fall, or at alternate dates as requested or approved by Director. CONTRACTOR shall accept up to a total of 160 cubic yards of landscaping at up to 4 locations for each event.

CONTRACTOR shall comply with the California Department of Food and Agriculture's quarantine restrictions for the movement of the Green Waste.

(<https://www.cdfa.ca.gov/plant/pe/InteriorExclusion/quarantine.html>)

CONTRACTOR shall select a location, preferably within the Service Area and near the Occupants that require the service (i.e. along the foothills) or other feasible areas approved by Director and shall be responsible for planning and making all necessary arrangements. CONTRACTOR shall provide all the necessary staffing, Vehicles, Containers, and other equipment, and materials or supplies (such as shovels and extra bags). CONTRACTOR shall help participants who request help and shall post a Bilingual sign at the event offering assistance. Upon request of CONTRACTOR, Director may provide some assistance in securing COUNTY facilities.

EXHIBIT 5 – Additional Contract Language

PART 1 - Part no longer used.

PART 2 - Part no longer used.

PART 3 - GENERAL CONTRACT REQUIREMENTS

A. Employment Eligibility Verification

- 1.** CONTRACTOR warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this CONTRACT meet the citizenship or alien status requirements set forth in Federal and State statutes and regulations. CONTRACTOR shall obtain, from all covered employees performing services hereunder, all verification and other documentation of employment eligibility status required by Federal and State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986 (P.L. 99-603), or as they currently exist and as they may be hereafter amended. CONTRACTOR shall retain all such documentation for all covered employees for the period prescribed by law.
- 2.** CONTRACTOR shall defend and hold harmless, COUNTY of Los Angeles, its Special Districts, Elected Officials, Officers, Agents, Employees, and Volunteers sanctions and any other liability which may be assessed against CONTRACTOR or COUNTY or both about any alleged violation of Federal or State statutes or regulations pertaining to the eligibility for employment of Persons performing services under this CONTRACT.

B. Security and Background Investigations

Security and background investigations of CONTRACTOR's staff may be required at the discretion of COUNTY as a condition of beginning and continuing work under any resulting CONTRACT. The cost of background checks is the responsibility of CONTRACTOR.

C. Consideration of Hiring COUNTY Employees

Should CONTRACTOR require additional or replacement personnel after the effective date of this CONTRACT to perform the services set forth herein, CONTRACTOR shall give first consideration for such employment openings to qualified permanent COUNTY employees who are targeted for layoff or qualified, former COUNTY employees who are on a reemployment list during the life of this CONTRACT.

D. Conflict of Interest

No COUNTY employee whose position with COUNTY enables such employee to influence the award of this CONTRACT or any competing contract, and no spouse or economic dependent of such employee shall be employed in any capacity by CONTRACTOR or have any other direct or indirect financial interest in this CONTRACT. No officer or employee of CONTRACTOR who may financially benefit from the performance of the work hereunder shall in any way participate in COUNTY's approval, or ongoing evaluation, of such work, or in any way attempt to unlawfully influence COUNTY's approval or ongoing evaluation of such work.

CONTRACTOR represents and warrants that it is aware of, and its authorized officers have read, the provisions of County Code, Section 2.180.010, "Certain Contracts Prohibited," and that execution of this CONTRACT will not violate those provisions. CONTRACTOR shall comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the Term of this CONTRACT. CONTRACTOR warrants that it is not now aware of any facts that create a conflict of interest. If CONTRACTOR hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it shall immediately make full written disclosure of such facts to COUNTY. Full written disclosure shall include, but is not limited to, identification of all Persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this paragraph shall be a material breach of this CONTRACT subjecting CONTRACTOR to either contract termination for default or debarment proceedings or both. CONTRACTOR must sign and adhere to the "Conflict of Interest Certification" (Form PW-5).

E. Fair Labor Standards Act

CONTRACTOR shall comply with all applicable provisions of the Federal Fair Labor Standards Act and shall Indemnify, defend, and hold harmless COUNTY, its Special Districts, Elected Officials, Officers, Agents, Employees, and Volunteers from all liability, including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and attorneys' fees arising under any wage and hour law, including the Federal Fair Labor Standards Act, for work performed by CONTRACTOR's employees for which COUNTY may be found jointly or solely liable.

F. Consideration of GAIN/START Participants for Employment

COUNTY will refer GAIN and START participants by category to CONTRACTOR. If both laid-off COUNTY employees and GAIN and START participants in categories identified by COUNTY are available for hiring, CONTRACTOR shall give COUNTY employees priority.

G. Record Retention and Inspection/Audit Settlement

CONTRACTOR shall maintain accurate and complete financial Records of its activities and operations relating to this CONTRACT in accordance with generally

accepted accounting principles. CONTRACTOR shall also maintain accurate and complete employment and other Records relating to its performance of this CONTRACT. CONTRACTOR agrees that COUNTY, or its authorized representatives, shall have access to and the right to examine, audit, review Records, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this CONTRACT. All such material, including, but not limited to, all financial Records, bank statements, cancelled checks, or other proof of payment, timecards, sign-in/sign-out sheets, and other time and employment Records, and proprietary data and information, shall be kept and maintained by CONTRACTOR and shall be made available to COUNTY during the Term of this CONTRACT and for a period of five years thereafter unless COUNTY's written permission is given to Dispose of any such material prior to such time. All such material shall be maintained by CONTRACTOR at a location in COUNTY, provided that if any such material is located outside COUNTY, then, at COUNTY's option, CONTRACTOR shall pay COUNTY for travel, per diem, and other costs incurred by COUNTY to examine, audit, review Records, excerpt, copy, or transcribe such material at such other location.

1. If a review of Records of CONTRACTOR is conducted specifically regarding this CONTRACT by any Federal or State auditor, or by any auditor, reviewer, or accountant employed by CONTRACTOR or otherwise, then CONTRACTOR shall file a copy of such review of Records Report with COUNTY's Auditor-Controller within 30 days of CONTRACTOR's receipt thereof, unless otherwise provided by applicable Federal or State law or under this CONTRACT. Subject to applicable law, COUNTY shall make a reasonable effort to maintain the confidentiality of such review of Records Report (s).
2. Failure on the part of CONTRACTOR to comply with any of the provisions of this paragraph shall constitute a material breach of this CONTRACT upon which COUNTY may suspend or terminate for default or suspend this CONTRACT.
3. If, at any time during the Term of this CONTRACT or within five years after the expiration or termination of this CONTRACT, representatives of COUNTY conduct a review of Records of CONTRACTOR regarding the work performed under this CONTRACT, and if such review of Records finds that COUNTY's dollar liability for any such work is less than payments made by COUNTY to CONTRACTOR, then the difference shall be either: a) repaid by CONTRACTOR to COUNTY by cash payment upon demand or b) at the sole option of COUNTY's Auditor-Controller, deducted from any amounts due to CONTRACTOR from COUNTY, whether under this CONTRACT or otherwise. If such review of Records finds that COUNTY's dollar liability for such work is more than the payments made by COUNTY to CONTRACTOR, then the difference shall be paid to CONTRACTOR by COUNTY by cash payment, provided that in no event shall COUNTY's maximum obligation for this CONTRACT exceed the funds appropriated by COUNTY for this CONTRACT.

H. Compliance with COUNTY's Jury Service Program

1. Jury Service Program

This CONTRACT is subject to the provisions of COUNTY's ordinance entitled CONTRACTOR Employee Jury Service (Jury Service Program) as codified in Sections 2.203.010 through 2.203.090 of County Code.

2. Written Employee Jury Service Policy

- a. Unless CONTRACTOR has demonstrated to COUNTY's satisfaction either that CONTRACTOR is not a "CONTRACTOR" as defined under the Jury Service Program (Section 2.203.020 of County Code) or that CONTRACTOR qualifies for an exception to the Jury Service Program (Section 2.203.070 of County Code), CONTRACTOR shall have and adhere to a written policy that provides that its Employees shall receive from CONTRACTOR, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that Employee deposit any fees received for such jury service with CONTRACTOR or that CONTRACTOR deduct from the Employee's regular pay the fees received for jury service.
- b. For purposes of this Section, "CONTRACTOR" means a Person, partnership, corporation, or other entity which has a contract with COUNTY or a subcontract with a COUNTY contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more COUNTY contracts or subcontracts. "Employee" means any California resident who is a full-time employee of CONTRACTOR. "Full-time" means 40 hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by COUNTY, or 2) CONTRACTOR has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of 90 days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program. If CONTRACTOR uses any Subcontractor to perform services for COUNTY under this CONTRACT, the Subcontractor shall also be subject to the provisions of this Section. The provisions of this Section shall be inserted into any such subcontract CONTRACT and a copy of the Jury Service Program shall be attached to the CONTRACT.
- c. If CONTRACTOR is not required to comply with the Jury Service Program when this CONTRACT commences, CONTRACTOR shall have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and CONTRACTOR shall immediately notify COUNTY if CONTRACTOR

at any time either comes within the Jury Service Program's definition of "CONTRACTOR" or if CONTRACTOR no longer qualifies for an exception to the Jury Service Program. In either event, CONTRACTOR shall immediately implement a written policy consistent with the Jury Service Program. COUNTY may also require, at any time during this CONTRACT and at its sole discretion, that CONTRACTOR demonstrate to COUNTY's satisfaction that CONTRACTOR either continues to remain outside of the Jury Service Program's definition of "CONTRACTOR" and/or that CONTRACTOR continues to qualify for an exception to the Jury Service Program.

- d. CONTRACTOR's violation of this Section of this CONTRACT may constitute a material breach of this CONTRACT. In the event of such material breach, COUNTY may, in its sole discretion, suspend or terminate this CONTRACT and/or bar CONTRACTOR from the award of future COUNTY contracts for a period consistent with the seriousness of the breach.

I. CONTRACTOR's Charitable Activities Compliance

The Supervision of Trustees and Fundraisers for Charitable Purposes Act regulates entities receiving or raising charitable contributions. The "Nonprofit Integrity Act of 2004" (SB 1262, Chapter 919) increased Charitable Purposes Act requirements. By requiring CONTRACTOR's to complete the Charitable Contributions Certification (Form PW-12), COUNTY seeks to ensure that all COUNTY CONTRACTOR's which receive or raise charitable contributions comply with California law to protect COUNTY and its taxpayers. A CONTRACTOR which receives or raises charitable contributions without complying with its obligations under California law commits a material breach subjecting it to either contract termination for default or debarment proceedings or both. (County Code Chapter 2.202)

J. Social Enterprise Preference Program

This CONTRACT is subject to the provisions of COUNTY's ordinance entitled Social Enterprise (SE) Preference Program, as codified in Chapter 2.205 of County Code.

CONTRACTOR shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a SE.

CONTRACTOR shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, Report, or other representation, to a COUNTY official or employee for the purpose of influencing the certification or denial of certification of any entity as a SE.

If CONTRACTOR has obtained COUNTY certification as a SE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this contract to which it would not otherwise have been entitled, CONTRACTOR shall:

- Pay to COUNTY any difference between the CONTRACT amount and what COUNTY's costs would have been if the CONTRACT had been properly awarded.
- In addition to the amount described in subdivision (1), be assessed a penalty in the amount of not more than ten percent of the amount of this Contract.
- Be subject to the provisions of Chapter 2.202 of County Code (Determinations of CONTRACTOR Nonresponsibility and CONTRACTOR Debarment).

The above penalties shall also apply to any entity that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification and fails to notify the Department of Consumer and Business Affairs of this information prior to responding to a solicitation or accepting a contract award.

K. Local Small Business Enterprise Preference Program

This CONTRACT is subject to the provisions of COUNTY's ordinance entitled Local Small Business Enterprise Preference Program, as codified in Chapter 2.204 of County Code.

CONTRACTOR shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a Local Small Business Enterprise.

CONTRACTOR shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, Report, or other representation, to a COUNTY official or employee for the purpose of influencing the certification or denial of certification of any entity as a Local Small Business Enterprise.

If CONTRACTOR has obtained COUNTY certification as a Local Small Business Enterprise by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this CONTRACT to which it would not otherwise have been entitled, shall:

- Pay to COUNTY any difference between this CONTRACT amount and what COUNTY's costs would have been if this CONTRACT had been properly awarded.
- In addition to the amount described in subdivision (1), be assessed a penalty in an amount of not more than ten percent of the amount of this CONTRACT.
- Be subject to the provisions of Chapter 2.202 of County Code (Determinations of CONTRACTOR Nonresponsibility and CONTRACTOR Debarment).

The above penalties shall also apply to any business that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification and fails to notify the State and the Department of Consumer and Business Affairs of this information prior to responding to a solicitation or accepting a contract award.

L. Disabled Veteran Enterprise Preference Program

This CONTRACT is subject to the provisions of COUNTY's ordinance entitled Disabled Veteran Business Enterprise (DVBE) Preference Program, as codified in Chapter 2.211 of County Code.

CONTRACTOR shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a DVBE.

CONTRACTOR shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, Report, or other representation, to a COUNTY official or employee for the purpose of influencing the certification or denial of certification of any entity as a DVBE.

If CONTRACTOR has obtained certification as a DVBE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this contract to which it would not otherwise have been entitled, shall:

- Pay to COUNTY any difference between the CONTRACT amount and what COUNTY's costs would have been if the CONTRACT had been properly awarded.
- In addition to the amount described in subdivision (1), be assessed a penalty in an amount of not more than ten percent of the amount of the CONTRACT.
- Be subject to the provisions of Chapter 2.202 of County Code (Determinations of CONTRACTOR Nonresponsibility and CONTRACTOR Debarment).

Notwithstanding any other remedies in this contract, the above penalties shall also apply to any business that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification and fails to notify the State and the Department of Consumer and Business Affairs of this information prior to responding to a solicitation or accepting a contract award.

M. CONTRACTOR Responsibility and Debarment

1. Responsible CONTRACTOR

A responsible CONTRACTOR is a contractor who has demonstrated the attribute of trustworthiness as well as quality, fitness, capacity, and experience to satisfactorily perform the CONTRACT. It is COUNTY's policy to conduct business only with responsible contractors.

2. Chapter 2.202 of County Code

CONTRACTOR is hereby notified that, in accordance with Chapter 2.202 of County Code, if COUNTY acquires information concerning the performance of CONTRACTOR on this or other contracts which indicates that CONTRACTOR is not responsible, COUNTY may, in addition to other remedies provided in this CONTRACT, debar CONTRACTOR from bidding or proposing on, being awarded, and/or performing work on COUNTY contracts for a specified period of time, which generally will not exceed 5 years but may exceed 5 years or be permanent if warranted by the circumstances, and suspend or terminate any or all existing contracts CONTRACTOR may have with COUNTY.

3. Nonresponsible CONTRACTOR

COUNTY may debar a CONTRACTOR if the Board finds, in its discretion, that CONTRACTOR has done any of the following: (1) violated any Term of a contract with COUNTY or a nonprofit corporation created by COUNTY; (2) committed an act or omission which negatively reflects on CONTRACTOR's quality, fitness, or capacity to perform a contract with COUNTY, any other public entity, or a nonprofit corporation created by COUNTY, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against COUNTY or any other public entity.

4. Contractor Hearing Board

- a.** If there is evidence that CONTRACTOR may be subject to debarment, Public Works will notify CONTRACTOR in writing of the evidence which is the basis for the proposed debarment and will

advise CONTRACTOR of the scheduled date for a debarment hearing before Contractor Hearing Board.

- b.** Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. CONTRACTOR and/or CONTRACTOR's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, Contractor Hearing Board will prepare a tentative proposed decision, which shall contain a recommendation regarding whether CONTRACTOR should be debarred, and, if so, the appropriate length of time of the debarment. CONTRACTOR and Public Works shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.
- c.** After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision, and any other recommendation of Contractor Hearing Board shall be presented to the Board. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of Contractor Hearing Board.
- d.** If a CONTRACTOR has been debarred for a period longer than five years, that CONTRACTOR may, after the debarment has been in effect for at least five years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. COUNTY may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that CONTRACTOR has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of COUNTY.
- e.** Contractor Hearing Board will consider a request for review of a debarment determination only where (1) CONTRACTOR has been debarred for a period longer than five years; (2) the debarment has been in effect for at least five years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, Contractor Hearing Board will provide Notice of the hearing on the request. At the hearing, Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by Contractor Hearing Board pursuant to the same procedure as for a debarment hearing.

- f. Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of Contractor Hearing Board.

5. Subcontractors of CONTRACTOR

These terms shall also apply to Subcontractors of COUNTY CONTRACTORS.

N. Reporting Requirements for Improper Solicitations

CONTRACTOR shall immediately report any attempt by a COUNTY officer or employee to solicit improper consideration. CONTRACTOR shall make the Report either to COUNTY manager charged with the supervision of the employee or to COUNTY Fraud Hotline at (800) 544-6861 or www.lacountyfraud.org. Among other items, improper consideration may take the form of cash; discounts; service; or the provision of travel, entertainment, or tangible gifts.

O. COUNTY's Quality Assurance Plan

COUNTY or its agent will monitor CONTRACTOR's performance under this CONTRACT on not less than an annual basis. Such monitoring will include assessing CONTRACTOR's compliance with all this CONTRACT's terms and conditions and performance Standards. CONTRACTOR deficiencies which COUNTY determines are significant or continuing and that may place performance of this CONTRACT in jeopardy, if not corrected, will be reported to the Board. The Report will include improvement/corrective action measures taken by COUNTY and CONTRACTOR.

If improvement does not occur consistent with the corrective action measures, COUNTY may suspend or terminate this CONTRACT for default or impose other penalties as specified in this CONTRACT.

P. Local Small Business Enterprise Utilization

When requested by COUNTY, CONTRACTOR shall provide to COUNTY via methods specified by COUNTY, such as submission of electronic live (or dynamic) data on invoices for the prime and all Subcontractors using COUNTY-designated third-Party software system or to a COUNTY approved website, or other means of submitting expenditure information on Subcontractors, including but not limited to the following information: the name, business address and telephone number/e-mail address of each Subcontractor.

In addition, CONTRACTOR shall be required to provide each of the specified Subcontractor Local Small Business Enterprise (SBE), Disabled Veteran Business Enterprise (DVBE), and Social Enterprise (SE) status (i.e., whether any of the listed Subcontractors are Local SBE's) and the proposed monetary amount of the work the Subcontractor will perform on each Notice to Proceed. At the time of submittal of each invoice, CONTRACTOR shall indicate, via methods specified by COUNTY, the actual dollar amounts paid to each listed Subcontractor who performed work on the project. The Subcontractor may be requested to confirm receipt of the actual payment to the Subcontractor by the prime.

The Parties agree that it will be impracticable or extremely difficult to fix the extent of actual damages resulting from the failure to CONTRACTOR to comply with this Section. The Parties will agree that under the current circumstances a reasonable estimate of such damages is specified in Exhibit F, Performance Requirements Summary, and that CONTRACTOR shall be liable to COUNTY for said amount.

If in the judgment of Director, or his/her designee, CONTRACTOR is deemed to be in non-compliance with the terms and obligations, Director or his/her designee, at his/her option, in addition to, or in lieu of, other remedies provided in Exhibit F, Performance Requirements Summary, may deduct and withhold liquidated damages from COUNTY's final payment to CONTRACTOR.

Q. Compliance with COUNTY's Zero Tolerance Human Trafficking

CONTRACTOR acknowledges that COUNTY has established a Zero Tolerance Human Trafficking Policy prohibiting contractors from engaging in human trafficking.

If a CONTRACTOR or member of CONTRACTOR's staff is convicted of a human trafficking offense, COUNTY shall require that CONTRACTOR or member of CONTRACTOR's staff be removed immediately from performing services under the CONTRACT. COUNTY will not be under any obligation to disclose confidential information regarding the offenses other than those required by law.

Disqualification of any member of CONTRACTOR's staff pursuant to this paragraph shall not relieve CONTRACTOR of its obligation to complete all work in accordance with the terms and conditions of this CONTRACT.

R. Method of Payment and Required Information

COUNTY may, at its sole discretion, determine the most appropriate, efficient, secure, and timely form of payment for any amounts due for goods and/or services provided under a contract with COUNTY. Proposers/Contractors further agree that the default form of payment shall be EFT or direct deposit, unless an alternative method of payment is deemed appropriate by the A-C.

Upon Contract award and at the request of the A-C and/or Public Works, CONTRACTOR shall provide the A-C with electronic banking and related information for CONTRACTOR and/or any other payee that the CONTRACTOR designates to receive payment pursuant to this Contract. Such electronic banking and related information includes, but is not limited to: bank account number and routing number, legal business name, valid taxpayer identification number or TIN, a working e-mail address capable of receiving remittance advices and other payment related correspondence, and any other information that the A-C determines is reasonably necessary to process the payment and comply with all accounting, recordkeeping, and tax reporting requirements.

Any provision of law, grant, or funding agreement requiring a specific form or method of payment other than EFT or direct deposit shall supersede this requirement with respect to those payments. Upon Contract award or at any time during the duration of CONTRACT, CONTRACTOR may submit a written request for an exemption to this requirement. Such request must be based on specific legal, business or operational needs and explain why the payment method designated by the A-C is not feasible and an alternative is necessary. The A-C, in consultation with Public Works, shall decide whether to approve exemption requests.

S. Compliance with Fair Chance Employment Practices

CONTRACTOR shall comply with fair chance employment hiring practices set forth in California Government Code Section 12952, Employment Discrimination: Conviction History. CONTRACTOR's violation of this paragraph of the Contract may constitute a material breach of CONTRACT. In the event of such material breach, County may, in its sole discretion, terminate CONTRACT.

T. Compliance with the County Policy of Equity

CONTRACTOR acknowledges that COUNTY takes its commitment to preserving the dignity and professionalism of the workplace very seriously, as set forth in the County Policy of Equity (CPOE) (<https://ceop.lacounty.gov/>). The contractor further acknowledges that the County strives to provide a workplace free from discrimination, harassment, retaliation and inappropriate conduct based on a protected characteristic, and which may violate the CPOE. CONTRACTOR, its employees and Subcontractors acknowledge and certify receipt and understanding of the CPOE. Failure of CONTRACTOR, its employees or its Subcontractors to uphold the County's expectations of a workplace free from harassment and discrimination, including inappropriate conduct based on a protected characteristic, may subject CONTRACTOR to termination of contractual agreements as well as civil liability.

U. Contractor Independence

CONTRACTOR or its subsidiary or Subcontractor, is prohibited from submitting a bid or proposal in a County solicitation if the CONTRACTOR has provided advice or consultation for the solicitation. CONTRACTOR is also prohibited from submitting a bid or proposal in a County solicitation if the CONTRACTOR has developed or prepared any of the solicitation materials on behalf of COUNTY. A violation of this provision shall result in the disqualification of the CONTRACTOR from participation in the COUNTY solicitation or the termination or cancellation of any resultant COUNTY contract. This provision shall survive the expiration, or other termination of this Agreement.

V. Contractor Alert Reporting Database (CARD)

The County maintains databases that track/monitor Contractor performance history. Information entered into such databases may be used for a variety of purposes, including determining whether the County will exercise a contract term extension option.

W. Federally Funded Work

This provision will apply when federally funded or potentially federally funded work is needed by County. In accordance with Federal Executive Order 12549 and 12689 (Debarment and Suspension), individuals or entities that have been debarred by the Federal government may not receive work under this Contract as a Contractor or Subcontractor. Contractors and/or Subcontractors listed on the governmental exclusions in the System for Award Management (SAM) are not eligible to receive federally funded work under this contract. See Office of Management and Budget guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension". The SAM exclusions contains the names of parties debarred, suspended, or otherwise excluded by Federal agencies as well as parties declared ineligible under statutory or regulatory authority.

For federally funded work, the Contract Manager will, before assigning work to the Contractor, verify that the Contractor is not listed on the governmental exclusions in the SAM as a party excluded or ineligible by Federal agencies to participate in federally funded projects. For your reference, a List of Debarred Contractors by U.S. Department of Labor's (DOL) Office of Federal Contract Compliance Programs (OFCCP) may be obtained by going to the following website: <https://www.sam.gov/portal/SAM/>.

If the Contractor is listed on the governmental exclusions in the SAM as a party excluded or ineligible by Federal agencies to participate in federally funded projects, then said Contractor will not be offered the work. The Contract Manager will notify the Contractor of their negative standing in the SAM. The Contract Manager will also notify the Contractor of their ineligibility to receive any federally

funded work under this contract, until the Contractor is able to satisfactorily correct the issue. The Contractor shall notify the Contract Manager when the Contractor has corrected their negative standing in the SAM, and the Contractor is no longer listed on the governmental exclusions in the SAM.

If the Contractor is **not** listed on the governmental exclusions in the SAM as a party excluded or ineligible by Federal agencies to participate in federally funded projects, Public Works may offer said Contractor the federally funded work.

The Contractor is required to verify that its subcontractors are not listed on the governmental exclusions in the SAM, before assigning federally funded work to its subcontractors.

X. Assignment and Delegation

The Contractor must notify the County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If the Contractor is restricted from legally notifying the County of pending acquisitions/mergers, then it should notify the County of the actual acquisitions/mergers as soon as the law allows and provide to the County the legal framework that restricted it from notifying the County prior to the actual acquisitions/mergers.

Contractor must not assign, exchange, transfer, or delegate its rights or duties under this Contract, whether in whole or in part, without the prior written consent of County, in its discretion, and any attempted assignment, delegation, or otherwise transfer of its rights or duties without such consent must be null and void. For purposes of this paragraph, County consent must require a written amendment to this Contract, which is formally approved and executed by Contractor and the Board or if delegated by the Board, the Director, and Contractor. Any payments by County to any approved delegate or assignee on any claim under this Contract will be deductible, at County's sole discretion, against the claims which Contractor may have against County.

Any assumption, assignment, delegation, or takeover of any of Contractor's duties, responsibilities, obligations, or performance of same by any person or entity other than Contractor, whether through assignment, Subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, will be a material breach of this Contract, which may result in the suspension or termination of this Contract. In the event of such a termination, County will be entitled to pursue the same remedies against Contractor as it could pursue in the event of default of Contractor.

Y. Campaign Contribution Prohibition Following Final Decision in Contract Proceeding

Pursuant to Government Code Section 84308, Contractor and its Subcontractors, are prohibited from making a contribution of more than \$250 to a County officer for twelve (12) months after the date of the final decision in the proceeding involving this Contract. Failure to comply with the provisions of Government Code Section 84308 and of this paragraph, may be a material breach of this Contract as determined in the sole discretion of the County.

PART 4 - INDEMNIFICATION AND INSURANCE

A. Indemnification and Release of COUNTY

CONTRACTOR shall release, Indemnify, defend, and hold harmless COUNTY and County's Related Parties from and against all Liabilities arising from, connected with, or relating to all the following:

1. Operations

CONTRACTOR and CONTRACTOR's Related Parties' operations or any of their respective services on or after the date of this CONTRACT, including the Contract Services and Liabilities further detailed in the following Indemnifications contained in Part 4A2 through Part 4A5 of this Exhibit 5, but excluding any Liabilities arising from the sole active negligence of COUNTY.

2. Cal/OSHA

Without limiting the operations Indemnification in Part 4A1 of Exhibit 5, employer sanctions and any other Liabilities that may be assessed against CONTRACTOR or COUNTY or both about any alleged act or omission of CONTRACTOR or any of CONTRACTOR's Related Parties that is in violation of any Cal/OSHA regulation. This obligation includes all investigations and proceedings associated with purported violations of 8 CCR 336.10 pertaining to multiemployer work sites. CONTRACTOR shall not be obligated to so release, Indemnify, defend, and hold harmless COUNTY from and against any Liabilities arising from the active negligence of COUNTY.

3. Immigration

Without limiting the operations Indemnification in Part 4A1 of Exhibit 5, employer sanctions and any other Liabilities that may be assessed against CONTRACTOR, any of CONTRACTOR's Related Parties or COUNTY or any one or all of them about any alleged violation of Federal Applicable Law (including the Immigration Reform and Control Act of 1986 (PL. 99-603) pertaining to the eligibility for employment of individuals performing Contract Services. CONTRACTOR shall not be obligated to so Indemnify, release, defend, and hold harmless COUNTY from and against any Liabilities arising from active negligence of COUNTY.

4. Enforcement of CONTRACT or Applicable Law

Without limiting the operations Indemnification in Part 4A1 of Exhibit 5, any Liabilities that may be assessed against CONTRACTOR, any of CONTRACTOR's Related Parties or COUNTY or any one or all of them about any alleged failure of COUNTY to exercise COUNTY's rights under

this CONTRACT or to enforce provisions of this CONTRACT or of Applicable Law as permitted under Part 11A4 of Exhibit 5.

5. Disposal

The presence, Disposal, escape, migration, leakage, spillage, discharge, release, or emission of Unpermitted Waste or petroleum to, in, on, at, or under any Vehicle, place, site, or facility where CONTRACTOR or any of CONTRACTOR's Related Parties transports, delivers, stores, processes, Recycles, Composts or Disposes of Solid Waste to the extent that Liabilities are caused indirectly or directly by any of the following:

a. *CONTRACTOR Negligence or Misconduct*

The wrongful, willful, or negligent act, error or omission, or the misconduct of CONTRACTOR or any of CONTRACTOR's Related Parties;

b. *Non-Customer Materials*

The Collection, delivery, handling, Recycling, Processing, Composting or Disposal by CONTRACTOR or any of CONTRACTOR's Related Parties of any materials or waste, including Unpermitted Waste, that are generated by Persons other than Customers and Occupants or Collected from Premises other than Premises;

c. *Failure to Comply with Unpermitted Waste Screening Protocol*

The failure of CONTRACTOR or any of CONTRACTOR's Related Parties to undertake Unpermitted Waste training procedures required by Applicable Law or the Unpermitted Waste Screening Protocol, whichever is more stringent; or

d. *CONTRACTOR-Identified Unpermitted Waste*

The improper or negligent Collection, handling, delivery, Processing, Recycling, Composting, or Disposal by CONTRACTOR or any of CONTRACTOR's Related Parties of Unpermitted Waste that CONTRACTOR or any of CONTRACTOR's Related Parties inadvertently Collects from Customers and Occupants and that CONTRACTOR or any of CONTRACTOR's Related Parties identifies as Unpermitted Waste before its delivery, Processing, Recycling, Composting, or Disposal whether:

- (1) In one or more occurrence;
- (2) Threatened or transpired;

- (3) CONTRACTOR or any of CONTRACTOR's Related Parties is negligent or otherwise culpable; or
- (4) Those Liabilities are litigated, settled, or reduced to judgment.

For purposes of this item A5, "Liabilities" includes Liabilities arising from or attributable to any operations, repair, cleanup, or detoxification, or preparation and implementation of any removal, remedial, response, closure, post-closure, or other plan, regardless of whether undertaken due to government directive or action, such as remediation of surface or ground water contamination and replacement or restoration of natural resources.

The foregoing Indemnification under this item A5 is intended to operate as a CONTRACT under 42 U.S.C. Section 9607(e) and California Health and Safety Code Section 25364, to insure, protect, hold harmless, and Indemnify COUNTY from liability in accordance with this Section.

The mere presence of household hazardous waste in the Solid Waste that is Collected by CONTRACTOR or any of CONTRACTOR's Related Parties under this CONTRACT will not constitute negligence and in and of itself create any liability on the part of CONTRACTOR or any of CONTRACTOR's Related Parties absent any of the circumstances described in items a through d in this item A5.

With respect to COUNTY's defense under this item A5, COUNTY reserves the right to retain co-counsel at its own cost and expense and CONTRACTOR shall direct CONTRACTOR's counsel to assist and cooperate with COUNTY'S co-counsel.

CONTRACTOR hereby releases and shall not seek contribution or compensation of any nature from COUNTY for Liabilities relating to Unpermitted Waste, including relating to RCRA, CERCLA, or the California Health and Safety Code. CONTRACTOR shall not make any claims against or assert an interest in any account, fund, or reserve that COUNTY may establish or set aside from the proceeds of the Franchise Fee or otherwise or maintains to cover Liabilities relating to Unpermitted Waste, which established fund or reserve COUNTY is under no obligation to establish or maintain.

B. Insurance

Without limiting its Indemnities, and in the performance of this CONTRACT and until all its Performance Obligations pursuant to this CONTRACT have been met, CONTRACTOR shall provide and maintain the following programs of insurance at its own expense. Performance Obligations under this Section are in addition to and separate from any other Performance Obligation in this CONTRACT. COUNTY reserves the right to review and adjust the insurance requirements in this Section if COUNTY determines that there have been changes in risk

exposures. COUNTY makes no warranty that the insurance coverage terms, types, and limits in this Part 4B is sufficient to protect CONTRACTOR for Liabilities that may arise from or in relation to this CONTRACT.

1. Primary, Excess, Non-Contributory

All CONTRACTOR's insurance carried under this Part 4B shall be primary with respect to any other insurance or self-insurance programs available to COUNTY.

2. Cancellation Notices

All insurance shall contain the express condition that COUNTY is to be given written Notice by mail at least 30 days in advance of cancellation, or at least ten days in advance of cancellation for nonpayment of premium, for all policies evidenced on the certificate of insurance.

3. Noncompliance

Neither COUNTY'S failure to obtain, nor COUNTY'S receipt of, or failure to object to a noncomplying insurance certificate or endorsement or any other insurance documentation or information provided by CONTRACTOR, its insurance broker(s) and/or insurer(s), shall be construed as a waiver of any Performance Obligation under this Part 4B. If CONTRACTOR does not provide and maintain those programs of insurance, COUNTY may purchase required insurance coverage without further Notice to CONTRACTOR, and COUNTY may charge CONTRACTOR any premium costs advanced by COUNTY for that insurance and draw on the Performance Assurance provided by CONTRACTOR.

4. Evidence of Insurance: COIs and copies of policies

At least 30 days prior to the Execution Date and thereafter 30 days prior to each policy renewal and within two business days of any Director request, CONTRACTOR shall deliver a certificate or certificates of insurance or other evidence of coverage acceptable to Director at the address provided for Notices. Certificates or other evidence must:

a. *Specifically identify this CONTRACT by name or number*

name the insured Party that matches the name of CONTRACTOR executing this CONTRACT; provide the full name of each insurer providing coverage and the insurer's NAIC (National Association of Insurance Commissioners) identification number, and financial rating.

b. *Types and limits*

Clearly evidence all coverage, types, and limits required in this CONTRACT. Identify standard policy forms or their equivalent. Coverage may consist of a combination of primary and excess policies. Excess policies must provide coverage as broad as ("follow form" over) the underlying primary policies;

c. *Cancellation Notice*

Contain the express condition that Director is to be given written Notice by mail at least 30 days in advance of cancellation (ten days for nonpayment of premium) for all policies evidenced on the certificate of insurance;

d. *List additional endorsements*

(1) Additional insured endorsements. Include copies of the additional insured endorsements to General Liability Policy which must add COUNTY and its Special Districts, elected officials, officers, agents, and employees as additional insureds with respect to liability arising out of ongoing and completed Contract Services, and applicable with respect to liability and defense of suits arising out of CONTRACTOR's acts or omissions, whether that liability is attributable to CONTRACTOR or COUNTY. The full policy limits and scope of protection must apply to each of those additional insureds even if those limits or scope exceed the minimum required insurance specifications in this CONTRACT. CONTRACTOR may use an automatic additional insured endorsement if the endorsements meet the requirements of this Part 4B.

(2) Waiver of Subrogation Endorsements. Include copies of subrogation endorsements necessary to effect CONTRACTOR's waiver of its and its insurer(s)' rights of recovery against COUNTY under all insurance under this Section 14B, to the fullest extent permitted by law.

e. *Deductibles and SIRs*

Identify any deductibles or self-insured retention ("SIR") exceeding \$50,000 for Director's approval. CONTRACTOR's policies shall not obligate COUNTY to pay any portion of any CONTRACTOR deductible or SIR.

COUNTY retains the right to require CONTRACTOR to reduce any deductibles or self-insured retention as they apply to COUNTY or to require CONTRACTOR to provide a bond, letter of credit, or certificate of deposit guaranteeing payment of all retained losses and

related costs, including expenses, or both, related to investigations, claims administrations, and defense. The bond must be executed by a corporate surety licensed to transact business in the State of California; the letter of credit must be issued by a bank or other financial institution acceptable to Director.

If CONTRACTOR has not reached its SIR maximum, CONTRACTOR shall defend COUNTY in the same manner that insurers would have defended COUNTY under required insurance policies.

f. *Signature verification*

Include documentation acceptable to Director verifying that the individual signing or countersigning the certificates, and at Director's request, the policies, endorsements, or other evidence of coverage, is authorized to do so and identifies his or her company affiliation and title.

g. *Certified Copies of any Policy*

COUNTY's request, CONTRACTOR shall Promptly provide COUNTY with complete, certified copies of any policy of insurance that CONTRACTOR must secure and maintain under this CONTRACT.

h. *Claims Made/Retroactive Date*

The policy retroactive date, which can be identified on any insurance written on claims made basis, which must precede the Execution Date. CONTRACTOR shall maintain any claims made coverage for a period of not less than 3 years following expiration, termination, or cancellation of this CONTRACT.

i. *Insured-vs.-insured*

Clearly evidence that all liability policies provide cross-liability coverage as would be afforded by the standard ISO (Insurance Services Office, Inc.) separation of insureds provision with no insured-versus-insured exclusions or limitations.

5. Insurer Financial Rating

CONTRACTOR shall secure insurance provided by an insurance company acceptable to COUNTY with a rating by A.M. Best Company of not less than A: VII, unless otherwise approved by COUNTY.

6. Notification of Incidents, Claims, or Suits

CONTRACTOR shall Promptly report the following in writing to Director:

PART 5 - Any accident or incident relating to the Contract Services involving injury or property damage that may result in the filing of an insurance claim, its legal claim, or lawsuit against CONTRACTOR, any Subcontractor, and/or COUNTY;

PART 6 - Any third-Party claim or lawsuit filed against CONTRACTOR arising from or related to Contract Services;

PART 7 - Any injury to a CONTRACTOR employee that occurs on COUNTY property, or,

PART 8 - Any loss, disappearance, destruction, misuse, or theft of COUNTY property, money, or securities entrusted to CONTRACTOR.

CONTRACTOR shall submit its Report on a COUNTY "Nonemployee Injury Report" form available on COUNTY's website at <http://cao.co.la.ca.us/RMB/pdf/NonEmployeeInjuryReport.pdf>.

7. Insurance Coverage Requirements.

CONTRACTOR shall secure and maintain insurance coverage meeting the following requirements:

a. *General Liability Insurance* (written on ISO policy form CG 00 01 or its equivalent) with limits of not less than the following:

General Annual Aggregate:	\$4 million
Products/Completed Operations Aggregate:	\$4 million
Personal and Advertising Injury:	\$1 million
Each Occurrence:	\$2 million

The general liability policy must provide contractual liability coverage for CONTRACTOR's Indemnification of COUNTY.

b. *Pollution Liability Coverage* for pollution conditions resulting from transported cargo, with annual limits of not less than \$2 million per occurrence and \$4 million aggregate, covering loss (including cleanup costs) that CONTRACTOR becomes legally obligated to pay as a result of claims for bodily injury, property damage, and cleanup costs (including expenses required by environmental laws or incurred by Federal, State, or local governments or third Parties) resulting from pollution conditions caused by transported cargo (including waste).

For the purpose of this Part 4B7b, "pollution conditions" includes the dispersal, discharge, release, or escape of any solid, liquid, gaseous, or thermal irritant or contaminant (such as smoke, vapors, soot, fumes, acids, alkalis, toxic chemicals, medical waste, and waste materials) into or upon land, any structure on land, the atmosphere, or any watercourse or body of water (including groundwater), provided the conditions are not naturally present in the environment in the amounts or concentrations discovered. The pollution liability coverage must provide contractual liability coverage, by endorsement, if necessary, for CONTRACTOR's Indemnification of COUNTY. CONTRACTOR's general liability policy may be endorsed to provide the required pollution liability coverage.

c. **Automobile Liability Coverage** (written on ISO policy forms CA 00 12 or CA 00 20 or their equivalent) with a limit of liability not less than \$2 million for each accident and endorsed to include pollution liability (written on form CA 99 48 or its equivalent). The insurance must cover all Vehicles used by CONTRACTOR pursuant to its operations and services and the terms of this CONTRACT. CONTRACTORS subject to Federal regulations also shall maintain any other coverage necessary to satisfy State or Federal financial responsibility requirements.

d. **Workers' Compensation and Employers' Liability** insurance providing workers' compensation benefits required by the California Labor Code or by any other State labor law, and for which CONTRACTOR is responsible. In all cases, this insurance must also include Employers' Liability coverage with limits of not less than the following:

(1)	Each accident:	\$1 million
(2)	Disease - policy limit:	\$1 million
(3)	Disease - each employee:	\$1 million

8. **Insurance Coverage Requirements for Subcontractors**

CONTRACTOR shall ensure that all Subcontractors performing Contract Services under this CONTRACT secure and maintain the insurance coverage required in Part 4B1 through B7 by providing evidence that either:

- CONTRACTOR is maintaining the required insurance covering the activities of Subcontractors, or
- Subcontractors are maintaining the required insurance coverage.

CONTRACTOR shall provide COUNTY with any Subcontractor request to modify that insurance coverage and get COUNTY approval prior to modification.

C. Compensation for COUNTY Costs

If CONTRACTOR fails to comply with any Performance Obligations, including Indemnification, insurance, and performance assurance and that failure results in any costs to COUNTY, CONTRACTOR shall pay full compensation for all County's Reimbursement Costs.

B. Alternative Risk Financing Programs

COUNTY reserves the right to review and then approve CONTRACTOR's use of self-insurance, risk retention groups, risk purchasing groups, pooling arrangements, and captive insurance to satisfy Performance Obligations under this Part 4B. COUNTY and Persons named as additional insureds under Part 4B4d shall be designated as an Additional Covered Party under any approved program.

PART 5 - Part no longer used

PART 6 - DEBARMENT BREACHES AND DEFAULTS; SUSPENSION; TERMINATION

A. Notice of Breach; CONTRACTOR Cure

If Director determines that CONTRACTOR is in Breach, Director may give Notice to CONTRACTOR identifying and describing the Breach.

CONTRACTOR shall remedy the Breach within 30 days from the receipt of Notice unless Director determines that the public health and safety require a shorter period, such as the Collection of Solid Waste. CONTRACTOR shall remedy a Breach or with respect to the Child Support Compliance Program described in Part 11B of Exhibit 5, 90 days after Notice by the COUNTY's Child Support Services Department. Director will hold a conference with CONTRACTOR within 30 days of CONTRACTOR request. CONTRACTOR may request additional time to correct the Breach, but Director may accept or reject that request at its sole discretion.

B. CONTRACTOR Default. The following constitute CONTRACTOR Defaults

1. Fraud, Misrepresentation, or Breach of Warranties

CONTRACTOR committed any fraud or deceit or made any intentional misrepresentations in the procurement of this CONTRACT; commits, or attempts to commit, any fraud or deceit upon COUNTY after the Award Date of this CONTRACT; makes any material misrepresentations or breaches any warranties in this CONTRACT (including Attachment 5-9H); or includes any materially false or misleading statement, representation, or warranty in any Record or Report.

2. Insolvency or Bankruptcy

CONTRACTOR becomes insolvent or files a voluntary petition to declare bankruptcy; a receiver or trust is appointed for CONTRACTOR; or CONTRACTOR executes an assignment for the benefit of creditors. CONTRACTOR is deemed to be "insolvent" if it has ceased to pay its debts in the ordinary course of business or cannot pay its debts as they become due, whether CONTRACTOR has committed an act of bankruptcy and whether CONTRACTOR is insolvent within the meaning of the Federal bankruptcy law or not.

3. Failure to Provide Insurance, Bonds

CONTRACTOR does not provide or maintain in full force and effect all insurance and other assurances of its Performance Obligations, including

as required under Part 4 of Exhibit 5 and Section 15, or provide evidence of insurance coverage acceptable to Director.

4. Material or Repeated Violation of Applicable Law

a. *Any material Violation of Applicable Law*

That is not cured to the satisfaction of Director or applicable Regulatory Agency within 30 days of the Notice, assessment, or determination of that Violation of Applicable Law; or

b. *Any repeated Violation of Applicable Law*

If CONTRACTOR is entitled to and does contest a Notice, assessment, or determination of Violation of Applicable Law by proceedings conducted in good faith, no Contractor Default will be deemed to have occurred until a final decision adverse to CONTRACTOR is entered.

5. Failure to Collect for Seven Days

Unless due to Uncontrollable Circumstances or otherwise approved by Director, CONTRACTOR fails to Collect from all Occupants with respect to Task 1 or to provide Task 2 Services for seven consecutive calendar days.

6. Failure to Collect for More Than Seven Days

With respect to Task 1 or Task 2 Services, if due to Uncontrollable Circumstances, CONTRACTOR fails to Collect from all Occupants or provide Task 2 Services for a period of more than seven consecutive calendar days.

7. Payments to COUNTY

CONTRACTOR does not timely and fully make any required payment to COUNTY required under this CONTRACT (including payments such as damages or County's Reimbursement Costs):

a. *More than twice in any Calendar Year;*

b. *Within 60 days of Notice by Director that payment is due; or*

c. *With respect to payment of a shortfall in the Franchise Fees, within 60 days of Notice in accordance with Section 9C.*

8. Specified Contractor Defaults

CONTRACTOR Breaches any of the following Sections:

- a. *Part 11B of Exhibit 5 Child Support Compliance Program*
(if not cured within 90 days of Notice given as described in Part 6 of Exhibit 5);
- b. *Part 12C1 of Exhibit 5 Compliance with ILO Convention Concerning Minimum Age for Employment;*
- c. *Part 12D of Exhibit 5 Nondiscrimination;*
- d. *Part 12F of Exhibit 5 County Lobbyist Ordinance; or*
- e. *Part 6F of Exhibit 5 Termination for Breach of Warranty to Maintain Compliance with COUNTY's Defaulted Property Tax Reduction Program.*

9. Uncured or Repeated Breach

CONTRACTOR does not timely cure any other Breach in accordance with item A or CONTRACTOR Breaches any of its Performance Obligations repeatedly or habitually, as determined by Director at the Director's sole discretion. However, this Contractor Default will be excused for a period of seven days beginning on the first occurrence of that Contractor Default in the event of Uncontrollable Circumstances, if the event materially affects CONTRACTOR's ability to provide Contract Services. Nevertheless, if Uncontrollable Circumstances interrupt Collection, Customers and Occupants may take actions and COUNTY may exercise any of its rights under Section 11. This Contractor Default will not be excused if it continues for a period of more than seven days beginning on the first occurrence of this Contractor Default.

10. Improper Consideration

COUNTY finds that consideration, in any form, was offered or given by CONTRACTOR either directly or through an intermediary to any COUNTY officer, employee, or agent with the intent of securing this CONTRACT or securing favorable treatment with respect to the award, amendment, or extension of this CONTRACT or the making of any determinations with respect to CONTRACTOR's performance under this CONTRACT where that consideration may take any form including cash; discounts; service; or the provision of travel, entertainment, or tangible gifts.

11. Default Under Guaranty

A default exists under the guaranty, if any, provided in the most recent annual public financial Reports and other periodic public financial Reports

of CONTRACTOR and, at Director's request, each of its Affiliates and other entities, if any, performing Contract Services or providing Goods or Services; provided however, that if CONTRACTOR did not submit its own financial Reports before the Execution Date of this CONTRACT, it must provide a guaranty in the form provided by Director, by a guarantor satisfactory to Director, which guarantor must provide its own audited financial Reports;

C. Notice of Contractor Default

1. Effective Immediately

COUNTY may terminate this CONTRACT effective immediately after Notice by Director to CONTRACTOR of any of the following Contractor Defaults:

- a. *Any Contractor Default, if COUNTY determines that protection of public health and safety requires immediate suspension or termination;*
- b. *A Contractor Default in Part 6B3 of Exhibit 5 (failure to provide insurance, bonds);*
- c. *A Contractor Default described in Part 6B4 of Exhibit 5 (material or repeated Violation of Applicable Law, including County Lobbyist Ordinance);*
- d. *A Contractor Default described in Part 6B10 of Exhibit 5 (improper consideration).*

2. Effective 30 days

COUNTY may terminate this CONTRACT effective 30 days after Notice by Director to CONTRACTOR of any Contractor Default other than Contractor Defaults listed in this Part 6C1 of Exhibit 5 or termination events listed in Part 6D of Exhibit 5.

3. Effective 15 days

COUNTY may terminate this CONTRACT effective 15 days after Notice by Director to CONTRACTOR of COUNTY's right to terminate this CONTRACT in the event of Criminal Activity in accordance with Part 9K of Exhibit 5 and Part 6D2c of Exhibit 5.

4. Effective Ten days

COUNTY may terminate this CONTRACT effective ten days after Notice given by Director for failure to comply with County Defaulted Property Tax Reduction Program in accordance Part 6F of Exhibit 5.

D. Suspension or Termination of CONTRACT

1. Suspension

Together with any other rights COUNTY may have under this CONTRACT, Director may suspend this CONTRACT, in whole or in part, for a period of 45 days effective immediately upon Notice to CONTRACTOR in any of the following events:

a. *A Contractor Default*

b. *COUNTY Right*

COUNTY exercise of its right to suspend this CONTRACT under Part 9K of Exhibit 5 in the event of Criminal Activity of CONTRACTOR; or

c. *Other*

Any other Contractor Default in Exhibits 3A1 or 3A2.

During that 45-day period CONTRACTOR shall have the opportunity to demonstrate to Director that CONTRACTOR can once again fully perform Contract Services in accordance with this CONTRACT. If CONTRACTOR so demonstrates, COUNTY's right to suspend this CONTRACT will cease and CONTRACTOR may resume providing services. If CONTRACTOR does not so demonstrate, COUNTY may continue the suspension and terminate this CONTRACT and exercise any other rights and remedies under this CONTRACT.

2. Termination

a. *Contractor Default*

COUNTY may terminate this CONTRACT, in whole or in part, upon the occurrence of a Contractor Default and Notice to CONTRACTOR at the times provided in Part 6D3 of Exhibit 5.

b. *Failure to Agree on Service Fee Adjustments*

(1) *Unplanned Adjustments*

Notwithstanding the foregoing, COUNTY may terminate this CONTRACT on 6 months' Notice if in the judgment of Director, COUNTY and CONTRACTOR are unable to reach satisfactory agreement to adjust for a unplanned adjustments

such as Change in Law, extraordinary circumstances, or changes in Service Specifications or Service Standards after good faith negotiations during a period of at least 30 days.

(2) **Planned Adjustments**

If CONTRACTOR and Director fail to reach an agreement to adjust the Service Fees for the planned annual adjustments in accordance with items C, D, and E of Exhibit 7, COUNTY will have the option to either make the adjustment it feels is accurate or not adjust the rate for the upcoming Fiscal Year.

c. ***Criminal Activity***

COUNTY may terminate this CONTRACT upon Notice required in Part 6C of Exhibit 5 if COUNTY exercises its right to terminate this CONTRACT under Part 9K of Exhibit 5 in the event of Criminal Activity of CONTRACTOR.

d. ***Annexation/Dissolution of Service Area***

It is understood that in the event annexation or the dissolution of all or a portion of the Service Area, this CONTRACT and all obligations of either of the Parties thereto shall end and CONTRACTOR and COUNTY shall amend this CONTRACT to delete the annexed area from the definition of Service Area. Such annexations/dissolution may result from proceedings under the provisions of the act pursuant to which the Service Area was created, by operation of law, resulting from municipal annexation or incorporation, or any other reason.

Upon request of Director, CONTRACTOR shall use Reasonable Business Efforts to cooperate with a local agency with respect to providing Customers Services and County Services or MSW Management Services, in the event the Service Area is annexed by that local agency in accordance with applicable laws.

COUNTY will provide information regarding any known annexations or incorporations at the proposers/bidder's conference; however, CONTRACTOR is responsible for investigating the Service Area and determining which areas are prone to annexation or incorporation. For example, the City of Santa Clarita has annexed portions of the unincorporated communities of the County of Los Angeles and it is reasonable to expect additional annexations during the Term of this CONTRACT.

3. Suspension/Termination for Nonappropriation of Funds

This CONTRACT, COUNTY shall not be obligated for CONTRACTOR's performance hereunder, with respect to County Services under this Exhibit during any of COUNTY's future Fiscal Years unless and until the Board appropriates funds for this CONTRACT in COUNTY's budget for each such future Fiscal Year. If funds are not appropriated for this CONTRACT, then this CONTRACT may be suspended or terminated as of June 30 of the last Fiscal Year for which funds were appropriated. Director will notify CONTRACTOR in writing of any such nonallocation of funds as soon as possible.

4. Suspension/Termination for Convenience

a. *COUNTY's Best Interest*

This CONTRACT may be suspended or terminated, in whole or in part, from time to time, when COUNTY deems such action, at its sole discretion, to be in its best interest. Suspension or termination of work hereunder shall be affected by Notice of suspension or termination to CONTRACTOR specifying the extent to which performance of work is suspended or terminated and the date upon which such suspension or termination becomes effective. The date upon which such suspension or termination becomes effective shall be no less than ten days after the Notice is sent.

b. *Stop Suspended/Terminated Work; Complete Non-Suspended/Terminated*

After receipt of a Notice of suspension or termination and except as otherwise directed by Director, CONTRACTOR shall:

- (1) Stop work under this CONTRACT on the date and to the extent specified in such Notice; and
- (2) Complete performance of such part of the work as shall not have been suspended or terminated by such Notice.

c. *Records Retention*

All material including books, Records, documents, or other evidence bearing on the costs and expenses of CONTRACTOR under this CONTRACT shall be maintained by CONTRACTOR in accordance with Section 9A and Part 3G of Exhibit 5.

d. *Completion of Work*

If this CONTRACT is suspended or terminated, CONTRACTOR shall complete within Director's suspension or termination date contained within the Notice of suspension or termination, those items of work which are in various stages of completion, which Director has advised CONTRACTOR are necessary to bring the work to a timely, logical, and orderly end. Reports, samples, and other materials prepared by CONTRACTOR under this CONTRACT shall be delivered to Director upon request and shall become the property of COUNTY.

e. *Suspension or Termination in Part*

COUNTY may suspend or terminate part of this CONTRACT. An example of suspension or termination in part is suspending Task 1 Service but not Task 2 Service.

E. *CONTRACTOR Responsibility and Debarment*

1. Child Support Compliance Program

COUNTY may debar CONTRACTOR from doing business with COUNTY if COUNTY determines after giving Notice and conducting a hearing in accordance with Chapter 2.202 of County Code, which shall apply to this CONTRACT, that CONTRACTOR (or any of its Subcontractors) is not responsible within the meaning of Chapter 2.202 and in accordance with COUNTY's policy to do business with responsible contractors; CONTRACTOR's failure to comply with the Child Support Compliance Program, as provided in Part 11B of Exhibit 5, may be cause for debarment in accordance with Section 2.200.020 of County Code.

2. County Defaulted Property Tax Reduction Program

COUNTY may debar CONTRACTOR from doing business with COUNTY as provided in item F2 of this Exhibit.

F. *Termination For Breach Of Warranty To Maintain Compliance With County Defaulted Property Tax Reduction Program*

1. Contractor Default

Failure of CONTRACTOR to maintain compliance with the requirements set forth in Part 11C of Exhibit 5 shall constitute a Contractor Default under Part 6B of Exhibit 5.

2. Termination/Debarment

Without limiting the rights and remedies available to COUNTY under any other provision of this CONTRACT, failure of CONTRACTOR to cure that Contractor Default within ten days of Notice shall be grounds upon which COUNTY may terminate this CONTRACT under Part 6D2a of Exhibit 5 and/or pursue debarment of CONTRACTOR pursuant to County Code Chapter 2.206 and Part 6E2 of Exhibit 5.

PART 7 - Part no longer used

PART 8 - TRANSFER OF CONTRACT

A. COUNTY Consent

CONTRACTOR may not transfer this CONTRACT, any Franchise granted under it, or any rights or duties under it, in whole or in part, and whether voluntarily or involuntarily, without COUNTY's prior written consent given at COUNTY's sole discretion. Any transfer or attempted transfer of this CONTRACT, the franchise granted under it or any rights and duties under it, made without COUNTY'S consent, at COUNTY's option, will be invalid. COUNTY's consent must be a written amendment to this CONTRACT that is formally approved by the Board of Supervisors and executed by (1) CONTRACTOR and (2) the Board, or if delegated by the Board, Director. Any transfer, with or without consideration for any reason whatsoever without COUNTY's (or Director's, if applicable) express prior written approval, shall be a Breach of this CONTRACT, which may result in the termination of this CONTRACT. In the event of such termination, COUNTY shall be entitled to pursue the same remedies against CONTRACTOR as it could pursue in the event of default by CONTRACTOR. COUNTY may condition consent on payment of amounts specified in Exhibit 3A1, Exhibit 3A2, and Exhibit 3A3 in consideration for the value of good will and intangibles that accrued to COUNTY and Customers and Occupants in the award of this CONTRACT to CONTRACTOR.

"Transfer" means an action (or inaction) that has any of the following direct (or indirect) effects:

3. Control or Ownership of CONTRACTOR

Changing any or all of the following:

- The effective control of CONTRACTOR, or
- Ownership interest of CONTRACTOR (including buyout, merger, acquisition, consolidation, reorganization, recapitalization, stock (re)issuance, voting trust, pooling agreement, escrow arrangement, dissolution, or liquidation (except to Immediate Family or a trust created primarily to benefit members of the Immediate Family) unless CONTRACTOR proves to satisfaction of COUNTY less than 25 percent of ownership interest has changed;

4. Control or Ownership of Contract Service Assets

Changing either or both of the following:

- The effective control.

- The ownership (actual or constructive) of Contract Service Assets (except for sales or transfers to the Immediate Family or a trust created primarily to benefit the Immediate Family) unless CONTRACTOR proves to satisfaction COUNTY that less than 20 percent of the value of Service Assets has changed ownership.

5. Someone Other Than CONTRACTOR Performing Contract Services

Resulting in someone other than CONTRACTOR performing contract services or assuming the obligation to provide Contract Services (including substitution of someone else by a surety company providing a performance bond, franchise assignment, transfer, conveyance, sublease, or licensing).

For purposes of this definition, an action (or inaction) includes assignment by operation of law, such as insolvency or bankruptcy, making assignment for the benefit of creditors, writ of attachment of an execution levied against this Agreement, appointment of a receiver taking possession of any of CONTRACTOR's tangible or intangible property, or transfer occurring in a probate or other estate proceeding.

“Immediate Family” means parents, grandparents, siblings, children, and grandchildren of individuals having a shareholder or other equity interest in CONTRACTOR as of the Execution Date.

“ownership” means the state or fact of being the direct (or indirect), actual (or constructive) owner of property, including a parent holding corporation owning stock of a subsidiary corporation that in turn owns stock in its own subsidiary corporation(s).

B. **CONTRACTOR Demonstration**

Without obligating Director to give consent, CONTRACTOR shall demonstrate to Director's satisfaction that the proposed transferee has the operational and financial ability to satisfy CONTRACTOR's Performance Obligations.

C. **Payment of COUNTY's Transfer Costs**

1. Transfer Deposit

CONTRACTOR must make any request for Director's consent to a transfer in the manner prescribed by Director. Director may condition consent to any transfer, other than a transfer to an Affiliate, on CONTRACTOR's payment to COUNTY of \$5.00 per Customer. CONTRACTOR shall pay COUNTY a transfer Deposit before Director's consideration of CONTRACTOR's request. COUNTY will return to CONTRACTOR any amounts paid more than the transfer Costs incurred.

2. Additional Transfer Costs

While COUNTY's Processing CONTRACTOR's request for transfer, CONTRACTOR shall further pay COUNTY its additional transfer Costs more than the transfer Deposit within 30 days of Director's request therefore, if Director approves the transfer. At CONTRACTOR's request, COUNTY will provide CONTRACTOR access to all Records evidencing the transfer Costs incurred.

D. County's Reimbursement Costs of Enforcement

In addition, CONTRACTOR shall pay County's Reimbursement Costs for fees and investigation costs as COUNTY may deem necessary to enjoin the transfer or to otherwise enforce this provision within 30 days of COUNTY's request therefore.

Any payment by COUNTY to any approved delegate or transferee on any claim under this CONTRACT shall be deductible, at COUNTY's sole discretion, against the claims which CONTRACTOR may have against COUNTY.

PART 9 - GENERAL PROVISIONS

A. Exercise of Options

Parties will exercise any approval, disapproval, consent, judgment, option, discretion, election, opinion, or choice under this CONTRACT, make a requirement under this CONTRACT or interpret this CONTRACT ("Discretionary Action") reasonably. Any mediator, arbitrator, or court must find the Party's exercise to be reasonable. Recognizing the essential public health and safety protections this CONTRACT serves, where this CONTRACT specifically provides that the exercise of any Discretionary Action is in either Party's independent, sole, exclusive, or absolute discretion, control, or judgment, the other Party will not question or challenge the first Party's exercise thereof. Parties will nevertheless exercise their rights and remedies in good faith in accordance with Applicable Law.

B. Independent Status

CONTRACTOR is an independent entity and not an officer, agent, servant, or employee of COUNTY. This CONTRACT is between COUNTY and CONTRACTOR and is not intended, and will not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association between COUNTY and CONTRACTOR, including for purposes of workers' compensation. CONTRACTOR is solely responsible for the acts and omissions of its officers, agents, employees, and any Subcontractors. Nothing in this CONTRACT will be construed as creating an arrangement for handling Unpermitted Waste. CONTRACTOR bears the sole responsibility and liability for furnishing workers' compensation and all other benefits required by law to any individual for injuries arising from or connected with Contract Services performed on behalf of CONTRACTOR under this CONTRACT.

C. Damage to Property and Personal Injury

CONTRACTOR shall not cause damage to property or personal injury. COUNTY may refer all complaints of damage or injury to CONTRACTOR as a matter within CONTRACTOR's sole responsibility. Notwithstanding any Rights COUNTY has for breach of CONTRACT, disputes between CONTRACTOR and Persons as to damage to private pavement or other property or to injury are civil matters between CONTRACTOR and that Person, and the Person may institute suits with respect thereto as allowed by law.

1. Property Damage

At its sole expense, CONTRACTOR shall repair, replace, or reimburse in an attempt to satisfy the owner of damaged public or private property in an attempt to satisfy the property owner, the cost of any damage caused by the negligent or willful acts or omissions of CONTRACTOR. This includes

the actual damaged property and any related damages, such as a car rental.

2. Personal Injury

At its sole expense, CONTRACTOR shall reimburse in an attempt to satisfy the injured individual, the cost of any personal injury caused by the negligent or willful acts or omissions of CONTRACTOR.

D. Venue

In the event of litigation between the Parties, venue in State of California trial courts will lie exclusively in COUNTY. In the event of litigation in a United States District Court, exclusive venue will lie in the Central District of California.

E. Changes and Amendments

1. Changes following Notice

The following changes in this CONTRACT after the Execution Date will be effective after Notice from Director to CONTRACTOR (or with respect to certain changes referenced in item b, from CONTRACTOR to Director, in accordance with Section 3D2a) as consented to by CONTRACTOR:

- a. Changes in the scope of Contract Services and Service Specifications and minimum Service Standards that do not result in a Customer Service Fee adjustment in accordance with Section 3C or change in County Service Fee*
- b. Changes to Exhibit 17 Contractor Documentation*
- c. Changes to Attachment 5-9G Authorized Representative of Director*
- d. Immaterial changes to immaterial Performance Obligations*

2. Written Amendments

The following changes in this CONTRACT after the Execution Date will be effective only upon execution of a written amendment to this CONTRACT, including warranties by the Parties in accordance with Section 14B:

- a. Changes in the scope of Contract Services and Service Standards that result in a Customer Service Fee adjustment in accordance with Section 3C or change in County Service Fee; and*

- b.** Material changes to material Performance Obligations (such as the period of performance, payments, or any material Term or condition included in this CONTRACT).

F. Notices

All Notices required or permitted to be given under this CONTRACT must be in writing with proof of delivery and acknowledgment by recipient. All Notices to COUNTY must be addressed to Director as provided in Attachment 5-9G, on CONTRACTOR letterhead, and signed by authorized representative. All Notices to CONTRACTOR must be addressed to the authorized representative of CONTRACTOR named in CONTRACTOR Documentation in Exhibit 17 (who will be CONTRACTOR's primary contact under this CONTRACT).

COUNTY Notice to CONTRACTOR is deemed effective on the date delivered with evidence of receipt or three days after the date of mailing, as evidenced in proof of mailing and post-marked date on envelope.

Notices of suspension or termination of this CONTRACT may be personally delivered to any individual whose actual knowledge of suspension or termination would be sufficient Notice to CONTRACTOR, including:

- 1. An individual, if CONTRACTOR is a sole proprietor;**
- 2. Copartner, if CONTRACTOR is a partnership; or**
- 3. The president, vice president, secretary, or general manager, if CONTRACTOR is a corporation.**

G. Authorized Representative of Director

COUNTY authorizes Director to make requests or requirements of CONTRACTOR or give approvals under this CONTRACT, excluding consents to transfer or written amendments of this CONTRACT. The authorized representative of Director named in Attachment 5-9G is CONTRACTOR's primary contact under this CONTRACT and can be contacted as provided in Attachment 5-9G. CONTRACTOR shall give that authorized representative a copy of all Notices in accordance with Part 9F of Exhibit 5. From time to time, Director may change Attachment 5-9G by Notice to CONTRACTOR.

H. Authority and Representations; COUNTY Disclaimer

- 1. COUNTY**

COUNTY represents and disclaims as follows:

a. Status

COUNTY is a political subdivision of the State of California.

b. Authority and Authorization

COUNTY has full legal right, power, and authority to execute and deliver this CONTRACT and perform its obligations under this CONTRACT. This CONTRACT has been duly executed and delivered by COUNTY and constitutes a legal, valid, and binding obligation of COUNTY enforceable against COUNTY in accordance with its terms.

c. No Warranty Regarding Waste Characterization

COUNTY makes no representations or warranties with respect to the waste characterization within COUNTY, any waste Disposal characterization study, or projections by material type with respect to waste in COUNTY. COUNTY expressly disclaims any representations and warranties, either express or implied, as to the merchantability or fitness for any purpose of Solid Waste or any portion thereof.

2. CONTRACTOR

CONTRACTOR represents and warrants as provided in Attachment 5-9H.

I. Limitation on Terms and Conditions

With respect to Task 1 only, CONTRACTOR shall limit the terms of terms and conditions to no longer than the remaining period of the Term. CONTRACTOR may not include in the terms of terms and conditions any automatic renewals or extensions, colloquially referred to as "evergreen" clauses, which obligate a Customer to take affirmative, prescribed action (such as written Notice within a specified time before the stated expiration of the terms and conditions) to terminate the terms and conditions.

J. Notice by Customer

CONTRACTOR shall give each Customer the option to terminate its terms and conditions for services, without cause, on 7-days' Notice. CONTRACTOR shall refund any advanced payment for service after termination.

K. Criminal Activity

1. Notice

CONTRACTOR shall immediately give Notice to Director on the occurrence of any convictions of a Criminal Activity or any pleas of "guilty," "nolo contendere," or "no contest" to a Criminal Activity with respect to CONTRACTOR or any of its CONTRACTOR Managers (except for CONTRACTOR Managers in a Position of Influence). CONTRACTOR shall use Reasonable Business Efforts to immediately give Notice to Director on the occurrence of any convictions or any pleas with respect to CONTRACTOR or any of its CONTRACTOR Managers in a Position of Influence, and any of its CONTRACTOR employees who come in direct contact with the residents.

2. CONTRACTOR Cure

Upon the occurrence of any conviction or any plea described in Part 9K1 of Exhibit 5, CONTRACTOR immediately shall do or cause to be done both of the following:

a. Terminate

Terminate from employment or remove from office any offending CONTRACTOR Manager who is an individual, or with respect to CONTRACTOR or an Affiliate, the individual or individuals responsible for the Criminal Activity; and

b. Eliminate

Eliminate the participation in management of CONTRACTOR by that CONTRACTOR Manager who is an individual or, with respect to CONTRACTOR or an Affiliate, the individual or individuals responsible for the Criminal Activity from any Position of Influence.

3. COUNTY Remedies

COUNTY may suspend or terminate this CONTRACT or may impose other sanctions (which may include financial sanctions or any other condition deemed appropriate short of suspension or termination), as it deems proper, in either or both the following events:

a. CONTRACTOR or any Affiliate fails to effectuate the cure described in Part 9K2 of Exhibit 5; or

b. The Criminal Activity is related to this CONTRACT or occurring in COUNTY.

4. Limitations on CONTRACTOR Manager

No CONTRACTOR Manager may have previously been convicted of a Criminal Activity or any plea of "guilty," "nolo contendere," or "no contest" to a Criminal Activity.

5. Contractor Documentation

CONTRACTOR shall list all CONTRACTOR Managers in Contractor Documentation in Exhibit 17.

L. Delay of Performance Obligations

Immediately upon learning that any actual or potential circumstance is delaying or threatening to delay the timely satisfaction of a Performance Obligation, CONTRACTOR shall give Director a Notice of the delay, including all relevant information, such as identifying the Performance Obligation, circumstance, and duration of the delay, and whether or not CONTRACTOR believes that the delay is due to Uncontrollable Circumstances. CONTRACTOR shall propose a solution for Director approval.

M. Subcontractors

CONTRACTOR shall not engage any Subcontractor in an amount exceeding \$50,000 for any individual Subcontractor without prior Director approval of the Subcontract and Subcontractor. CONTRACTOR is responsible for directing the work of CONTRACTOR's Subcontractors and any compensation due or payable to CONTRACTOR's Subcontractors is the sole responsibility of CONTRACTOR. CONTRACTOR shall remove any approved Subcontractor for good cause at Director's request. CONTRACTOR shall identify all Subcontractors in Contractor Documentation in Exhibit 17. In its Annual Report, CONTRACTOR shall disclose to Director the name of all Subcontractors, the amount of Goods or Services that each Subcontractor provides to CONTRACTOR, and a description of CONTRACTOR's relationships to each Subcontractor (including ownership interests).

PART 10 - DEFINITIONS AND INTERPRETATION OF CONTRACT

A. Definitions

Defined words in this CONTRACT have the meanings given in Attachment 5-10A.

B. Interpretation and Construction

1. Gender and Plurality

Words of the masculine gender include correlative words of the feminine and neuter genders and vice versa. Words importing the singular number include the plural number and vice versa unless the context demands otherwise. (For example, reference to a defined "Solid Waste Facility" may include reference to more than one facility identified by CONTRACTOR in Contractor Documentation in Exhibit 17.)

2. Headings; Font

Any captions or headings following the Exhibit, Attachment, Section, subsection, paragraph, and other attachments and subdivisions of this CONTRACT that precede the operative text of this CONTRACT are for convenience of reference only and do not control or affect the scope, intent, meaning, construction, interpretation, or effect of this CONTRACT. Any underlined, italicized, bold-faced, upper captioned or other font style is for ease of reading and contract administration only and does not imply relative importance or unimportance of any provision of this CONTRACT.

3. References to Parts

References to Sections refer to Sections of this CONTRACT, unless specified otherwise. References to Exhibits and Attachments refer to Exhibits and Attachments attached to this CONTRACT. Reference to "subsections" refers to the subsections contained in the same Section in which the reference occurs, unless otherwise referenced.

4. Examples

Examples are for purpose of illustration only. If any example is ambiguous, inconsistent, or conflicts with the text that it illustrates, the text governs.

5. Specifics No Limitation on Generalities

The mention of any specific duty or liability imposed on CONTRACTOR may not be construed as a limitation or restriction of any general liability or duty imposed on CONTRACTOR by this CONTRACT or Applicable Law.

6. Exhibits

The exhibits to this CONTRACT, including their attachments, are part of this CONTRACT to the same extent and effect as if included in the text of Sections 1 through 16.

7. Inconsistencies and Conflicts

- a.** If any provision of Exhibits 3A1, 3A2, or 3A3 is inconsistent or conflicts with Sections 1 through 16 or Exhibit 5 of this CONTRACT or any other Exhibits or Attachments to this CONTRACT, then the provisions of Exhibits 3A1, 3A2, and 3A3 will govern, and
- b.** If any provision of Sections 1 through 16 or Exhibit 5 of this CONTRACT is inconsistent or conflicts with any Exhibit (other than Exhibits 3A1, 3A2, or 3A3), including Contractor Documentation, then the provision of Sections 1 through 14 or Exhibit 5 of this CONTRACT will govern unless Director determines that it is contrary to the interest of the Parties.

C. Integration

This CONTRACT contains the entire CONTRACT between the Parties with respect to the rights and responsibilities of the Parties under this CONTRACT. This CONTRACT completely and fully supersedes all prior oral and written understandings and contracts between the Parties with respect to those rights and responsibilities.

D. Governing Law

This CONTRACT is governed by, and construed and enforced in accordance with the law of the State of California, without giving effect to the State's principles of conflicts of laws.

E. Severability

If any clause, sentence, provision, subsection, or Section of this CONTRACT or Exhibit to this CONTRACT (an "Contract Provision") is ruled illegal, invalid, nonbinding, or unenforceable by any court of competent jurisdiction, then the Parties will take the following actions:

- 1.** Promptly meet and negotiate a substitute for the CONTRACT Provision and any related amendments, deletions, or additions to other provisions of this CONTRACT, which together effect the Parties' original intent to the greatest extent allowable under Applicable Law; and

2. If necessary or desirable to accomplish preceding item 1, apply to the court that declared the invalidity for a judicial construction of the substituted CONTRACT Provision and any amendments, deletions, or additions to this CONTRACT. Within ten days of Director's request, CONTRACTOR shall pay COUNTY an amount equivalent to 100 percent of the Direct Costs of the application.

The illegality, invalidity, nonbinding nature, or unenforceability of any CONTRACT Provision will not affect any of the remaining provisions of this CONTRACT, and this CONTRACT will be construed and enforced as if the CONTRACT Provision did not exist.

F. Interpretation

This CONTRACT will be interpreted and construed neither for nor against either Party, regardless of the degree to which either Party participated in its drafting. CONTRACTOR acknowledges that it determined to provide Contract Services in the Service Area and to execute this CONTRACT upon CONTRACTOR's own choice and initiative. Each Party represents and warrants that it and its counsel have reviewed this CONTRACT, and the Parties agree that no provision in this CONTRACT will be construed against the drafting Party.

PART 11 - COMPLIANCE WITH LAWS AND REGULATIONS

A. Applicable Law

1. Compliance

CONTRACTOR shall secure and maintain all Permits, licenses, registration, agreements, and comply with all Applicable Laws, including (as required by 13 CCR 2021.1) all applicable air pollution control laws such as Diesel Particulate Matter Control Measure of on-road, heavy-duty, and the Property Tax Reduction Ordinance. No obligation in this CONTRACT may be construed to relieve CONTRACTOR of any obligations imposed by Applicable Law.

CONTRACTOR shall be fully responsible for possessing and keeping current and/or obtaining any required licenses/Permits from the appropriate Federal, State, or local authorities for work to be accomplished under this CONTRACT, including, but not limited to, a valid Waste Collector Permit issued by County Department of Public Health, Green Waste Quarantine Zone compliance agreement from California Department of Food and Agriculture, waste and used tire hauler registration from CalRecycle, and hazardous waste transportation Permit from CalRecycle.

CONTRACTOR shall secure and maintain valid waste and used tire hauler registration therefore in accordance with California Public Resources Code Section 42950 et seq. and any Permit required by Applicable Law for handling E-waste. CONTRACTOR shall transport tires to and Dispose of them at a facility authorized and permitted in accordance with Applicable Law to accept tires. CONTRACTOR shall comply with all applicable regulations governing the recovery of ozone-depleting refrigerants during the Disposal of air conditioning or refrigeration equipment, including 40 C.F.R. Part 82.

2. Referenced Provisions

References in this CONTRACT to provisions or requirements of Applicable Law may not be construed to limit CONTRACTOR's obligation to comply with all provisions of Applicable Law. Those references are intended to facilitate CONTRACTOR's satisfaction of its Performance Obligations and COUNTY's administration and specific enforcement of this CONTRACT and may not be construed to constitute lack of obligation to comply with other provisions or requirements of Applicable Law not specifically referred to or cited in this CONTRACT. If any provision of this CONTRACT is more stringent than Applicable Law, CONTRACTOR shall comply with that provision.

3. Fines and Penalties

CONTRACTOR is solely liable for all fines and penalties that may be imposed on CONTRACTOR or may be due to CONTRACTOR's actions, including fines and penalties that are the result of CONTRACTOR's Violation of Applicable Law (including Permits). CONTRACTOR shall not seek reimbursement from COUNTY, Customers, or Occupants for any fines or penalties.

4. Contractual Obligations

Provisions of Applicable Law are incorporated in this CONTRACT by reference as if set forth fully in this CONTRACT as contractual obligations of CONTRACTOR to COUNTY.

a. Breaches

In addition to or in lieu of prosecuting violations of those provisions as misdemeanors, infractions, or otherwise in the manner provided under Applicable Law, COUNTY may enforce those provisions in the same manner as it may enforce CONTRACTOR's other contractual obligations under this CONTRACT, including specific performance and as Breaches subject to cure in accordance with Part 6A of Exhibit 5. However, COUNTY has no obligation to enforce any Applicable Law.

b. Violation

Violation of Applicable Law is a Contractor Default subject to contest as provided in Part 6B4 of Exhibit 5.

5. COUNTY's Protection of Public Safety, Health, and Welfare

CONTRACTOR acknowledges that COUNTY is authorized to make all necessary and reasonable rules and regulations regarding all aspects of MSW Management Services to protect the public's health, safety, and welfare.

No provision in this CONTRACT is deemed to limit the power of COUNTY to regulate CONTRACTOR or to take any action as COUNTY deems appropriate or necessary in Director's sole and absolute discretion, under COUNTY's police power, including to protect the public's health, safety, and welfare.

6. Compliance with Applicable Law of COUNTY

CONTRACTOR shall comply with Applicable Law of COUNTY subject to possible adjustments in the Service Fees in the event of Changes in Law in accordance with items B, C, D, and E of Exhibit 7.

B. COUNTY Child Support Compliance Program

As required by COUNTY's Child Support Compliance Program (County Code Chapter 2.200), CONTRACTOR shall fully comply with employment and wage reporting requirements under the Federal Social Security Act (42 U.S.C. Section 653(a) and California Unemployment Insurance Code Section 1088.5. CONTRACTOR shall implement lawfully served wage and earnings withholding orders or COUNTY Child Support Services Department Notices of wage earnings assignment for child, family, or spousal support issued in accordance with California Code of Civil Procedure Section 706.031 and California Family Code Section 5246(b).

C. County Defaulted Property Tax Reduction Program

CONTRACTOR acknowledges that COUNTY has established a goal of ensuring that all individuals and businesses that benefit financially from COUNTY through contract are current in paying their property tax obligations (secured and unsecured roll) to mitigate the economic burden otherwise imposed upon COUNTY and its taxpayers.

Unless CONTRACTOR qualifies for an exemption or exclusion, CONTRACTOR warrants and certifies to the best of its knowledge under Attachment 5-9H, that as of the Execution Date it complies with County Code Chapter 2.206. Unless CONTRACTOR qualifies for an exemption or exclusion, CONTRACTOR shall comply with County Code Chapter 2.206.

PART 12 - LABOR-RELATED PROVISIONS REQUIRED IN COUNTY CONTRACTS

A. Labor Code

CONTRACTOR and its agents and employees are bound by and shall comply with all applicable provisions of the California Labor Code as well as all other Applicable Laws related to labor. By and through its execution of this CONTRACT, CONTRACTOR represents and warrants that it is aware of and understands the provisions of California Labor Code Section 3700, which requires every employer to be insured against liability of Workers' Compensation or to undertake self-insurance in accordance with those provisions before commencing the performance of work under this CONTRACT and agrees to fully comply with those provisions.

1. Consideration of Hiring GAIN/START Participants

Should the Contractor require additional or replacement personnel after the effective date of this Contract, the Contractor will give consideration for any such employment openings to participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or Skills and Training to Achieve Readiness for Tomorrow (START) Program who meet the contractor's minimum qualifications for the open position. For this purpose, consideration will mean that the Contractor will interview qualified candidates. The County will refer GAIN/START participants by job category to the Contractor. Contractors must report all job openings with job requirements to: gainstart@dpss.lacounty.gov and BSERVICES@OPPORTUNITY.LACOUNTY.GOV and DPSS will refer qualified GAIN/START job candidates.

In the event that both laid-off County employees and GAIN/START participants are available for hiring, County employees must be given first priority.

B. Notices to Employees

1. Regarding the Federal Earned Income Credit

CONTRACTOR shall notify its employees, and shall require each Subcontractor performing Contract Services to notify its employees, that they may be eligible for the Federal Earned Income Credit under the Federal income tax laws. The Notice must be provided in accordance with the requirements set forth in Internal Revenue Service Notice 1015 that CONTRACTOR has attached as Contractor Documentation.

2. Regarding Safely Surrendered Baby Law

CONTRACTOR acknowledges that COUNTY places a high-priority on the implementation of the Safely Surrendered Baby Law (SB 1368).

a. Fact Sheet

CONTRACTOR shall notify and provide to its employees and shall require each Subcontractor performing Contract Services to notify and provide to Subcontractors' employees a fact sheet regarding the Safely Surrendered Baby Law, its implementation in COUNTY, and where and how to safely surrender a baby. CONTRACTOR shall print and make available in every facility where its employees are present, including Offices and operation yards, the fact sheet that is available at www.babysafela.org.

b. Poster

CONTRACTOR understands that it is COUNTY's policy to encourage all COUNTY contractors to voluntarily post COUNTY's "Safely Surrendered Baby Law" poster in a prominent position at CONTRACTOR's place of business. CONTRACTOR shall also encourage its Subcontractors to post this poster in a prominent position in the Subcontractors' place of business. COUNTY's Department of Children and Family Services will supply CONTRACTOR with the poster to be used.

3. Regarding Child Support

CONTRACTOR acknowledges that COUNTY places a high priority on the enforcement of child support laws and the apprehension of child support evaders. CONTRACTOR further acknowledges that it is COUNTY's policy to encourage all COUNTY contractors to voluntarily post COUNTY's "L.A.'s Most Wanted: Delinquent Parents List" supplied by COUNTY in a prominent position at their place of business.

4. Time Off for Voting

CONTRACTOR shall notify its employees and shall require each Subcontractor to notify and provide to its employees, information regarding the time off for voting law (Elections Code, Section 14000). Not less than ten days before every Statewide election, every CONTRACTOR and Subcontractors shall keep posted conspicuously at the place of work, if practicable, or elsewhere where it can be seen as employees come or go to their place of work, a Notice setting forth the provisions of Section 14000.

C. Prohibition Against Use of Child Labor

1. Compliance with International Labor Organization Convention Concerning Minimum Age for Employment

CONTRACTOR shall not knowingly sell or supply to COUNTY or Customers and Occupants any products, goods, supplies, or other personal property manufactured in violation of child labor standards set by the International Labor Organization through its 1973 Convention Concerning Minimum Age for Employment (the "Convention Concerning Minimum Age for Employment"). If CONTRACTOR discovers that any products, goods, supplies, or other personal property sold or supplied by CONTRACTOR to COUNTY or any Customer are produced in violation of that Convention, CONTRACTOR shall immediately provide an alternative source of supply that complies with that Convention.

2. Provide COUNTY with Records

At COUNTY's request, CONTRACTOR shall provide documentation satisfactory to COUNTY evidencing the country or countries of origin of any products, goods, supplies, or other personal property CONTRACTOR sells or supplies to COUNTY or any Customer or Occupant relating to Contract Services.

3. Provide COUNTY with Manufacturers' Certification

At COUNTY's request, CONTRACTOR shall provide to COUNTY the manufacturer's certification of compliance with the Convention Concerning Minimum Age for Employment or other all-international child labor conventions.

D. Nondiscrimination

1. Employees

CONTRACTOR and its Affiliates shall employ qualified applicants and treat employees equally without regard to or because of race, color, national origin, ancestry, religion sex, age, physical or mental disability, marital status, or political affiliation and in compliance with all State of California and Federal antidiscrimination laws, including in employment, upgrading, demotion, transfer, recruitment, recruitment advertising, layoff, termination, Service Fees of pay, other forms of compensation, and selection of training (including apprenticeship).

2. Subcontractors, Proposers/Bidders, and Vendors

CONTRACTOR shall deal with its Subcontractors, proposers/bidders, and vendors without regard to or because of race, color, national origin,

ancestry, religion, sex, age, physical or mental disability, marital status, or political affiliation.

3. Certification

CONTRACTOR shall comply with the provisions of CONTRACTOR's EEO Certification (Form PW-7), attached as Contractor Documentation.

4. Inspection of Records

At COUNTY's request, CONTRACTOR shall Promptly allow COUNTY and its auditors or reviewer access to CONTRACTOR's employment Records at CONTRACTOR's Office during CONTRACTOR Office Hours to verify compliance with the provisions of Part 12D4 of Exhibit 5.

5. Remedies for Discrimination

If COUNTY finds that CONTRACTOR has violated any provisions of this subsection D, that violation constitutes a Contractor Default. While COUNTY reserves the right to determine independently that the antidiscrimination provisions of this subsection D have been violated, in addition, a determination by the California Fair Employment Practices Commission or the Federal Equal Employment Opportunity Commission that CONTRACTOR has violated State of California or Federal antidiscrimination laws will constitute a finding by COUNTY that CONTRACTOR has violated the antidiscrimination provisions of Part 12D of Exhibit 5.

E. Safety

1. Services Safety Official

CONTRACTOR shall designate in Contractor Documentation in Exhibit 17 a Services Safety Official who shall be thoroughly familiar with CONTRACTOR's Injury and Illness Prevention Program (IIPP) and Code of Safe Practices (CSP). CONTRACTOR shall ensure that the Services Safety Official is available always Contract Services are provided to abate any potential safety hazards. CONTRACTOR shall give the Services Safety Official the authority and responsibility to cease performing any service if necessary to abate any potential safety hazard. If CONTRACTOR fails to designate or make available the Services Safety Official, COUNTY may direct CONTRACTOR to cease providing Contract Services at no cost to COUNTY until CONTRACTOR complies with this Section.

2. Safety Responsibilities

CONTRACTOR is responsible for the safety of equipment, material, and personnel under CONTRACTOR's control or authority during performance of Contract Services. CONTRACTOR is solely responsible for ensuring that all work performed under this CONTRACT is performed in strict compliance with all Applicable Laws with respect to occupational safety regulations. CONTRACTOR shall provide at its expense all safeguards, safety devices, protective equipment, and shall take all actions appropriate to providing a safe job environment.

F. COUNTY Lobbyists

CONTRACTOR and each COUNTY lobbyist or COUNTY lobbying firm as defined in County Code Section 2.160.010, retained by CONTRACTOR shall fully comply with County Lobbyist Ordinance.

ATTACHMENT 5-9G – Authorized Representative of COUNTY's Director

Name: Clark Ajwani

Telephone Number: (626) 458-5163

E-mail Address: cajwani@pw.lacounty.gov

Address for Notices by Mail:

Los Angeles County Public Works
Environmental Programs Division
P.O. Box 1460
Alhambra, CA 91802-1460

Director's Office Hours : 7 a.m. to 5:30 p.m. Monday - Thursday
Established by Director

Signature: 

Printed Name: Clark Ajwani

Date: 5/05/2025

Acknowledged by CONTRACTOR:

Signature: 

Printed Name: JOSEPH BRASEVICKI

Title: EXECUTIVE VICE PRESIDENT

Date: 6/19/2025

ATTACHMENT 5-9H – CONTRACTOR's Representations and Warranties

A. Status

CONTRACTOR is duly organized, validly existing and in good standing under the laws of and is qualified to do business in the State of California with full power and authority to execute and deliver this CONTRACT and to perform its Performance Obligations. This CONTRACT has been duly executed and delivered by CONTRACTOR and constitutes a legal, valid, and binding obligation of CONTRACTOR enforceable against CONTRACTOR in accordance with its terms.

B. Statements and Information

All information and documentation compiled, drafted, made, or otherwise delivered to COUNTY by or on behalf of CONTRACTOR relating to this CONTRACT, including its procurement, is correct and complete in all material respects as of the Execution Date and at the time originally submitted by CONTRACTOR to COUNTY.

C. No Conflicts

Neither the execution or delivery by CONTRACTOR of this CONTRACT, the performance by CONTRACTOR of Contract Services, nor the fulfillment by CONTRACTOR of the terms and conditions of this CONTRACT: (1) conflicts with, violates, or results in a breach of any Applicable Law; (2) conflicts with, violates, or results in a breach of any Term or condition of any judgment, order or decree of any court, administrative agency or other governmental authority, or any CONTRACT or instrument to which CONTRACTOR is a Party or by which CONTRACTOR properties or assets are bound, or constitutes a default.

D. No Approvals Required

CONTRACTOR has obtained and maintains all Permits in full force and effect during the Term. No other approval, authorization, license, Permit, order, or consent of, or declaration, registration, or filing with any governmental or administrative authority, commission, board, agency, or instrumentality is required for the valid execution and delivery of this CONTRACT by CONTRACTOR, except those as have been duly obtained from its governing body, CONTRACTOR shall immediately provide Notice to Director of any Notice of violation, revocation, or suspension of any Permit.

E. No Litigation

As of the Execution Date, disclose any action, suit, proceeding, or investigation, at law or in equity, before or by any court or governmental authority, commission, board, agency or instrumentality pending or, to the best of CONTRACTOR's knowledge, threatened, against CONTRACTOR wherein an unfavorable decision, ruling or finding, in any single case or in the aggregate, would materially adversely

affect the performance by CONTRACTOR of its obligations under this CONTRACT or in connection with the transactions contemplated by this CONTRACT, or which, in any way, would adversely affect the validity or enforce ability of this CONTRACT or any other CONTRACT or instrument entered into by CONTRACTOR relating to the transactions contemplated by this CONTRACT.

F. Due Diligence

As of the Execution Date, CONTRACTOR has made an independent investigation, examination, and research satisfactory to it of the conditions and circumstances surrounding this CONTRACT and best and proper method of providing Contract Services and labor, equipment, and materials for the volume of Contract Services to be provided. CONTRACTOR agrees that it shall make no claim against COUNTY based on any estimates, statements or interpretations made by any officer, employee, agent, or consultant of COUNTY relating to the procurement of this CONTRACT, which proves to be in any respect erroneous.

G. Compliance with Applicable Law

As of the Execution Date, CONTRACTOR has fully complied with all Applicable Law, including (1) law relating to conflicts of interest and County Lobbyist Ordinance, while procuring this CONTRACT, and (2) County Defaulted Property Tax Reduction Program.

H. Ability to Perform

CONTRACTOR possesses the business, professional, and technical capabilities to provide Contract Services; and possesses the equipment, facilities, and employee resources required to fully and timely perform Contract Services.

I. Contingent Fees

No Person, including a selling agency, has been employed or retained to solicit or secure this CONTRACT upon a CONTRACT or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by CONTRACTOR for securing business.

J. Opportunity to Comment

CONTRACTOR had the opportunity to submit comments and recommended changes during the procurement process, during meetings convoked by COUNTY with the denominated "Working Group" whose members received copies of the drafts of the form of CONTRACT or during the procurement of this CONTRACT.

K. Solid Waste Facilities

1. The Solid Waste Facility or Facilities that CONTRACTOR designates in Contractor Documentation in Exhibit 17 for Disposal is a Disposal facility that is permitted to accept and Process Refuse in accordance with Applicable Law.
2. The facility or facilities that CONTRACTOR designates in Contractor Documentation in Exhibit 17 for delivery of Recyclables is a materials recovery facility that is permitted to accept and Process Recyclables in accordance with Applicable Law.
3. The facility or facilities that CONTRACTOR designates in Contractor Documentation in Exhibit 17 for delivery of Green Waste is a facility that is permitted to accept and Process Green Waste in accordance with Applicable Law.

L. Contractor Documentation

As of the Execution Date, CONTRACTOR has submitted all Contractor Documentation in accordance with Exhibit 17.

M. Personnel

CONTRACTOR fully complies with all Federal and State statutes and regulations regarding employment of aliens and others, and all of its employees performing Contract Services meet the citizenship or alien status requirements set forth in Federal and State statutes and regulations.

ATTACHMENT 5-10A - Definitions

Abandoned Waste means Solid Waste which has been improperly discarded or dumped at locations in Public Right-of-Way excluding at the Set-Out Site, generally larger than 12 inches in size, including palm fronds but excluding other materials deposited as the result of natural causes such as tree limbs or telephone poles blown over in a storm or walls collapsed during an earthquake. Items placed at the Set-Out Site shall be considered Bulky Items. See Litter for items smaller than 12 inches in size.

Additional Customer Services means all Performance Obligations prescribed in Exhibit 3A1 and Exhibit 3A3 that require a Customer Surcharge, including the more than once per week Collection frequency in item B3, more than one 96-gallon Refuse Container, or a locking Recyclables Cart.

Affiliate means a Person that, directly or indirectly through one or more intermediaries, controls, or is controlled by, or is under common control with CONTRACTOR.

Annual Report is described in item A3 of Section 10.

Applicable Law means all laws, statutes, rules, regulations, guidelines, Permits, actions, determinations, orders, or requirements of the United States, State of California, COUNTY (including its County Code together with rules and regulations promulgated there under and COUNTY's Integrated Waste Management Plan), the Local Enforcement Agency, California Highway Patrol, South Coast Air Quality Management District, and other regional or local government authorities, agencies, boards, commissions, courts, or other bodies having applicable jurisdiction, that from time to time apply to or govern Contract Services or the performance of the Parties' respective obligations under this CONTRACT, including those that concern health, safety, fire, mitigation monitoring plans, building codes, and zoning, and further including the following:

- Vehicles:
 - California Health and Safety Code Section 43000 et seq., with respect to air emissions (smog checks);
 - California Vehicle Code Section 27456b, with respect to tires;
 - California Vehicle Code Section 34500 et seq., with respect to documentation through its maintenance log or otherwise of a safety compliance report issued under Division 14.8 of the California Vehicle Code as applicable to each Vehicle, including bi-annual "BIT" inspections conducted by the California Highway Patrol;
 - Rules and regulations promulgated under the California Vehicle Code with respect to Vehicle highway lighting, flashing, and warning lights, clearance lights, and warning flags;
 - Rules and regulations of the California Department of Motor Vehicles with respect to Vehicle registration;
 - Vehicle weight limits;
 - The appropriate class of drivers' licenses issued by the California Department of Motor Vehicles;

- Control Measure for Diesel Particulate Matter from On-road Heavy-Duty Residential and Commercial Solid Waste Collection Vehicles, 13 CCR 2020 et seq.; and
- 14 CCR 17341, 17342, 17343 and 17344, with respect to equipment construction, safety, and parking and identification of operating equipment;
- Containers:
 - 14 CCR 17314, with respect to maintenance and placement of Containers; and
 - 14 CCR 17317, with respect to placing identifying name and telephone number on Containers;
- Labor:
 - Drug and alcohol testing;
 - Occupational Safety and Health Act (29 U.S.C. Section 651 et seq.), including the Solid Waste Disposal Facility Criteria promulgated by the U.S. EPA on October 9, 1991 (40 C.F.R., Parts 257 and 258); and California Occupational Safety and Health Act (California Labor Code, Division 5, Parts 1-10, Section 6300 et seq.), and rules and regulations of California Division of Occupational Safety and Health; and
 - Immigration Reform and Control Act of 1986 (PL.99-603);
- Environmental Protection:
 - CERCLA;
 - RCRA;
 - Clean Air Act (42 U.S.C. Section 1351 et seq., 42 U.S.C. Section 7401-7642); and California Clean Air Act (California Health and Safety Code Section 39000 et seq.);
 - California Hazardous Waste Control Act (California Health and Safety Code Section 25100 et seq.);
 - California Hazardous Materials Release Response Plan and Inventory Act (California Health and Safety Code, Division 20, Chapter 6.95, Section 25500 et seq.);
 - Carpenter-Presley-Tanner Hazardous Substance Account Act (California Health and Safety Code Section 25300 et seq.); and
 - Emergency Planning and Community Right to Know Act (42 U.S.C. Section 11001 et seq.); and
- Miscellaneous:
 - County Lobbyist Ordinance;
 - County Defaulted Property Tax Reduction Ordinance.
 - Civil Rights Act of 1964 (Subchapter VI of Chapter 21 of Title 42);
 - AB 939; and
 - AB 1826.

Reference to Applicable Law includes future amendments and supplements to or replacement, restatement, or recodification thereof.

Assembly Bill (AB) 939 means the California Integrated Waste Management Act of 1989, California Public Resources Code Section 40000 et seq., and regulations thereunder.

Authorized Commercial Waste Hauler means a waste hauler that has signed a Commercial Franchise agreement with COUNTY and is currently in good standing.

Award Date means the date County of Los Angeles Board of Supervisors approves the CONTRACT.

Basic Service means all Performance Obligations prescribed in Exhibit 3A1 and Exhibit 3A3 that do not require a Customer Surcharge, including the once per week Collection frequency in item B3 and the one 96-gallon Refuse, one 96-gallon Recyclables, and one 96-gallon Green Waste Containers in item D.

Basic Service Fee means the monthly charges that CONTRACTOR bills a Customer for providing Collection with respect to Task 1 Services, without additional optional services.

Best Efforts mean serious and sizeable efforts that a respectable Person would take in the same (or similar) circumstances, using principles of impartiality of fairness. It will be presumed that the Person intends to meet its obligations in honesty and good faith.

Bilingual means in the languages of English and Spanish or other languages that may be required under Article 4 of SB 1383 or other laws.

Board of Supervisors means the Board of Supervisors of County of Los Angeles.

Breach means CONTRACTOR's failure to fully and timely meet one or more Performance Obligations.

Bulky Item means any large item of Solid Waste that will not fit into an empty Container that can be safely lifted by two individuals using a dolly that has been placed at the Set-Out Site for Collection by CONTRACTOR. For Customers with roll-out service, this includes items called in to CONTRACTOR for Collection. A Bulky Item includes, but is not limited to the following:

- Discarded furniture (such as chairs, sofas, mattresses, and rugs);
- Large Appliances (such as refrigerators, ranges, washers, dryers, water heaters, dishwashers, and other similar items commonly known as "white goods");
- Up to two tires from passenger cars or pickup trucks;
- Up to two bags/bundles of Construction and Demolition debris bound or in containers, not longer than four feet in length, up to 70 pounds in weight;
- Palm fronds (not required to be cut to four-foot lengths).

Bulky Items excludes items such as:

- Large truck tires;
- Unpermitted Waste;
- More than two bags/bundles of Construction and Demolition debris;
- Piles of debris.

Calendar Year means the months beginning January 1 and ending December 31.

Cart means a wheeled plastic Container provided by CONTRACTOR for storage of Solid Waste pending Collection, which is Collected (semi) by automated Vehicle. Examples include 32, 64, and 96-gallon plastic Containers. Carts are often referred to as barrels.

CERCLA means the Comprehensive Environmental Response, Compensation, and Liability Act of 1982 (42 U.S.C. Section 9601 et seq.).

Change in Law means the occurrence of any event or change in Applicable Law as follows:

- The adoption, promulgation, modification, or change in Applicable Law or in judicial or administrative interpretation thereof occurring after the Execution Date other than laws with respect to taxes based on or measured by net income, or any unincorporated business, payroll, franchise taxes levied by any tax board (other than any Franchise Fees levied by COUNTY) or employment taxes;
- Any order or judgment of any Federal, State, or local court or Regulatory Agency issued after the Execution Date if:
 - That order or judgment is not also the result of the willful misconduct or negligent action or inaction of the Party relying thereon or of any third-Party for whom the Party relying thereon is directly responsible; and
 - The Party relying thereon, unless excused in writing from so doing by the other Party, will make or have made, or will cause or have caused to be made, Reasonable Business Efforts to contest that order or judgment (it being understood that the contesting in good faith of that an order or judgment will not constitute or be construed as a willful misconduct or negligent action of that Party);
- The imposition by a Regulatory Agency of any new or different material conditions about the issuance, renewal, or modification of any Permit after the Execution Date; or
- The failure of a Regulatory Agency to issue or renew, or delay in the issuance or renewal of, or the suspension, interruption, or termination of, any Permit after the Execution Date; if the failure to issue or the suspension or termination of any Permit is not the result of the willful misconduct or negligent action or inaction of the Party relying thereon or any third-Party for whom the Party relying thereon is directly responsible.

Collect, Collection, or Collecting means Solid Waste pickup(s) made by CONTRACTOR required by and in accordance with this CONTRACT, including Abandoned Waste.

Commencement Date means the date defined in Item A of Section 2 and is the date Collection Service begins.

Commercial means related to a Person or thing that is not Residential or Multifamily.

Commercial Occupant means Person within the Service Area that occupies a Commercial Premise and receives services from CONTRACTOR.

Commercial Premises means Premises that are not Residential Premises or Multifamily Premises, including stores; offices; industrial plants; private schools; restaurants; rooming houses; hotels; motels; manufacturing, Processing, or assembly shops or plants; and hospitals, clinics, convalescent centers, and nursing homes (with respect to nonmedical waste only).

Compost means a mixture of decayed or decaying organic matter (such as leaves and grass) used to amend or fertilize soil.

Construction and Demolition (C&D) means material, other than hazardous waste, radioactive waste, or medical waste, that is generated by or results from construction or demolition-related activities including, but not limited to: construction, deconstruction, demolition, excavation, land clearing, landscaping, reconstruction, remodeling, renovation, repair, and site clean-up, as defined in County Code 20.87.030. C&D debris includes, but is not limited to: asphalt, concrete, brick, lumber, gypsum wallboard, cardboard and other associated packaging, roofing material, ceramic tile, carpeting, plastic pipe, steel, rock, soil, gravel, tree stumps, and other vegetative matter.

Container means any Cart or Dumpster used to provide Collection service.

CONTRACT means this CONTRACT, including all exhibits and other attachments, which exhibits and other attachments are incorporated in this CONTRACT by reference.

Contract Services means Task 1 and Task 2 Services together.

Contract Year means each 12-month period commencing on the first day of the month in which CONTRACTOR Collects Solid Waste from any Occupant.

CONTRACTOR means the Person executing this CONTRACT and any assignee of CONTRACTOR consented to by COUNTY in accordance with Section 19. CONTRACTOR includes CONTRACTOR's Subcontractors unless explicitly provided otherwise. References to all CONTRACTOR's actions and Performance Obligations under this CONTRACT include reference to Subcontractors' actions under this CONTRACT, as applicable, without specifying in each instance that CONTRACTOR shall directly take those actions itself, or cause its Subcontractors to take those actions on CONTRACTOR's behalf.

Contractor Default is described in Part 6 of Exhibit 5.

Contractor Documentation means documentation in Exhibit 17.

Contractor Manager means any of the following:

- CONTRACTOR's officers and directors;

- The officers and directors of CONTRACTOR's parent corporation and of each successive parent corporation's parent corporation;
- The authorized representative of CONTRACTOR named in Contractor Documentation in Exhibit 17; and
- Any other Persons, including Affiliates and CONTRACTOR's or Affiliates' employees, officers, or directors, in a Position of Influence.

Contractor Office Hours means 8:00 a.m. to 5:00 p.m. Monday through Friday, except Holidays.

Contractor's Related Parties means CONTRACTOR's partners, officers, directors, agents, employees, Subcontractors, consultants, licensees, invitees, and Affiliates.

Conversion Technology (CT) means an array of technologies capable of converting residual Solid Waste into useful products, including fuels, chemicals, and other sources of clean energy.

COUNTY means the government entity known as County of Los Angeles.

County Business Day means any day on which Los Angeles County Public Works is open to do business with the public.

County Code means the Los Angeles County Code.

County Defaulted Property Tax Reduction Program or **County Defaulted Property Tax Reduction Ordinance** means County Code Chapter 2.206.

COUNTY Lobbyist Ordinance means County Code Chapter 2.160.

County Service means the Task 2 Services from CONTRACTOR to the COUNTY.

County Service Fee means the amount that CONTRACTOR bills COUNTY for providing Collection with respect to Task 2 Services.

County Service Fee Schedule means the rates for CONTRACTOR's compensation for providing Task 2 Services.

County's Reimbursement Costs means Direct Costs of COUNTY plus 35 percent thereof.

County's Related Parties means political subdivisions, agencies, entities, or organizations for which the Board of Supervisors is the governing body, their agents, officers, and employees, elected officials, assigns, volunteers, and special districts (including Garbage Disposal Districts) and each one of them. County's Related Parties are third-Party beneficiaries of provisions in this CONTRACT that reference them.

CPI means the Consumer Price Index for Trash and Garbage Collection (CUUR0000SEHG02), U.S. City average, all urban consumers, not seasonally adjusted, as published by the United States Department of Labor, Bureau of Labor Statistics, BLS Data Viewer.

Criminal Activity means any of the following:

- Fraud or criminal felony offenses relating to obtaining, attempting to obtain, procuring, or performing a public or private CONTRACT related to Recyclables, Green Waste or MSW Management Services of any kind (including Collection, hauling, Transfer, Processing, Composting, or Disposal), including this CONTRACT;
- Bribery or attempting to bribe a public officer or employee of a local, State, or Federal agency;
- Embezzlement, extortion, racketeering, false claims, false statements, forgery, falsification or destruction of Records, obstruction of justice, knowingly receiving stolen property, theft, or misprision (failure to disclose) of a felony;
- Unlawful Disposal of hazardous, designated, or other waste; or
- Violation of securities laws or antitrust laws, including laws relating to price-fixing, bid rigging and sales and market allocation, and of unfair and anticompetitive trade practice laws, including with respect to inflation of Solid Waste Collection, hauling or Disposal fees.

Customer means a Person who pays either CONTRACTOR or COUNTY for Task 1 Services from CONTRACTOR.

Customer Service means the Task 1 Services from CONTRACTOR to the Customer.

Customer Service Fee means the amount that CONTRACTOR bills Customers for providing Task 1 Services.

Customer Service Fee Schedule is found in Attachment 7-2 to Exhibit 7.

Customer Surcharges means the amounts listed as “Surcharges” on the Service Fee Schedule.

Day means calendar day, whether capitalized or lower case.

Debarment or **Debar** has the meaning assigned in County Code Section 2.202.020.

Direct Costs means the sum of the following but excludes profit or return on investment:

- Payroll costs directly related to the performance, management, or supervision of any obligation under this CONTRACT, or exercise of any right, comprised of compensation and fringe benefits, including vacation, sick leave, Holidays, retirement, Worker’s Compensation insurance, Federal and State unemployment taxes and all medical and health insurance benefits, plus;
- The costs of materials, services, direct rental costs, and supplies, plus;

- Travel and subsistence costs, plus;
- The reasonable costs of any payments to Subcontractors (with respect to CONTRACTOR) or contractors (with respect to COUNTY) or third Parties necessary to and about Performance Obligations, plus;
- Any other cost or expense which is directly or normally associated with the task performed; which is substantiated by:
 - A certificate signed by the principal financial officer of CONTRACTOR or the authorized representative of COUNTY setting forth the amount of that cost and the reason that cost is properly chargeable to COUNTY or CONTRACTOR and stating that the cost is a competitive price, if there are competitive prices, secured in an arm's length transaction for the service or materials supplied; and
 - If COUNTY or CONTRACTOR requests additional backup documentation as may be available to reasonably substantiate any Direct Costs, including invoices from suppliers, Subcontractors, and contractors.

Director means COUNTY Director of Public Works or his or her authorized representative, including the authorized representative named in Attachment 5-9G.

Director's Office Hours means hours that Director is open to do business as indicated in Attachment 5-9G.

Disabled means Occupants who suffer from a disability as evidenced by a letter from their medical physician.

Disposal or **Dispose** means Disposal, as defined in California Public Resources Code Section 40192, at a Solid Waste Facility of Refuse that CONTRACTOR has Collected.

District means Garbage Disposal District.

Diversion or Divert means activities that reduce or eliminate the amount of Solid Waste from Disposal for the purposes of Division 13 of the California Public Resources Code, including Article 1 (commencing with Section 41780).

Diversion Goal means the current State law requirement of 50 percent, the State goal of 75 percent Diversion by 2020, and future COUNTY goals including the Roadmap to a Sustainable Waste Management Future adopted by the Board of Supervisors on April 22, 2014. The Roadmap goals are 80 percent Diversion from landfills by 2025, 90 percent Diversion from landfills by 2035, and 95 percent or more Diversion from landfills by 2045, as calculated by Director using Director's methodology. State and COUNTY goals are subject to change.

Dumpster means a container for storage of Solid Waste that is usually Collected with front end loading Vehicles, such as those having a 1- to 8-cubic yard capacity, commonly referred to as a Dumpster. Dumpsters are also often referred to as bins.

Elderly means a Person age 62 or older as evidenced by a driver's license or other document issued by a governmental entity.

E-waste means waste that is powered by batteries or electricity, such as computers, telephones, stereo equipment, DVD players/recorders, mp3 players, televisions, and calculators.

Excess Solid Waste means bagged, containerized, or bundled Solid Waste, not to exceed 4 feet in length or 70 pounds in weight.

Execution Date means the date this CONTRACT is signed by both COUNTY and CONTRACTOR.

Expected Number means a quantity that Director anticipates during a future Contract Year plus 10 percent, based on the previous year's data.

Expiration Date means the date this CONTRACT expires as provided in accordance with item A of Section 2.

Fiscal Year means the 12-month period beginning July 1st and ending the following June 30th.

Food Waste means uneaten materials acquired for animal or human consumption.

Franchise Fee means the fee described in item E of Section 1.

Garbage Disposal District means a district created under County Code Chapter 20.90 and referred to as COUNTY in this CONTRACT.

Goods or Services means goods or services used in providing Contract Services, including labor; leases; subleases; equipment; supplies; capital; insurance, bonds, or other performance security if the insurer, surety, or other provider is an Affiliate or a captive of CONTRACTOR or any Affiliate; and legal, risk management, general, and administrative services.

Green Waste means Solid Waste comprised of leaves, grass clippings, brush, branches, nonhazardous wood waste, and other forms of organic matter generated from landscapes and gardens and separated from other forms of Solid Waste, including Christmas Trees and bushes, but excluding:

- Stumps or branches exceeding four inches in diameter or four feet in length;
- Yucca or palm fronds, unless CONTRACTOR can Divert those excluded materials in non-Composting processes; and
- Other Director-approved items listed in the Terms and Conditions.

Gross Receipts means fees, charges, and other compensation that CONTRACTOR or Contractor's Related Parties receive directly or indirectly from Customers and Occupants

about Task 1 Services before any deduction for costs or expenses such as the Franchise Fee. Gross Receipts does not mean fees, charges, and other compensation that CONTRACTOR or Contractor's Related Parties receive about the sale of Recyclables.

Holidays means January 1, Memorial Day, 4th of July, Labor Day, Thanksgiving, and December 25 and any other Holidays designated by COUNTY in Notice to CONTRACTOR.

Homeless Encampment means an area where five or more individuals experiencing homelessness are living nearby each other in temporary shelters, tents, Recreational Vehicles, vehicles, or other means provided in COUNTY policy.

Including or **Include** or variations thereof, when used in this CONTRACT, means "including without limitation," "including, but not limited to," and "including, at a minimum."

Indemnities or **Indemnification** means all defenses, Indemnities, and releases under this CONTRACT, including under Part 4A of Exhibit 5 (generally), and with respect to the Immigration Reform and Control Act and Cal/OSHA (specifically).

Liabilities mean any of the following:

- Liabilities;
- Lawsuits;
- Claims;
- Complaints;
- Cause of actions;
- Citations;
- Investigations;
- Judgments;
- Demands;
- Cleanup orders;
- Damages (whether in contract or tort, including:
 - Personal injury to or death of, at any time, CONTRACTOR's employees, Subcontractors, COUNTY employees or third Parties; and
 - Property damage of CONTRACTOR, Subcontractors, COUNTY employees or third Parties);
- Costs and expenses, (including all costs and expenses of litigation, mediation or arbitration, attorneys' fees, whether COUNTY'S or CONTRACTOR's staff attorneys or outside attorneys, and court costs);
- Losses;
- Fines;
- Penalties; and
- Other detriments of every nature and description whatsoever, whether under State of California or Federal law.

Litter means all solid waste which has been improperly discarded or dumped locations in Public Right-of-Way or which has migrated by wind and is generally smaller than 12

inches in size. Litter includes convenience food, beverage, and other product packages or containers. See Abandoned Waste for items larger than 12 inches in size.

Local Enforcement Agency means the enforcement agency defined in County Code Section 20.56.030.

Manure means Solid Waste comprised of horse dung or excrement and may include straw or other absorbent.

Maximum Rate Adjustment is described in Section A4 of Exhibit 7.

Monthly Report or Monthly Data is described in item A1 of Section 10.

More Than Expected Number means a quantity greater than what Director anticipates during a future Contract Year; it is the quantity between the Expected Number and up to double the Expected Number.

Mulch means organic materials commonly used for Mulch including wood chips, ground up landscape trimmings, shredded bark, coarse Compost material, and straw.

Multifamily means Person or thing related to (1) dwellings with five or more attached dwelling units (such as apartments), each with separate cooking and bathing facilities, (2) townhouses, and (3) condominiums, whether attached or detached.

Multifamily Occupant means Person within the Service Area who occupies a Multifamily Premises and receives services from CONTRACTOR.

Multifamily Premises means Premises containing a Multifamily building.

Municipal Solid Waste (MSW) Management Services means any of the following:

- Collection, transportation, storage, Transfer, or Processing of:
 - Solid Waste; or
 - Unpermitted Waste that is Collected as part of a Collection program for Bulky Items, and E-waste described in Exhibit 3A1 and handled in accordance with Applicable Law (such as tires more than load limits, and certain E-waste); or
- Arranging for disposal of that Solid Waste or Unpermitted Waste.

Non-Collection Notice means the Notice in the form included in Contractor Documentation in Exhibit 17 in accordance with item C of Section 4.

Notice (when capitalized) means Notice given in accordance with Part 9F of Exhibit 5.

Occupant means a Person within the Service Area that occupies a Residential or Commercial building and receives services from CONTRACTOR.

Office means CONTRACTOR's offices required by item A of Section 6 to be identified in Contractor Documentation in Exhibit 17.

Organic Waste or Organics as defined in SB 1383 means solid wastes containing material originated from living organisms and their metabolic waste products including, but not limited to, food, green material, landscape and pruning waste, organic textiles and carpets, lumber, wood, paper products, printing and writing paper, manure, biosolids, digestate, and sludges.

Party or Parties means COUNTY and CONTRACTOR, individually and together, respectively.

People Experiencing Homelessness (PEH) or Homeless Person means an individual or family who lacks a fixed, regular, and adequate nighttime residence.

Performance Obligations means every obligation and liability of CONTRACTOR under this CONTRACT.

Permit means any Federal, State, County, other local, and any other governmental unit Permit, order, license, approval, authorization, consent, or entitlement of whatever kind and however described that Applicable Law requires to be obtained or maintained with respect to the satisfaction of Performance Obligations, as renewed or amended from time to time, including the waste collector Permit issued by the Los Angeles County Department of Public Health.

Person means any individual, firm, association, organization, partnership, corporation, trust, joint venture, State, County, municipality, special purpose district, the United States or any other entity.

Position of Influence means a position of authority or responsibility to directly or indirectly administer, manage, direct, supervise or oversee the Contract Services or this CONTRACT, including the following: (1) serving as director of the board of directors of CONTRACTOR or an Affiliate, (2) serving as an officer of CONTRACTOR or an Affiliate, (3) reviewing or negotiating CONTRACTOR's contracts (including this CONTRACT), (4) providing in-house legal services, and (5) providing insurance or other performance security if the provider is an Affiliate or is a captive of CONTRACTOR or an Affiliate; but excluding the following: (1) monitoring CONTRACTOR's performance, (2) supervising CONTRACTOR's finance and capital budget decisions, and (3) articulating general policies and procedures not related to a Criminal Activity.

Premises means a tract of land located in the Service Area which is safely accessible by Vehicles.

Processing or Process means the reduction, separation, recovery, conversion, or Recycling of Solid Waste, including creating "compost" as defined in California Public Resources Code Section 40116.

Prohibited Container Contaminants means as set forth in Section 18984.5 of SB 1383,

Prompt or **Promptly** means as soon as practicable, but in no event more than two days unless otherwise agreed by Director, Customer, or Occupant.

Public Right-of-Way or Right-of-Way includes all the following:

- all land and improvements on that land between the outer edge of a sidewalk (nearest to a private lot) on one side of the street and the outer edge of the sidewalk (nearest to a private lot) on the opposite side of the street, including:
 - sidewalks,
 - and between a sidewalk and street, and
 - median strips in the center of streets.
- Public streets;
- Public alleys, including land wall-to-wall and fence-to-fence, and
- Any other land described by COUNTY to CONTRACTOR.

Quarterly Report is described in item A2 of Section 10.

RCRA means the Resource Conservation and Recovery Act (42 U.S.C. Section 6901 et seq.).

Reasonable or **Reasonable Business Efforts** or **Reasonable Efforts** or **Reasonable Judgment** means practical actions a sensible person would do in the same (or similar) circumstances using sound judgment and principles of fairness. It will be presumed that the Person intends to meet its obligations in honesty and good faith. It does not mean pursuing every possible action.

Records means documentation relating to Contract Services and other Performance Obligations, including ledgers, books of account, invoices, vouchers, canceled checks, logs, correspondence, computations, files, plans, correspondence, Reports, drawings, designs (other than those respecting facilities or facility operations not involving Collection), data and photographs prepared by or possessed by CONTRACTOR, including the following:

- Customer and Occupant Terms and Conditions and Task 1 Services information (including Customers and Occupants' names and addresses), billing Records, call logs, route maps, schedules, and correspondence with Customers and Occupants;
- Weight tickets, invoices, bills of lading, and receipts from Solid Waste Facilities for types and amounts of Solid Waste that CONTRACTOR Collects, transports, and delivers to those Solid Waste Facilities;
- Records for AB 939 and other laws, including documentation from Recyclables and Green Waste transporters, shippers, brokers, beneficiaries, remanufacturers, and purchasers or other users of Recyclables and Green Waste; any Reports on Processing of Recyclables or Green Waste residual that Solid Waste Facilities may make to the CalRecycle;
- Vehicle maintenance, driver Permits and driver testing Records;
- Gross revenues and receipts, including Gross Receipts;
- Any Franchise Fees paid to COUNTY; and

- Records that may be relevant in the event of an action under CERCLA or similar claims.

Recyclables means Solid Waste that may potentially be Diverted from Disposal (excluding Organic Waste and Manure) including but not limited to any of the following materials:

- Aluminum and metal cans;
- Newspaper;
- Glass jars and bottles;
- Tin cans;
- Plastic soda bottles;
- Plastic milk and water jugs;
- Plastic bags (e.g., bread, frozen food, grocery bags);
- Type No. 1 plastic containers (PET-polyethylene terephthalate);
- Type No. 2 plastic containers (HDPE-high density polyethylene);
- Type No. 4 plastic (LDPE-Low Density Polyethylene);
- Type No. 5 plastic (PP-Polypropylene);
- All types of paper (e.g., office paper, junk mail, magazines, telephone books);
- Corrugated cardboard;
- E-waste;
- White goods (such as those listed in the definition of Bulky Items);
- Paper cartons coated with plastic or aluminum foil (milk and juice cartons);
- Mattresses, excluding those made mostly of foam;
- Wood and Dry Lumber; and
- Textiles

Additional (or deleted) items that Director directs after Notice to CONTRACTOR, without adjustment of Service Fees unless the modification requires Contract Services at the Set-Out Sites separate and distinct from previously Collected Recyclables.

Recycle or Recycling means the Process of Collecting, sorting, cleansing, treating, and reconstituting materials (including Recyclables and Green Waste) that would otherwise become Solid Waste and returning them to the economic mainstream in the form of raw material for new, reused, or reconstituted products that meet the quality Standards necessary to be used in the market place. Recycling does not include transformation, as defined in California Public Resources Code Section 40201.

Refuse means Solid Waste that CONTRACTOR does not Divert.

Regulatory Agency means any Federal, State or local governmental agency that regulates Collection and transportation of Solid Waste (including California Department of Transportation, California Department of Motor Vehicles, EDD, U.S. Immigration and Naturalization Services, or other health and safety department thereof; COUNTY; and Local Enforcement Agency applicable to Contract Services).

Report means Monthly Report, Quarterly Report, Annual Report and any AB 939/1383 or other report CONTRACTOR is required to submit in accordance with this CONTRACT and must be satisfactory to Director.

Residential means Person or thing related to detached, single-family homes or duplexes, other than condominiums or townhouses.

Residential Occupant means Person within the Service Area who occupies a Residential Premises and receives services from CONTRACTOR.

Residential Premises means Premises containing a Residential building, such as a detached, single-family home or a multi-family building with four or less units.

RNG or Renewable Natural Gas means a fuel derived from recycled organic waste.

Senate Bill (SB) 1383 means the California bill signed into law on September 19, 2016 that established targets to reduce statewide Organic Waste Disposal and many other requirements on Organic Waste generators and local jurisdictions.

Service Area means the area mentioned in the title of this CONTRACT, as described in item A1 of Section 16.

Service Assets means all property of CONTRACTOR used directly or indirectly in performing Contract Services, including Vehicles, Containers, maintenance equipment and facilities, and administrative equipment and software, both tangible and intangible (such as facility leases or equipment installment purchase contracts).

Service Day means any day Monday through Friday, excluding Holidays.

Service Component means 60 percent of the Service Fee shown on the Customer Service Fee.

Service Fees means both Customer Service Fees (Task 1) and County Service Fees (Task 2).

Service Fee Schedule means all the fees listed in Attachments 7-2 and 7-3 of Exhibit 7.

Service Specifications means Performance Obligations prescribed in Exhibit 3A1, Exhibit 3A2, and Exhibit 3A3.

Service Standards means each obligation of CONTRACTOR prescribed in Section 4.

Set-Out Site means the location where the Solid Waste is temporarily placed for Collection as mutually agreed upon by CONTRACTOR and Occupant.

Sharps means any item having corners, edges, or projections capable of cutting or piercing the skin to deliver injections or for medical purposes, such as needles

(hypodermic, pen or intravenous), needles with syringes, needles from vacutainers, needles with attached tubing, and lancets.

Sharps Containers means Container approved by COUNTY for discard of Sharps.

Solid Waste means Solid Waste as defined in California Public Resources Code Section 40191, excludes Unpermitted Waste but includes all the following:

- Green Waste,
- Recyclables,
- Refuse,
- E-waste,
- Organic Waste,
- Manure, and
- Abandoned Waste.

Solid Waste Facility means the facility as defined in California Public Resources Code Section 40194 (and any other types of facilities named by Director) and designated by CONTRACTOR in Contractor Documentation in Exhibit 17.

Standards means the criterion for excellent Solid Waste management established by the solid waste collection industry; professional associations such as the National Solid Waste and Recycling Association, Solid Waste Association of North America, US Mayors/Municipal Solid Waste Association; and public bodies such as State and Federal EPAs.

Subcontractor means any Person that provides Goods or Services related to Collection, transportation or storage of Solid Waste or related to Service Assets, including their operation, maintenance, and repair, to or on behalf of CONTRACTOR whether pursuant to any arrangement, formal or informal, written or merely in practice. Subcontractor does not include a Person that provides Goods or Services related to Processing, Diversion, or Disposal, nor the manufacturer that provides equipment.

Sweep means to search the specified area; Collect, transport, and Dispose/Divert of Solid Waste not in Containers.

Task 1 Services all Performance Obligations prescribed in Exhibit 3A1 and Exhibit 3A3 for Refuse, Recyclables, and Green Waste Container and Excess Solid Waste services to Occupants at Residential Premises and Certain Multifamily and Commercial Premises and are also defined in Section 1.

Task 1 Services means Performance Obligations prescribed in Exhibit 3A1 and Exhibit 3A3 for Refuse, Recyclables, and Green Container services to Occupants at Residential Premises and Certain Multifamily Premises with 4 or less units.

Task 2 Services means all Performance Obligations prescribed in Exhibit 3A2 Abandoned Waste Collection services, public receptacle Collection services, abandoned

Containers, Homeless Encampments, and emergency services and is also defined in Section 1.

Term means the period beginning on the Execution Date and ending on the Expiration Date plus any extensions and is also defined in item A of Section 2.

Terms and Conditions means the CONTRACT details mailed to Customers and Occupants.

Ton or Tonnage means a short ton of 2,000 pounds avoirdupois.

Transfer is defined in Part 8 of Exhibit 5.

Uncontrollable Circumstances means any of the following events affecting the County:

- Riots, war, emergencies, or health orders resulting from pandemics declared by the President of the United States or Congress of the United States, the Governor of California, or the Board of Supervisors;
- Sabotage, civil disturbance, insurrection, explosion;
- Natural disasters such as floods, earthquakes, landslides, and fires;
- Strikes, lockouts, and other labor disturbances; or
- Other catastrophic events that are beyond the reasonable control of CONTRACTOR despite CONTRACTOR's exercise of due diligence, excluding:
 - The financial inability of CONTRACTOR to satisfy its Performance Obligations, or
 - Failure of CONTRACTOR to obtain any necessary Permits or the right to use the facilities of any public entity.

Universal Waste means hazardous waste that the California Department of Toxic Substances Control considers Universal Waste, including materials listed in 22 CCR 66261.9, such as batteries, thermostats, lamps, cathode ray tubes, computers, telephones, answering machines, radios, stereo equipment, tape players/recorders, phonographs, video cassette players/recorders, compact disc players/recorders, calculators, some appliances, aerosol cans and certain mercury-containing devices.

Unpermitted Waste means

- Materials that are not Solid Waste such as Universal Waste, household hazardous waste and other hazardous waste, unauthorized medical waste, radioactive waste;
- Waste tires more than the limitations prescribed in 14 CCR 17355(b) or reduced in volume as required in 14 CCR 17355(A);
- Any other materials that cannot be Disposed of in class II sanitary landfills described in 27 CCR 20250.

Unpermitted Waste Screening Protocol means the protocol prescribed in Item A of Section 13 and included in Contractor Documentation in Exhibit 17.

Unsegregated Single-Container Collection Services means as set forth in Section 18984.3 of SB 1383.

Vehicle means any truck used by CONTRACTOR to provide Contract Services.

Violation of Applicable Law means any noncompliance with Applicable Law as evidenced by Notice, assessment, or determination of any Regulatory Agency to CONTRACTOR, whether a fine or penalty is included, assessed, levied, or attached.

EXHIBIT 7 – Contract Services (Adjustment of Service Fees)

CONTRACTOR shall charge Service Fees (Customer Service Fees and County Service Fees) in amounts less than or equal to the Service Fees set forth in the Service Fee Schedule in Attachments 7-2 and 7-3 of this Exhibit.

A. Timing, Conditions, Changes

1. Annual CPI Adjustments

Beginning at least 6 months after the Commencement Date, Director will adjust the Service Rates each July 1 based on the percentage change in the average annual published Consumer Price Index (CPI), for Trash and Garbage Collection (CUUR0000SEHG02), U.S. City average, all urban consumers, not seasonally adjusted, as published by the United States Department of Labor, Bureau of Labor Statistics, BLS Data Viewer, available at: <https://beta.bls.gov/dataViewer/view/timeseries/CUUR0000SEHG02>.

The annual change is a comparison of the average monthly rate for the two previous Calendar Years. To avoid a rate increase for Customers shortly after a new contract is executed, a minimum of 6 months must elapse between Commencement Date and July 1 of the current year.

Table of past adjustments:

Series Title	Garbage and trash collection in U.S. city average, all urban consumers, not seasonally adjusted	
Series ID	CUUR0000SEHG02	
Seasonality	Not Seasonally Adjusted	
Survey Name	CPI for All Urban Consumers (CPI-U)	
Measure Data Type	Garbage and trash collection	
Area	U.S. city average	
Item	Garbage and trash collection	
Rate Adjustment (effective date)	January to December Average Observation Value	Percent Change
7/1/2014	416.183	n/a
7/1/2015	425.796	2.31
7/1/2016	432.030	1.46
7/1/2017	439.427	1.71
7/1/2018	449.089	2.20
7/1/2019	466.861	3.96
7/1/2020	481.902	3.22
7/1/2021	498.705	3.49
7/1/2022	522.329	4.74
7/1/2023	549.334	5.17

2. Adjustments at Any Time

If CONTRACTOR requests Director by Notice or Director Notifies CONTRACTOR at any time, following agreement with CONTRACTOR, the Director may adjust the Service Fees in either of the following events, subject to maximums in subsection C, and limitations in E:

a. Changes in Law

Change in CONTRACTOR's Direct Costs of providing Contract Services due to Changes in Law. Any adjustment in the Service Fee due to a Change in Law by the State is not included in the Maximum Rate Adjustment in subsection C.

b. Changes in Scope of Service

CONTRACTOR's Direct Costs of providing Contract Services due to changes in Contract Services or Standards. For example, if Director requests a new service such as Collection of Bulky Items from Occupant's front doors instead of the Set-Out Site, the rate increase would be implemented when the service begins and not limited to July 1.

c. Extraordinary Circumstances

Change in CONTRACTOR's Direct Costs of providing Contract Services due to unforeseeable events.

3. Sample Calculation

A sample calculation is attached in Attachment 7-1 of this Exhibit.

4. Adjustments Prior to Commencement

If after 12 months from the Effective Date the Contract Services have not begun, Director shall calculate an annual rate adjustment to the Service Fees according to item A1 of Exhibit 7 for each July 1, excluding the July 1 that may occur before the 12 months have passed.

For example, if the Board of Supervisors awards the CONTRACT on February 1, 2023 and Contract Services begin 15 months later on July 1, 2024, there will be an adjustment to the rates effective July 1, 2024, but there will be no adjustment on July 1, 2023.

B. Rounding

All calculations are rounded to the nearest 1/100th decimal place (for example, 10.9656 percent to 10.97 percent, or 10.9637 percent to 10.96). The decimal 5 is rounded up (for example, 10.965 percent to 10.97 percent). Adjustments in Service Fees are rounded to the nearest penny (for example, \$25.34).

C. Maximum Rate Adjustment

Adjustments to the Service Fees cannot exceed the percentages in the table below, except for changes due to acts of the State in item A2a of this exhibit. Any amount more than the yearly limit will not carry over to the next year.

Contract Period (on July 1)*	Maximum Adjustment**
Years 0 to 0.4999 (Less than 6 months from Commencement Date to July 1)	0 percent
Years 0.5 to 7 (July 1 to the scheduled Termination Date under Section 2)	5 percent, per year
Years 8 to 11 / Extension(s), if any	5 percent, per year but not within final 6 months of Term
Any time (Changes in direct costs due to Change In Law by the State)	Actual Direct Costs subject to Section E of this Exhibit 7.
Twelve, 1-month extensions, if any	5 percent, per year but not within final 6 months of Term

* Rate adjustments due to Changes in Laws or Contract Services under subsection A2a above may be implemented at any time during the Term. The percentages are based on the Customer Service Fee at the start of CONTRACT.

** Any change in Service Fees for direct costs due to Changes in Law promulgated by the State in item A2a of this exhibit are not included in the percentage calculations of the maximum Service Fee Adjustment.

For example, during the first 7 years of the CONTRACT, the Service Fee could increase 35 percent plus an additional amount due to an increase of \$4 per ton on the State-mandated Disposal fee.

D. Customer 30-Day Notice

CONTRACTOR shall provide all Customers a minimum of 30 days written Notice of the implementation of changes in any Customer Service Fees.

E. Adjustment Limitations

No adjustment will be effective until Notice thereof has been provided by Director to the Board of Supervisors.

Any increase to the Service Fee resulting from Changes in Law shall not exceed 10 percent of the current Service Fee per Contract Year but increases in excess of 10 percent will be carried over to the next Contract Year or years.

Service Fees will not be adjusted under the following circumstances:

- There are uncured Breaches, or
- Within 6 months of the Commencement Date, or
- Within 6 months of the Expiration Date, or
- During any of the twelve possible one-month extensions under item A3 of Section 2.

If CONTRACTOR and Director fail to reach an agreement to adjust the Service Fees, COUNTY will have the options described in item D2b of Exhibit 5.

F. Services Eligible for Adjustment

1. Customer Service Fee

2. Special Services (Exhibit 3A1 I)

- Christmas Tree Collection
- Annual Cleanup Event
- Mulch/Compost & Shredding Events
- Bulky Item Service
- Priority Pickups
- Special Cleanup Events
- Sharps Collections
- GPS & Video Equipment
- Minimum Rollout

3. Customer Surcharges

- Additional On-Call Pickups (Exhibit 3A1 H3 & Section 7A2e)
- Container Size Exchanges Beyond One (Exhibit 3A1 D3c)
- Container Removal and Return (Exhibit 3A1 D3e)
- Roll-Out Service for non-Elderly or Disabled (Exhibit 3A1 I and Section 7A2d)
- Difficult to Service (Exhibit 3A1 O & Section 7A2c)
- Manure Service (Exhibit 3A1 B & Section 7A2g)

- Locking Recyclables Cart Fee (Exhibit 3A1 D14)
- Cart Cleaning (Exhibit 3A1 D3d)

4. County Service Fee (Task 2)

- Abandoned Waste
- Hot Zone Monitoring
- Public Receptacles
- Homeless Camps, abandoned.
- Homeless Camps, active
- Litter in Alleys
- Litter, as-needed
- Emergency Services

G. Discontinued Indices

If a price or index is discontinued on the date of adjustment, the last available price or index for the required period (such as Calendar Year or another 12-month period) will be used, or other index as determined by Director.

ATTACHMENT 7-1 – Service Fees Adjustment Example**THIS EXAMPLE IS A DRAFT AND IS INCOMPLETE**

Example assumes the following:

- Contract started 4/1/17
 - Rate adjustment was not eligible 7/1/17
- Initial monthly rate for Task 1 basic services was \$17.00
- Rate adjustment being calculated is for 7/1/18

A. Annual increase or decrease in CPI (Item A1 of Exhibit 7)**Table A–Adjustment Due to Change in CPI**

Calculate percent change in CPI (12-month average)	01/01/16-12/31/16	432.030
	01/01/17-12/31/17	439.427
	Percent change	1.71%

B. Annual increase or decrease Calculation for Task1**1. Basic Services Fee**

$$\$17.00 \times 1.71\% = \$0.29$$

$$\$17.00 + \$0.29 = \$17.29 \text{ month}$$

$$\$17.29 / 0.9 = \$$$

2. Task 1 Customer Surcharge Service Fee Adjustment**Table B–Sum of Adjustments**

Special Services & Surcharges	Calculated Adjustment		Current Monthly Fee	Franchise Fee	Monthly Total
Manure Diversion	1.71%	x		÷0.9	
Food Waste Diversion					
Green (Landscaping) Waste Diversion					
Locking Recyclables Carts					
Additional On-Call Pickups					
Container Size Exchange					
Container Removal					
Roll-Out Service					
Difficult to Service					
Cart Cleaning					
Priority Pickups					
Special Cleanup Event Services					
Sharps Containers					
Bear Resistant Carts					
GPS & Video					
Senior/Disabled Rollout					
Bike Lane Rollout					

C. Task 2 County Service Fee Adjustment Totals

Table C1a–Adjustment Due to Change in Task 2 Refuse Disposal Tipping Fees at Facility One

	Year	Tipping Fee (average)	Prior Year Change		% of waste at facility		% of adjustment
Calculate cost in Disposal fees	2017	\$50.00	-				-
	2018	\$52.00	4.00%	x	70%	=	2.80%

Table C1b–Adjustment Due to Change in Task 2 Refuse Disposal Tipping Fees at Facility Two

	Year	Tipping Fee (average)	Prior Year Change		% of waste at facility		% of adjustment
Calculate cost in Disposal fees	2017	\$40.00	-				-
	2018	\$43.00	7.50%	x	30%	=	2.25%

Table G2– Sum of Task 2 Percent Changes

Service Fee Component	Calculated Adjustment		Weighted Adjustment (A3a of Exhibit 7)		Total
CPI	3.1%	x	60%	=	1.86%
Fuel					
CNG	2.17%	x	5%	=	0.11%
LNG	14.19%				0.71%
RNG	1.68%				0.08%
Total for Labor & Fuel				=	2.76%
Refuse Disposal					
Facility 1				=	2.80%
Facility 2					2.25%
Total for Disposal				=	5.05%

Table C3– Sum of Task 2 Refuse Removal from Public Right-of-Way Adjustments

Service Fee Component	Calculated Adjustment		Previous Rate		New Rate
Abandoned Waste	2.76 + 5.05	x	\$85.00/ton	=	\$91.64
Hot Zone Monitoring	2.76	x	\$ 0.25/foot	=	\$0.27
Public Receptacles	2.76	x	\$ 4.00/receptacle	=	\$4.11
Homeless camps, abandoned	2.76 + 5.05	x	\$200.00/4 cu yds	=	\$215.62
Homeless camps, active					
Bags Collected	2.76 + 5.05	x	\$ 50.00/bag	=	\$53.91
Boxes (Refuse in bags from event box)	2.76 + 5.05		\$ 20/box		\$21.56
Carts					
o Delivery and removal to/from area	2.76		\$150.00/area		\$154.14
o Collection & Disposal (96-gal)	2.76 + 5.05		\$ 10.00/Collection		\$10.78
o Collection & Disposal (32-gal)	2.76 + 5.05		\$ 8.00/Collection		\$8.62
o Overflowing Cart surcharge	2.76 + 5.05		\$120.00/overflow		\$129.37
o Contaminated Load surcharge	2.76 + 5.05		\$ 50.00/load		\$53.91
Dumpsters					
o Delivery and removal to/from area	2.76		\$150.00/area		\$154.14
o Collection & Disposal (3 cu yds)	2.76 + 5.05		\$ 50.00/Collection		\$53.91
o Overflowing Dumpster surcharge	2.76 + 5.05		\$225.00/Dumpster		\$242.57
o Contaminated Load surcharge	2.76		\$100.00/load		\$102.76
Litter in Alleys	2.76	x	\$100.00/mile	=	\$102.76
Litter (As-Needed)					
• Bags Collected	2.76 + 5.05	x	\$50.00/bag	=	\$53.91
• Hours Spent	2.76		\$35.00/hour		\$35.97

Emergency Services					
Solid Waste Not In Containers, tons	2.76 + 5.05	x	\$100.00/ton	=	\$107.81
Solid Waste Not In Containers, cubic yd	2.76 + 5.05		\$50.00/cuyd		\$53.91
Palm Frond Collection	2.76		\$75.00/hour		\$77.07

ATTACHMENT 7-2 – Task 1 Service Fees

- Attachment 7-2.4.3 Task 1 Service Fees
Rowland Heights/South Diamond Bar

The undersigned Proposer offers to perform the work described in the Request for Proposal for the following prices. The Proposer's

rates (hourly, monthly, etc.) shall include all administrative costs, labor, supervision, materials, transportation, taxes, equipment, and supplies unless those specified to be furnished by Public Works. It is understood and agreed that where quantities, if any, are set forth in the below tables, they are only estimates, and the unit prices quoted, if any, will apply to the actual quantities, whatever they may be.

By submission of this Bid, Bidder certifies that the prices quoted herein have been arrived at independently without consultation, communication, or agreement with any other Bidder or competitor for the purpose of restricting competition.

Task 1 Service Fees Rowland Heights/South Diamond Bar

Proposer must provide a Service Fee for each item below. These fees are to include the 10 percent franchise fee.

Failure to do so may result in the proposal/bid being rejected as nonresponsive. Write-in your proposed Monthly Rate[§], calculate Basic Service Total, and calculate Proposed Annual Amount. Note: 96-gallons ≈ 0.5 cu yd.

MONTHLY RATE (Exhibit 3A1 D1, Exhibit 3A3 B, and Section 7 A)	
Services	Customer)
Monthly Rate for 3-Container Basic Services (Exhibit 3A1 B)*	
A One 96-gallon Refuse (no Food Waste)	A *\$ <u>22.79</u>
B One 96-gallon Recyclables	B **\$ <u>5.12</u>
C Waste	C ***\$ <u>11.03</u>
Monthly Rate for Basic Services (without SB 1383 Compliance)	
D One 96-gallon Refuse (with Food Waste) [§]	D *\$ <u>30.28</u> [§] (replaces A)
E One 96-gallon Green Waste (without Food Waste) [§]	E ***\$ <u>11.03</u> [§]
Portion of the Monthly Rate for Special Services (Exhibit 3A1 H)	
1 Christmas Tree Collection	1 \$ <u>0.10</u>
2 Annual Cleanup Event	2 \$ <u>0.08</u>
3 Annual Container Cleaning	3 \$ <u>0.15</u>
4 Mulch/Compost & Shredding Events	4 \$ <u>0.03</u>
5 Green Waste Dropoff Event (Exhibit 3A3, if applicable)	5 \$ <u>0.07</u>
6 Bulky Item Service	6
Bulky Item (On-call)	\$ <u>0.05</u>
Excess Refuse	\$ <u>0.05</u>
Excess Green Waste	\$ <u>0.05</u>
Special Recyclables/Reusable Items	\$ <u>0.05</u>
7 Priority Pickups at Director's Request	7 \$ <u>0.00</u>
8 Special Cleanup Events Services	8 \$ <u>0.07</u>
9 Sharps Collections	9 \$ <u>0.04</u>
10 GPS & Video Equipment & Recording (Section 3 C9)	10 \$ <u>0.16</u>
11 Senior/Disabled Rollout (Exhibits 3A1 I)	11 \$ <u>0.00</u>
12 Bike Lane Rollout (Exhibits 3A1 I3a & 3A3 F)	12 \$ <u>0.00</u>
13 Bear-Resistant Carts (Exhibit 3A3, if applicable)	13 \$ <u>0.00</u>
Total of A - C and 1 - 13 (do not include D, E)	*\$ <u>39.84 (Basic Service Total)</u> ^{1.12}
Rates for Alternative to Director's Preferred Method	
One 96-gallon Refuse Cart	\$ <u>22.79</u> (replaces A)
One 96-gallon Refuse with Food Waste Cart	\$ <u>30.28</u> (replaces A)
One 96-gallon Recyclables Cart	\$ <u>5.12</u> (replaces B)
One 96-gallon Green Waste Cart	\$ <u>11.03</u> (replaces C)
One 96-gallon Green Waste (landscaping only) Cart	\$ <u>11.03</u> (replaces C)
One 64-gallon Food Waste Cart	\$ <u>11.03</u>

*COUNTY may turn on or off any of services 1 - 13 and/or switch to service D - E

§COUNTY may choose to allow food waste in the Refuse Cart for Disposal in a landfill and/or prevent food waste from being allowed in the Green Waste Cart (common methods before SB 1383). CONTRACTOR must therefore include an alternate monthly rate for these services.

Task 1 Service Fees

Rowland Heights/South Diamond Bar

CUSTOMER SURCHARGES/FEEs ADDED TO MONTHLY RATE (Exhibit 3A1 and Section 7)	
Services	Monthly Rate (Billed to Customer)
Additional Containers beyond Basic Services which is 1 Refuse, 1 Recyclables, 1 Green Waste (Exhibit 3A1 D2 & Section 7A2b) 2nd or more 96-gallon Refuse Cart 2nd 96-gallon Recyclables Cart 2nd 96-gallon Green Waste Cart 2nd or more 64-gallon Food Waste Cart 3rd or more 96-gallon Recyclables Cart 3rd or more 96-gallon Green Waste Cart	96-gal Refuse fee* 75% of 96-gal Recycle fee** 75% of 96-gal Green Waste fee*** 96-gal Green Waste fee*** 96-gal Recycle fee** 96-gal Green Waste fee***
Additional On-Call Pickups beyond 4 per year (Exhibit 3A1 H3 & Section 7A2e) Bulky Items, excess waste, or Green Waste (per visit to Collect all items)	Per request charge equal to 75% of Basic Service Total [#]
Container Size Exchange, beyond 1 per year (Exhibit 3A1 D3c) and Temporary Bear-Cart Delivery for Excess Waste (Exhibit 3A3 B2) Each additional exchange/delivery	Per request charge equal to 50% of Basic Service Total [#]
Container Removal and Return, within previous 12 months (Exhibit 3A1 D3e) First removal and return (per set) Each additional removal and return (per set) Cleanup of Set-Out Site	100% of Basic Service Total [#] 125% of previous fee 100% of Basic Service Total [#]
Roll-Out Service for non-Elderly/Disabled (Exhibit 3A1 I & Sec 7A2d) Mandatory Minimum Service (Up to 15 feet) Full Service (Up to 50 feet) Extended Full Service First 50 feet Each 200 feet Unpaved Steep	5% of Basic Service Total [#] 50% of Basic Service Total [#] 50% of Basic Services Total [#] 50% of Basic Services Total [#] 10% of Basic Services Total [#] 10% of Basic Services Total [#]
Difficult to Service (Exhibit 3A1 O & Section 7A2c) Cost per Customer	If applicable to Service Area 25% of Basic Services Total [#]
Manure Service, per collection each week (Ex 3A D13) 64-gallon Cart 2-cubic yard Dumpster	\$ 109.00 \$ 244.00
Locking Cart (Exhibit 3A1 D14) 96-gallon Cart	\$ 121.21 (one-time, per Cart)
Container Cleaning (Exhibit 3A1 D3d(3)) Monthly Cleaning Service, 1 Cart Monthly Cleaning Service, each additional Cart	\$ 91.00 \$ 87.50
Billing Fees (Section 7B) Late payment Interruption of service Returned checks	10% of past due amount 100% of Basic Services Total [#] 100% of Basic Services Total [#]

Task 1 Service Fees

Rowland Heights/South Diamond Bar

ATTACHMENT 7-3 – Task 2 Service Fees

• Attachment 7-3.4.3 Task 2 Service Fees Rowland Heights/South Diamond Bar

Task 2 Service Fees Rowland Heights/South Diamond Bar

Proposer must provide a Service Fee for each item below. Failure to do so may result in the proposal/bid being rejected as nonresponsive. Waste separated by more than ten feet shall be considered a separate incident. Write-in your proposed Service Fee and Calculate your Monthly Payment Rate and Proposed Annual Amount. The Proposed Annual Amount is not the total for all proposed Task 2 services but rather it is the total of the amounts to be evaluated. Potential additional amounts for Task 2 are not included here but are part of the contract.

Also, many quantities are estimates and actual Monthly Payment Rate will be based on actuals, not these estimates. Charts below contain several places with "Additional" services that are beyond what is expected. Note: There are 4.33 weeks per month.

2A. Abandoned Waste Weekly & As-Needed Collection (Exhibit 3A2 A and Section 7 C3a)				
Annual Services	Service Fee		Estimated Quantities	Monthly Rate
Abandoned Waste Rate Per Ton				
2.00 Alley miles	\$ 126.39 /ton	x	70 tons	= \$8,847.30
167.0 Parkways, Sidewalks, & Streets miles				
Additional Abandoned Waste Rate Per Ton (up to 25% more tons)	\$ 126.39 /ton	x	18 tons	= \$2,275.02
Abandoned Waste Dry Runs				
After 4th, each month	\$ 126.39 /incident	x	2 incidents	= \$252.78
TOTAL PROPOSED MONTHLY AMOUNT FOR 2A				\$11,375.10

2B. Abandoned Waste Monitoring in Hot Zones (Exhibit 3A2 A5 and Section 7 C3b)				
Annual Services	Service Fee		Estimated Quantities	Monthly Rate
Monitoring All Hot Zone Locations				
1 locations	\$ 0.38 /foot (per day)	x	450 feet x 4 days x 4.33 weeks	= \$2,961.72
Additional Hot Zones Monitoring (up to 25% more length)	\$ 0.38 /foot (per day)	x	113 feet x 4 days x 4.33 weeks	= \$743.72
TOTAL PROPOSED MONTHLY AMOUNT FOR 2B				\$3,705.44

2C. Public Receptacles (Exhibit 3A2 B and Section 7 C3c)				
Annual Services	Service Fee		Estimated Quantities	Monthly Rate
Standard or Solar Compactors				
(assume Collection twice per day, 6 days per week)	\$ 0.45 /receptacle (per Co		0 receptacles x 2 times x 6 days x 4.33 weeks	= \$0.00
Additional public receptacles (up to double the amount of receptacles)	\$ 0.45 /receptacle (per Co		20 receptacles x 2 times x 6 days x 4.33 weeks	= \$467.64
TOTAL PROPOSED MONTHLY AMOUNT FOR 2C				\$467.64

2D. Homeless Encampments (Exhibit 3A2 E and Section 7 C3e)				
Annual Services	Service Fee	x	Estimated Quantities	= Monthly Rate
Homeless Related, not in containers				
Waste Collection surcharge	\$ 588.44 /area	x	5 load	= \$2,942.20
Occupied Encampments				
Bags Collected	\$ 4.83 /bag		(per month) 10 bags x 4.33	= \$209.14
Boxes (Refuse in bags from event box)	\$ 10.27 /box		5 box x 4.33	= \$222.35
Carts				
Delivery plus removal to/from area**	\$ 107.73 /area		5 areas x 4.33	= \$2,332.35
Collection & Disposal (96-gal)	\$ 4.36 /Collection		10 Collections x 4.33	= \$188.79
Collection & Disposal (32-gal)	\$ 2.35 /Collection	x	10 Collections x 4.33	= \$101.76
Overflowing Cart surcharge	\$ 59.51 /96 gal.		1 overflows x 4.33	= \$257.68
Contaminated Load surcharge	\$ 99.19 /Cart		1 Carts x 4.33	= \$429.49
Dumpsters				
Delivery plus removal to/from area**	\$ 107.73 /area		2 areas x 4.33	= \$932.94

Task 2 Service Fees

Rowland Heights/South Diamond Bar

ATTACHMENT 7-4 – Task 2 Emergency Service Fees

- Attachment 7-4.4.3 Task 2 Emergency Service Fees
Rowland Heights/South Diamond Bar

Collection & Disposal (4 cu yds)	\$ 148.33 /Collection	5 Collections x 4.33	= \$3,211.34
Overflowing Dumpster surcharge	\$ 59.51 /4 cu yds	5 overflows x 4.33	= \$1,288.39
Contaminated Load surcharge	\$ 99.19 /Dumpster	1 Dumpster x 4.33	= \$429.49
Roll Offs			
Delivery plus removal to/from area	\$ 185.25 /area	3 areas x 4.33	= \$2,406.40
Collection & Disposal (10 cu yds)	\$ 982.28 /Collection	1 Collections x 4.33	= \$4,253.27
Collection & Disposal (20 cu yds)	\$ 982.28 /Collection	1 Collections x 4.33	= \$4,253.27
Collection & Disposal (40 cu yds)	\$ 982.28 /Collection	1 Collections x 4.33	= \$4,253.27
Overflowing Dumpster surcharge	\$ 59.51 /4 cu yds	1 overflows x 4.33	= \$257.68
Contaminated Load surcharge	\$ 99.19 /roll off	1 roll off x 4.33	= \$429.49
Additional Cart or Dumpster Services	n/a	n/a	=* \$1,000.00
TOTAL PROPOSED MONTHLY AMOUNT FOR 2D			^{2.1d} \$29,399.30

* This amount is for the COUNTY's authorization and budget purposes. CONTRACTOR must be prepared to provide additional services in any of the above categories in this amount.

** Locations separated by more than 15 minutes shall be considered a separate area.

2E. Litter Collection (Exhibit 3A2 A4, Exhibit 3A2 G, and Section 7 C3g)				
Annual Services	Service Fee	x	Estimated Quantities	= Monthly Rate
Litter Rate Per Mile				
2.00 Alley miles	\$ 452.88 /mile		2.00 miles x 4.33	= \$3,921.94
Litter (As-Needed)				
Hours Spent	\$ 107.73 /hour		8 hours x 4.33	= \$3,731.77
Additional Litter (As-Needed) (up to 200% more hours)	\$ 107.73 /hour		16 hours x 4.33	= \$7,463.53
TOTAL PROPOSED MONTHLY AMOUNT FOR 2E				^{2.1e} \$15,117.24

Task 2 Emergency Service Fees Rowland Heights/South Diamond Bar

Services	Rate (billed to COUNTY)
Automated Collection Services (Section 7C3, Section 11B, and Exhibit 3A2 F1)	
Automated Collection Services and/or Bulky Items	Comparable Municipal Solid Waste fees
Solid Waste not in Containers (Exhibit 3A2 F2)	
Disposal	\$ 140.30 /ton and \$ 176.95 /cubic yard
Labor	\$ 150.00 /hour
Special Equipment	Reasonable negotiated fee
Roll-Off Containers or Drop-Off Events (Exhibit 3A2 F3)	
Roll-Off Containers or Drop-Off Events	Comparable Municipal Solid Waste fees
Palm Frond Collection (Exhibit 3A2 F4)	
Palm Frond Collection	\$ 622.45 /hour per Vehicle
Waste in Right-of-Way (Exhibit 3A2 F5)	
Waste in Right-of-Way Abandoned Waste Public Receptacles Homeless Encampments Human Waste Removal	Comparable fees to Attachment 7-3 with a negotiated adjustment for distance.

Task 2 Service Fees

Rowland Heights/South Diamond Bar

Schedule of Prices
Rowland Heights/South Diamond Bar

Using the examples given below calculate your Monthly Unit Rate^x, Monthly Service Fee Revenue, and Annual Service Fee Revenue. The estimated number of customers given is the current number for the Service Area but may be revised as outlined in Section 7, Service Fees and Billing.

TASK 1 - PROPOSED ANNUAL AMOUNT FOR TASK 1

	Estimated No. Customers		Monthly Unit Rate ^x		Monthly Service Fee Revenue		Months		Annual Service Fee Revenue
Example	3,059	x	\$20.00	=	\$61,180	x	12	=	\$ 734,160
Actual	10,718	x	\$39.84 ^{1.1a}	=	\$427,005.12	x	12	=	\$5,124,061.44 ^{1.1}
Example	Seven hundred thirty-four thousand, one hundred sixty dollars and zero cents.								
	WRITTEN TOTAL PROPOSED ANNUAL AMOUNT FOR TASK 1, ITEM ^{1.1}								
Actual	Five million, one hundred twenty-four thousand, sixty-one dollars, and forty-four cents								
	WRITTEN TOTAL PROPOSED ANNUAL AMOUNT FOR TASK 1, ITEM ^{1.1}								

Using the examples given below calculate the Monthly Customer Net Rate, without the 10 percent franchise fee.

	Monthly Customer Rate ^x		Franchise Fee		Monthly Customer Net Rate
Example	\$20.00	-	10%	=	\$ 18.00
Actual	\$39.84 ^{1.1a}	-	\$3.98	=	\$35.86
Example	Eighteen dollars and zero cents.				
	WRITTEN MONTHLY CUSTOMER NET RATE FOR TASK 1				
Actual	Thirty-five dollars and eighty-six cents				
	WRITTEN MONTHLY CUSTOMER NET RATE FOR TASK 1				

^x Also referred to as Basic Service Total

TASK 2 - PROPOSED ANNUAL AMOUNT FOR TASK 2

Monthly Amount for Task 2A		Monthly Amount for Task 2B		Monthly Amount for Task 2C		Monthly Amount for Task 2D		Monthly Amount for Task 2E		Monthly Amount for Tasks 2A + 2B + 2C + 2D + 2E
2.1a \$11,375.10	+	2.1b \$3,705.44	+	2.1c \$467.64	+	2.1d \$29,399.30	+	2.1e \$15,117.24	=	2.1abode \$60,064.72
Monthly Amount for Tasks 2A+2B+2C+2D+2E				Period			Proposed Annual Amount for Task 2			
2.1abode \$60,064.72				x 12 months			2.1 \$720,776.64			
Seven hundred twenty thousand, seven hundred seventy-six dollars, and sixty-four cents										
WRITTEN PROPOSED ANNUAL AMOUNT FOR TASK 2, ITEM 2.1										

Values for Task 1 and Task 2 in the table below are to be transferred from Task 1 Service Fees and Task 2 Service Fees. Please note that the Total Proposed Annual Amount For Tasks 1 + 2 in the table below is the amount that is evaluated.

Total Proposed Annual Amount for Task 1		Total Proposed Annual Amount for Task 2		TOTAL PROPOSED ANNUAL AMOUNT FOR Tasks 1 + 2
\$5,124,061.44 ^{1.1}	+	\$720,776.64 ^{2.1}	=	\$5,844,838.08
Total Proposed Annual Amount for tasks 1 and 2 (write out in full)				

Schedule of Prices

[Area Name]

Legal Name of Proposer		
Arakelian Enterprises, Inc., dba Athens Services		
NAME of Person Authorized to Submit Proposal		
Gary Clifford		
Signature of Person Authorized to Submit Proposal 		
Title of Authorized Person		
Senior Executive Vice President		
Date	State Contractor's License Number	License Type
5/8/25	CSLB: 978599	C-12 - Earthwork & Paving
Proposer's Address		
14048 Valley Boulevard, City of Industry, CA 91746		
Phone	E-Mail	
(626) 934-4619	Gclifford@AthensServices.com	

Schedule of Prices

[Area Name]

List of Facilities
Rowland Heights/South Diamond Bar

List all facilities that will be utilized. Leave blank any categories below that will not be used, such as Disposal of Refuse (with food) or Disposal of Food Waste.

FACILITIES (Exhibit 3A1 F1, Exhibit 7 E, Exhibit 17 17)			
Check box if additional facilities are listed on a separate page <input type="checkbox"/>	Initial Facility	Initial Facility Rate per ton (at start of CONTRACT)	Final Facility
Disposal of Refuse (no food) (Exhibit 17 B17) • Primary Facility: • Backup Facility 1: • Backup Facility 2: • Backup Facility 3:	Athens Services-Industry MRF	\$140.30	Mid-Valley Sanitary Landfill
	Athens Irwindale MRF & Transfer Station	\$140.30	Mid-Valley Sanitary Landfill
		\$	
		\$	
Disposal of Refuse (with food)(Exhibit 17 B17) • Primary Facility: • Backup Facility 1: • Backup Facility 2: • Backup Facility 3:		\$	refuse: _____ food: _____
		\$	refuse: _____ food: _____
		\$	refuse: _____ food: _____
		\$	refuse: _____ food: _____
Disposal of Organic Waste (landscaping + food) • Primary Facility: • Backup Facility 1:	Athens Services-Industry MRF	\$145.15	Victor Valley Regional Composting Fac.
	Athens Irwindale MRF & Transfer Station	\$145.15	Victor Valley Regional Composting Fac.
Disposal of Food Waste • Primary Facility: • Backup Facility 1:		\$	
		\$	
Disposal of Green Waste (landscaping only) • Primary Facility: • Backup Facility 1:		\$	
		\$	
Disposal of Recyclables • Primary Facility: • Backup Facility 1:	Athens Irwindale MRF & Transfer Station	\$92.01	Mid-Valley Sanitary Landfill
	Puente Hills MRF	\$92.01	Mid-Valley Sanitary Landfill

NOTE: Any change of facility or rates requires notification and approval from Director.

Date of Submittal: 8/12/2024

EXHIBIT 12-D2 – Liquidated Damages

Reference to "failure" refers to each occurrence of specified Breach (such as for each Occupant and each Occupant's Collection site, Record entry, or complaint) and not for aggregate occurrences of those Breaches (such as for all Customers and Occupants on a given route or day). Per day means each business day except as indicated.

If CONTRACTOR does not timely submit the applicable information, documentation or complete Report or incorporate comments, additions and corrections made by Director within five days of receipt of those comments, additions, and corrections, it shall pay the liquidated damages in the table below.

As indicated in item D2c of Section 12, if CONTRACTOR fails to meet its Performance Obligations, COUNTY will suffer damages. If there is a reoccurrence of the same Collection service issue at the same location or Occupant address, the corresponding amount of assessed liquidated damage may be increased by 25 percent of the previous assessment if the failures occurred within 3 months of each other. For example, a missed Collection at a home that is immediately cleaned up would be \$500 plus a \$3 credit the first time, \$625 plus a \$6.25 credit for another missed Collection the next week at that address, and \$781.25 plus \$7.81 credit for another miss the following month at the same address, according to S01 below.

No.	Description of Liquidated Damage	Amount
CUSTOMER SERVICE		
C01	For each failure to honor commitment to resolve a Customer's or Occupant's first complaint in accordance with Section 6D1.	\$100
C02	For each failure to honor commitment to resolve Customer's or Occupant's same complaint, which generated a second complaint, in accordance with Section 6D1.	\$250
C03	For each failure to honor commitment to resolve Customer's or Occupant's same complaint, which generated a third or more complaint, in accordance with Section 6D1.	\$500 for each subsequent complaint
C04	For each failure to enter Customer or Occupant call or e-mail into log or maintain and supply Records of complaints in accordance with Section 6D2.	\$100
C05	For each occurrence of charging any Customer more than the Customer owes for Task 1 Services (such as for the wrong level of service) or charging any Customer more than Customer Service Fees.	\$100 to COUNTY per Customer plus returning 110% of overcharged amount payable to Customer
C06	If CONTRACTOR violates the nondiscrimination provisions of this CONTRACT, including Exhibit 5.	\$500 per incident
C07	Failure to schedule a special service, in accordance with item H of Exhibit 3A1.	\$1,000 per event
C08	Failure to hold/conduct a scheduled special service, in accordance with item H of Exhibit 3A1.	\$10,000 per event
CONTRACT LANGUAGE		
L01	Failure to maintain an emergency number or make staff available thereat in accordance with item J1 of Section 4.	\$75 per day

No.	Description of Liquidated Damage	Amount
L02	Failure to provide documentation for review or comment by Director or obtain any approval, consent or other permission of Director required under this CONTRACT, including: <ul style="list-style-type: none"> • Customer and Occupant correspondence under item F of Section 4; • Publicity materials under item G1 of Section 4; • News releases and trade journal articles related to Solid Waste Collection services, under item G2 of Section 4; or • Customer and Occupant outreach materials under item L of Exhibit 3A1. 	\$1,000 per occurrence and \$1,000 each calendar day before retraction or correction of misinformation identified by Director
L03	Failure to timely submit documentation for review or comment by Director. This includes Section 17 and Exhibit 17 Contractor Documentation.	\$300 per occurrence plus \$100 per day late
L04	Each failure to return Director calls/emails/texts or to timely meet with COUNTY in accordance with Section 4H.	\$100
L05	Each failure to timely submit satisfactory proof of notification (mailing) in accordance with item L4b(4) of Exhibit 3A1.	\$200
L06	Marketing or distributing mailing lists with the names and addresses of Customers and Occupants, in accordance with item F of Section 1.	\$10 per Customer and Occupant per occurrence
L07	Failure to maintain telephone service in accordance with Section 6B and item K of Exhibit 3A1.	\$750 per day
L08	Failure to maintain electronic/paperless service in accordance with Section 6C.	\$75 per day
REPORTING TO COUNTY		
R01	Failure to submit Monthly Reports in accordance with items A1 and B1 of Section 10.	\$100 per day
R02	Failure to submit Quarterly Reports in accordance with items 10A2 and 10B2 of Exhibit 17.	\$200 per day
R03	Failure to submit Annual reports in accordance with items 10A3 and 10B2 of Exhibit 17	\$300 per day
R04	Failure to report adverse information in accordance with item C of Section 10.	\$300 per occurrence
R05	Failure to deliver Route maps and schedules and updates to maps and schedules in accordance with item B16 of Exhibit 17.	\$100 per day
R06	Failure to submit GPS Reports or video in accordance with item E9 of Section 3C	\$100 per day per vehicle
R07	Failure to timely submit AB 939 Records or other required Records in accordance with item E of Section 9.	\$100 per week late
R08	Failure to Notify Director of service issues in accordance with item B2 of Exhibit 3A1 or item A3 of Section 4, such as one event of a truck breaking down and 25 customers not getting Refuse Cart Collected.	\$500 per event, not per customer
SERVICES TO CUSTOMERS, OCCUPANTS, AND COUNTY		
S01	For each failure to Collect Solid Waste. See subcategories a-d below. Note that all allegations of missed Collections are considered accurate and true unless CONTRACTOR provides evidence to refute the claim.	See a-d below

No.	Description of Liquidated Damage	Amount
S01a	Carts or Dumpsters (Refuse, Recyclables, Organic Waste) in accordance with Section 6D3 and item B of Exhibits 3A1 and 3A3 B. <ul style="list-style-type: none"> • Example 1, at 1 home, the Recyclables and Green Cart are collected 2 days late, it would be: (\$250 x 2 Carts) + \$3 blue Cart + \$3 Green Cart = \$500 to COUNTY + \$6 credit to 1 home. • Example 2, for the same 25 homes the Recyclables Carts are not collected for 8 days, it would be: [week 1 miss=\$250 to COUNTY + \$3x25 credits] + [week 2 miss= 1.25 escalation x (\$250 to COUNTY)] • Example 3, for the same 25 homes the Recyclables Carts are not collected for 9 days, it would be: [week 1 miss=\$250 to COUNTY + \$3x25 credits] + [week 2 miss= 1.25 escalation x (\$250 to COUNTY + \$3x25 credits)] 	For each missed Container, \$250 paid to COUNTY when Collected 1 calendar day late. Plus \$3 credit applied to each impacted Customer's account when Collected 2-6 calendar days late.
S01b	Bulky Items in accordance with Section 6D3 and item B of Exhibits 3A1 and 3A3 B.	For each missed Occupant, \$250 paid to COUNTY when Collected 1 calendar day late. Plus \$3 credit applied to each impacted Customer's account when Collected 2-6 calendar days late plus \$3 credit for each week later thereafter.
S01c	Public Receptacles in accordance with Section 6D3 and item B of Exhibits 3A1 and 3A3 B.	\$5 per Container, per Collection.
S01d	Alleys in accordance with Section 6D3 and item B of Exhibits 3A1 and 3A3 B.	For each missed Alley mile, \$105.60 (\$0.02 per foot).
S02	Failure to immediately clean up litter, spills or liquid leaks in accordance with Section 4A1, 4A2 or 4A3, respectively.	\$250 plus \$2 for each Customer that is adjacent to the leak per calendar day until cleaned.
S03	For each failure to prevent spills or liquid leaks in accordance with Section 4A2 and 4A3.	\$500 plus \$5 for each Customer that is adjacent to the leak.
S04	For each failure to equip a Collection Vehicle with signs in accordance with item E7 of Exhibit 3A1.	\$100 per week
S05	For each occurrence of excessive noise in accordance with item A4 of Section 4.	\$300
S06	Commingling materials from outside the Service Area with Solid Waste that CONTRACTOR Collects inside the Service Area, in accordance with item I of Section 4.	\$1,000 per Vehicle-Occurrence
S07	For each failure to follow its Unpermitted Waste Screening Protocol in accordance with item A of Section 13.	\$500
S08	Failure to repair damage caused to private property in accordance with Part 9C of Exhibit 5.	\$150 plus cost of repair
S09	Failure of any Vehicle to deliver Solid Waste to the Solid Waste Facilities designated by CONTRACTOR in accordance with item F of Exhibit 3A1.	\$500 per Vehicle
S10	For each occurrence Collecting any Solid Waste during unauthorized hours prohibited under item B2 of Exhibit 3A1, without Director approval.	\$500 plus \$10 for each Container or Bulky Item Collected

No.	Description of Liquidated Damage	Amount
S11	For each failure to timely provide, maintain, replace, or repair Container in accordance with item D of Exhibit 3A1.	\$10 per day, per Container
S12	For each occurrence of failing to return emptied Container upright, or to their Set-Out Sites, or placing Container in a location that impedes pedestrian or vehicular traffic in accordance with item D5 of Exhibit 3A1.	\$250
S13	For each use of an unapproved Container design including labeling, in accordance with Section 13D and item D of Exhibit 3A1.	\$50
S14	For each occurrence of commingling Refuse Cart, Recyclables Cart, or Green/Organic Waste Cart in the same Collection Vehicle, in accordance with item G2 of Exhibit 3A1.	\$1,000 per vehicle plus \$5 for each comingled Container
S14a	For each occurrence of commingling Organic Waste with Refuse or Recyclables, in accordance with item G2 of Exhibit 3A1 and in violation of SB 1383.	In addition to S14 above, 100% of any related fines or penalties from CalRecycle issues to COUNTY.
S15	For each failure to maintain any Vehicle in accordance with Applicable Law	\$150 per Vehicle per day
S16	For each failure to tag uncollected Solid Waste and keep a record of reason, in accordance with Section 4C	\$150
S17	For each failure to Collect Abandoned Waste on the Service Day or within 2 Service Days of Director request, in accordance with item A1c of Exhibit 3A2.	\$100 per day
S18	For failure to maintain an alley segment (1 block) or a Hot Zone (1 area) on the scheduled day, in accordance with item A5 of Exhibit 3A2.	\$250 per day
S19	For each failure to Collect Solid Waste from public receptacles on the scheduled day and time or failure to maintain (clean), in accordance with item B of Exhibit 3A2.	\$50 per receptacle per missed Collection
S20	Failure to maintain and operate GPS and Video Equipment in working order, in accordance with item E9 of Section 3C.	\$100 per Vehicle per day
S21	Failure to remove graffiti and other markings from a Container within 7 days of observing it or having it reported to CONTRACTOR; 2 days for obscenities, in accordance with item D7 of Exhibit 3A1.	\$50 per Container per occurrence, per week
S22	For each failure to Collect Solid Waste during Annual Curbside Cleanup Events in accordance with item H2 of Exhibit 3A1.	\$1,000 per scheduled date plus \$100 per Occupant address, per calendar day not Collected.

By placing initials below at the places provided, each Party specifically confirms the accuracy of the statements made above and the fact that each Party has had many opportunities to consult with legal counsel and obtain an explanation of liquidated damage provisions of the time that this CONTRACT was made.

CONTRACTOR
Initial Here: 

COUNTY
Initial Here: gs

Intentionally left blank

EXHIBIT 16 – Contract Service Area Information

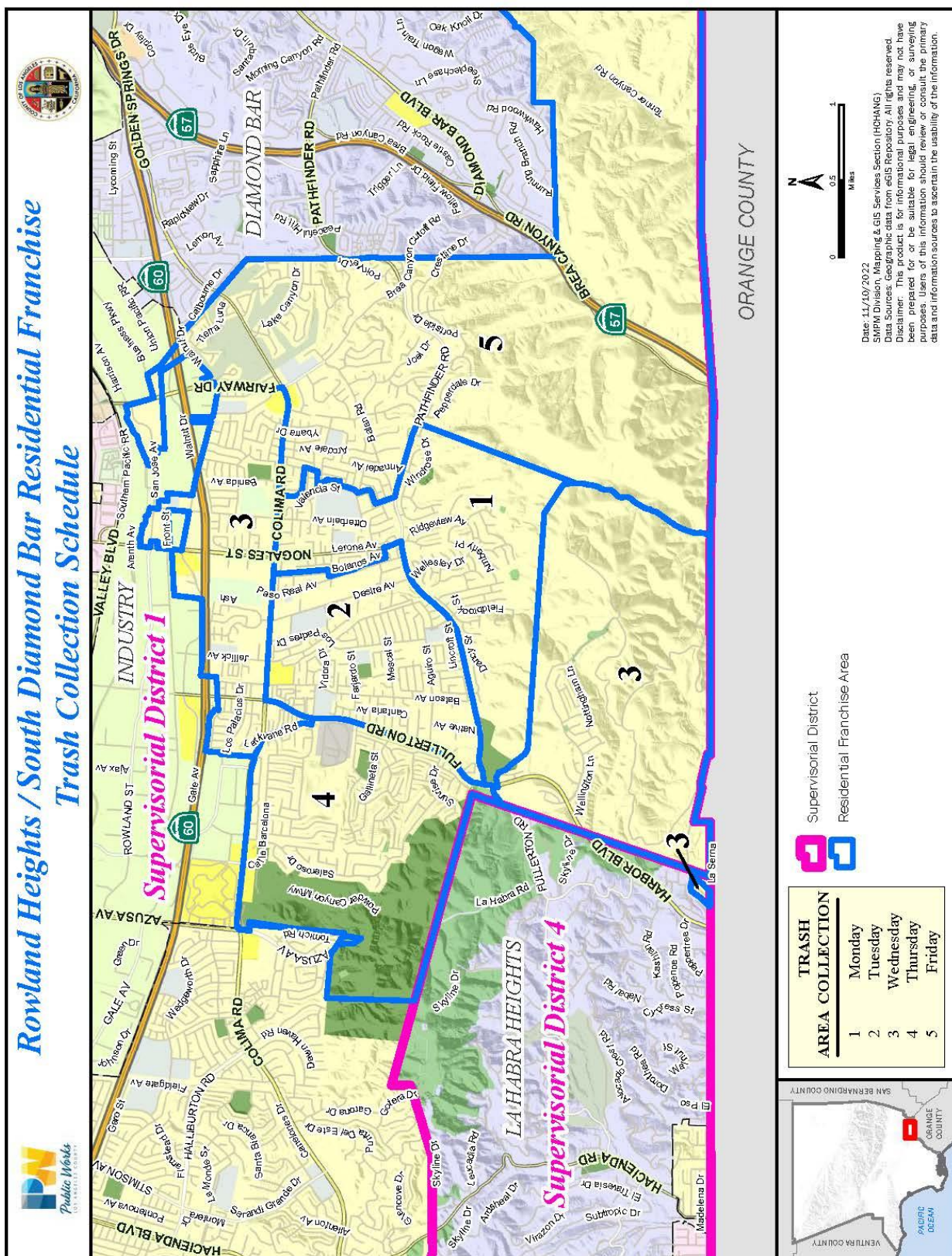
A. Maps

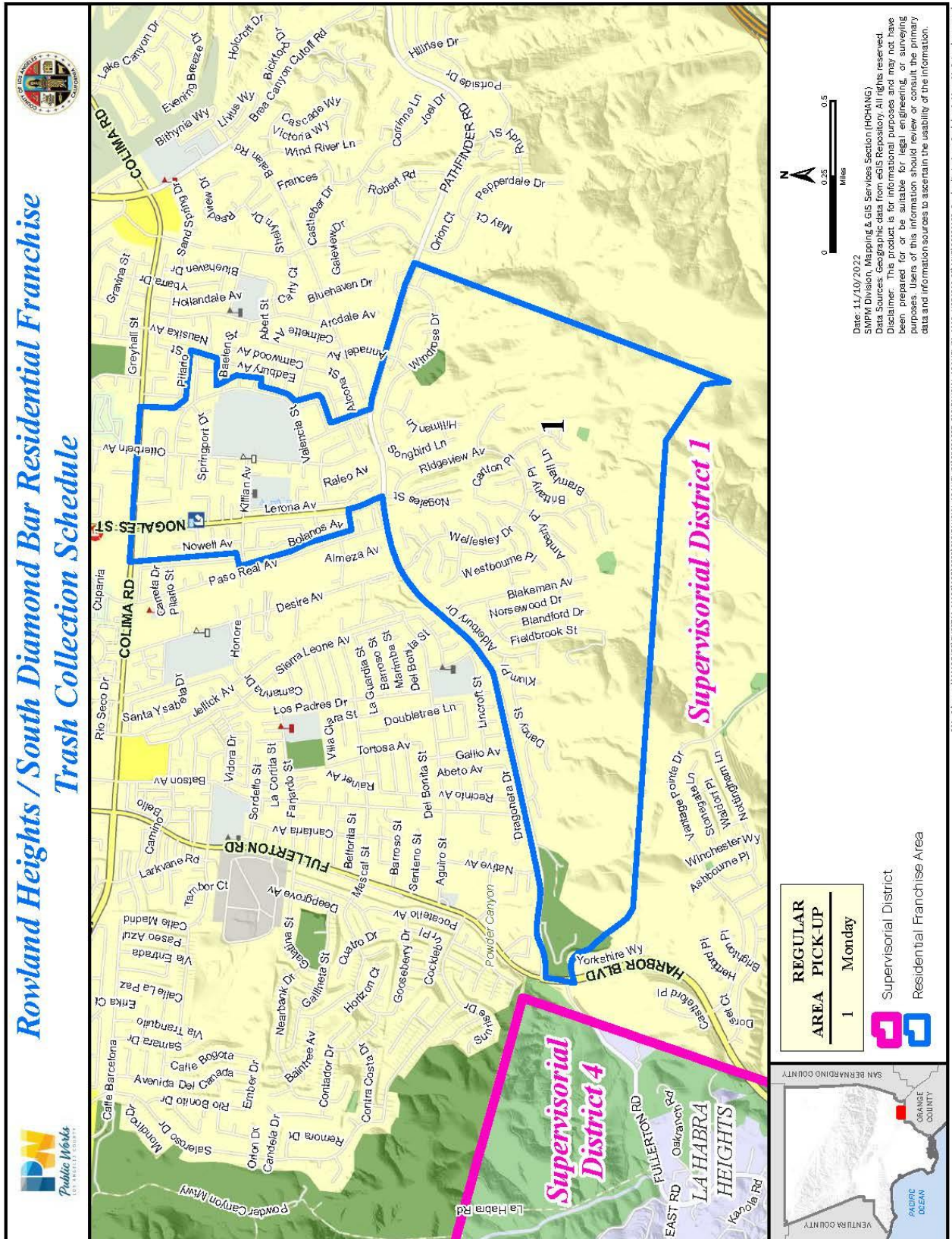
B. Sample Graphics

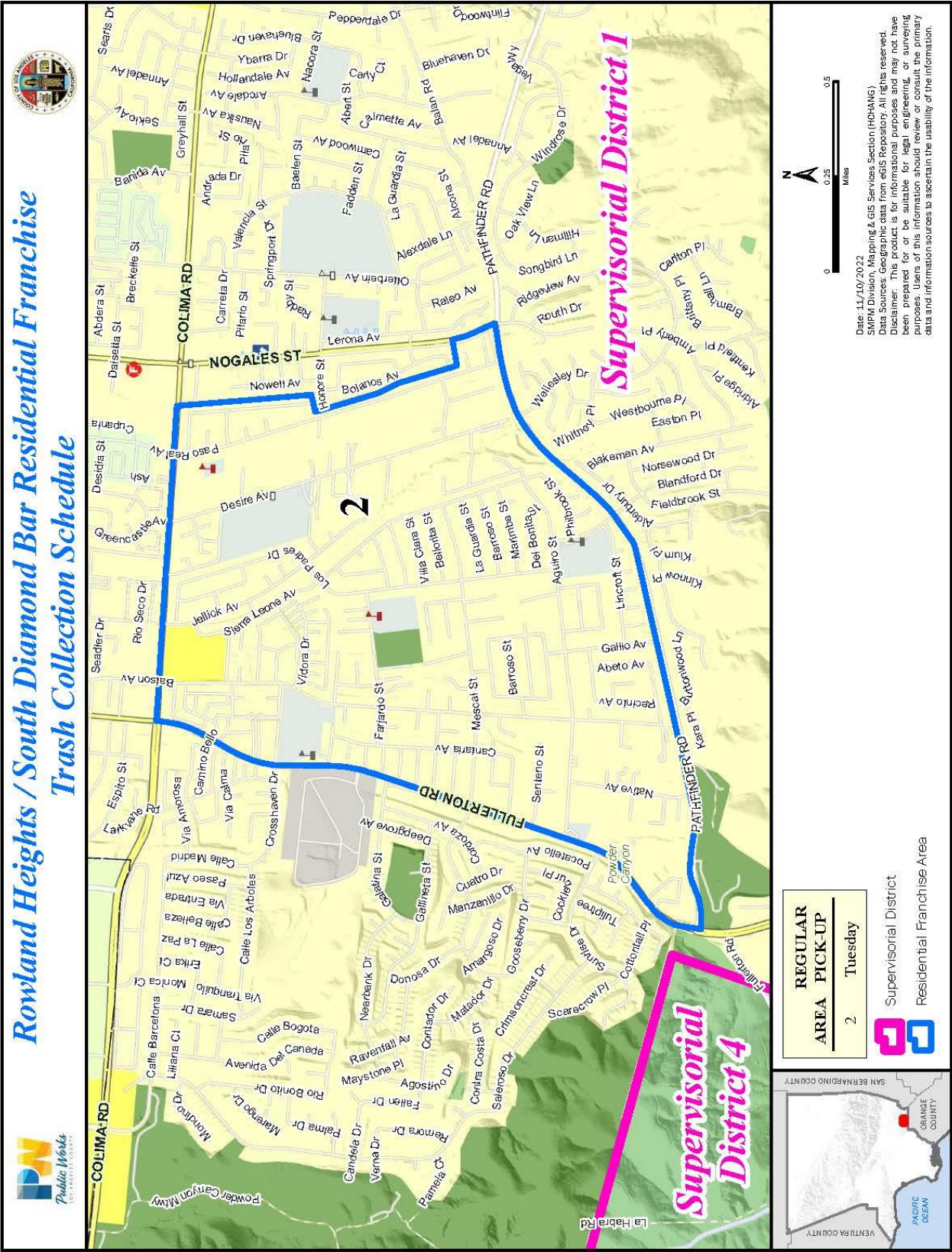
C. Lists

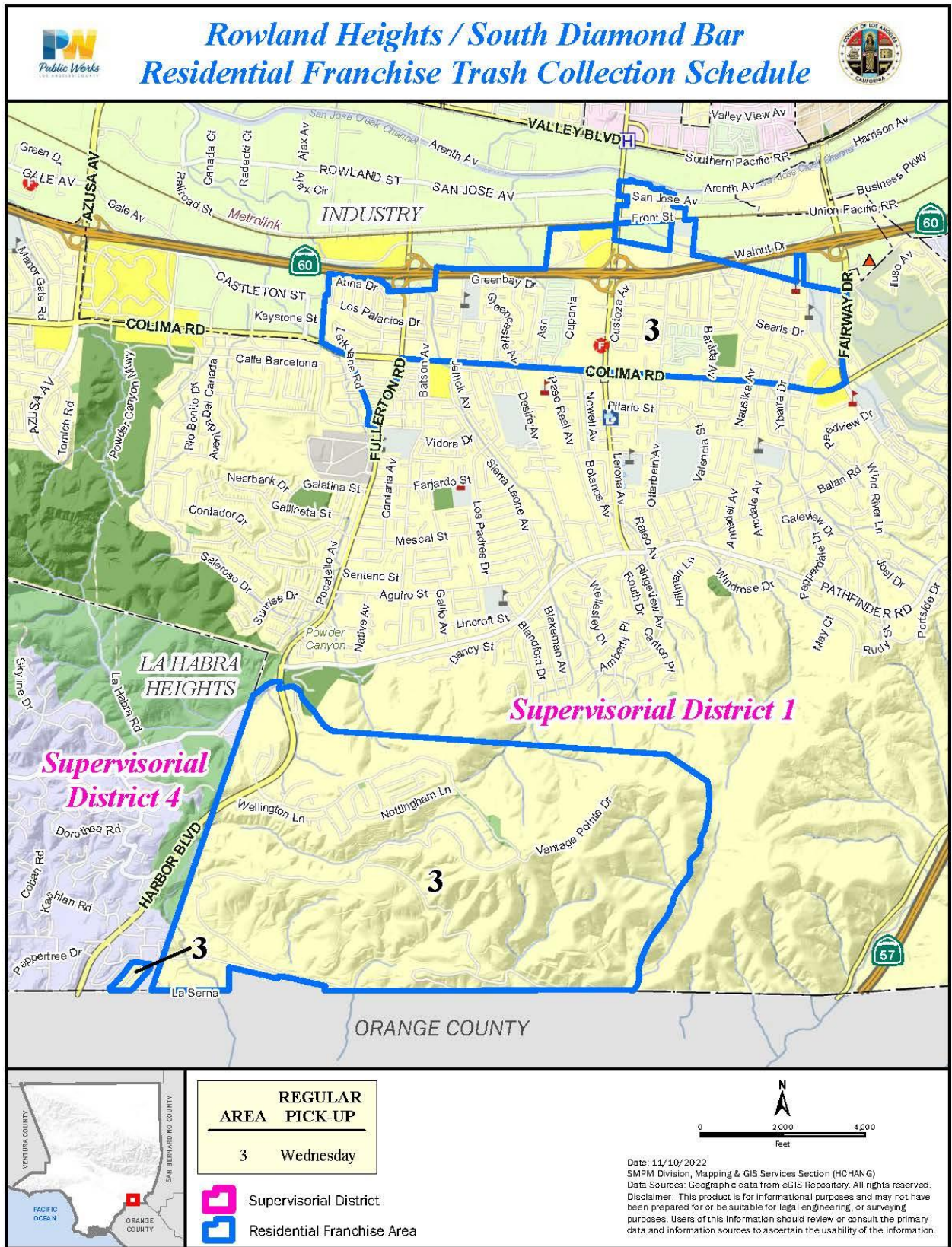
D. Outreach

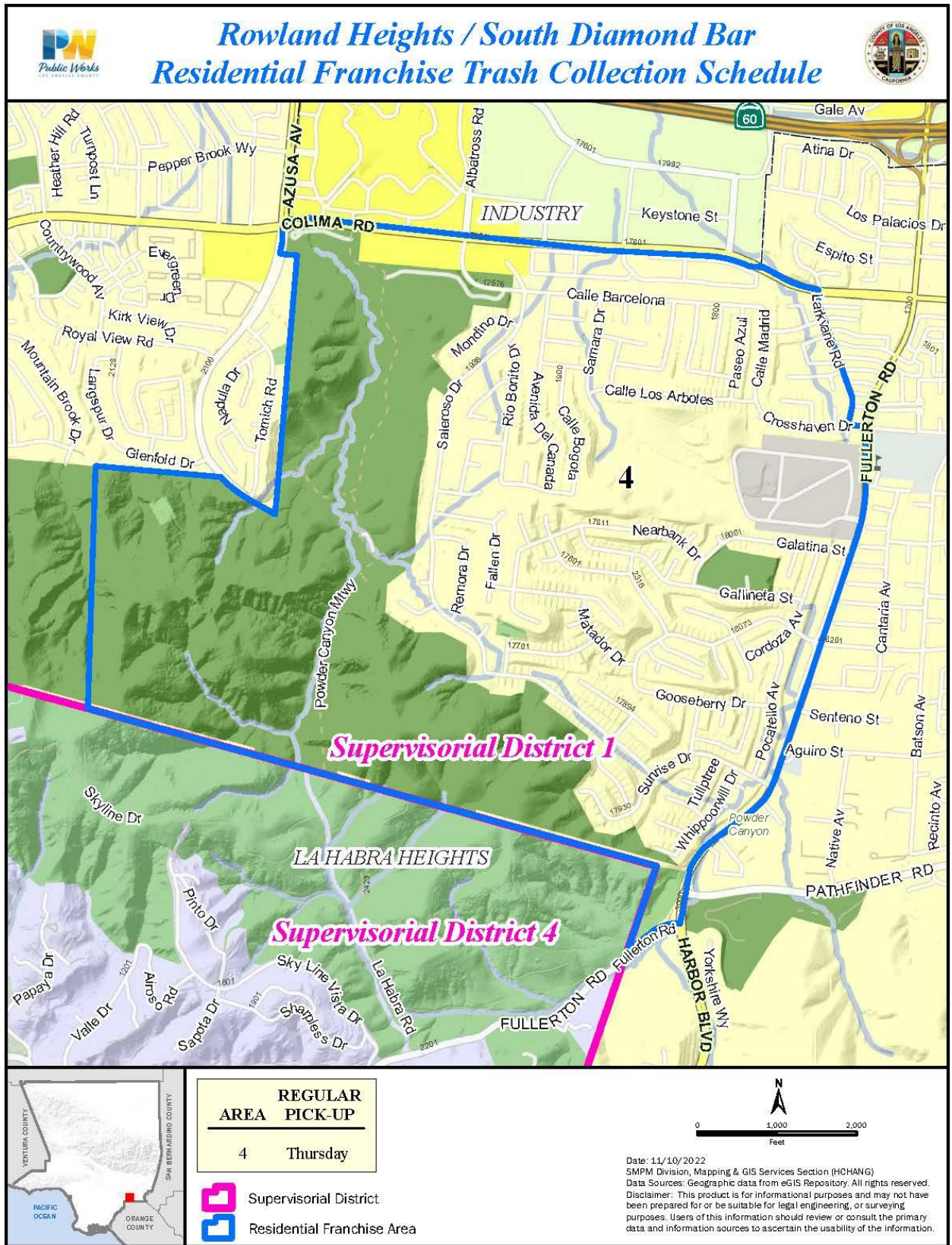
16.A.1 - Service Area and Collection Schedule (Rowland Heights/South Diamond Bar)

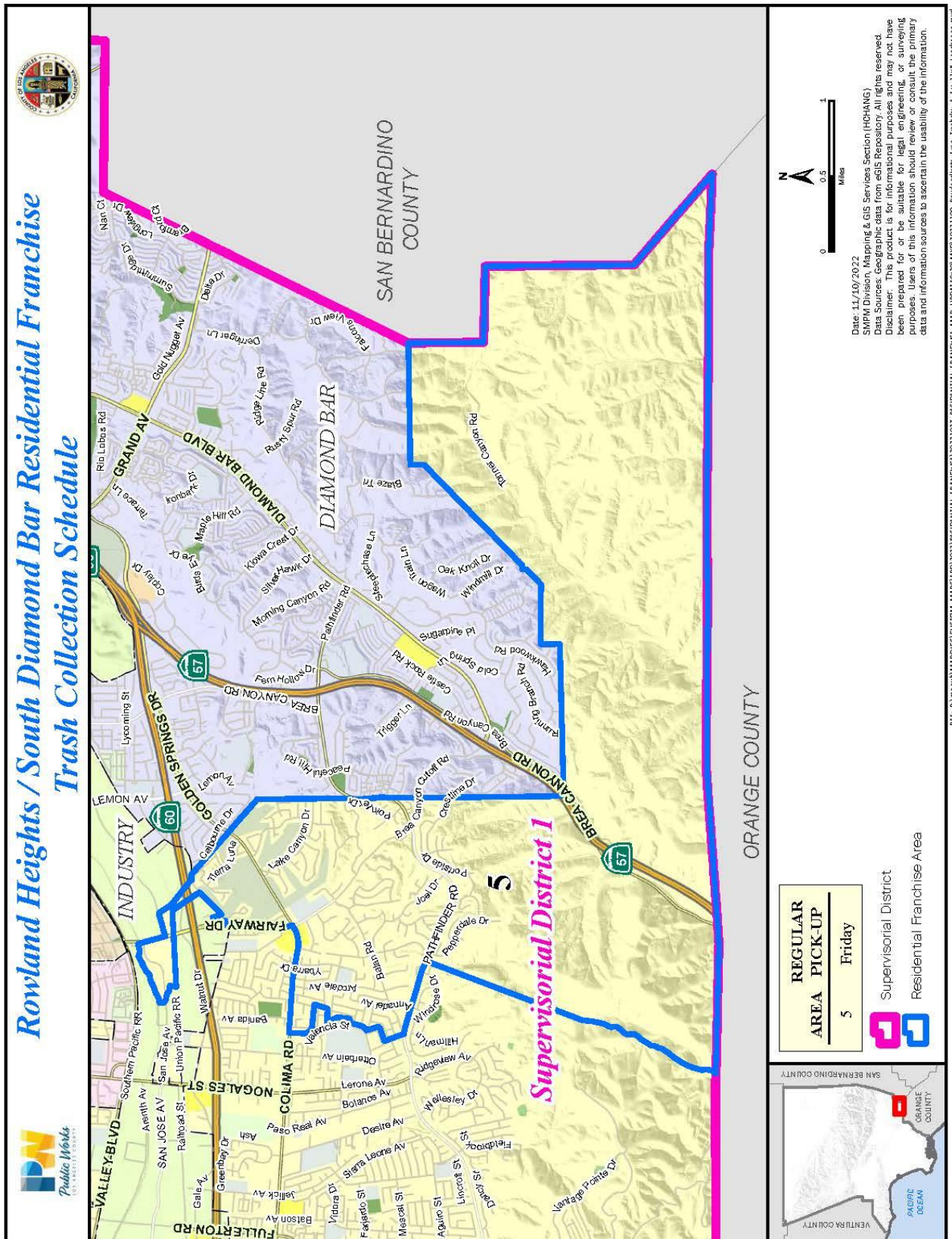




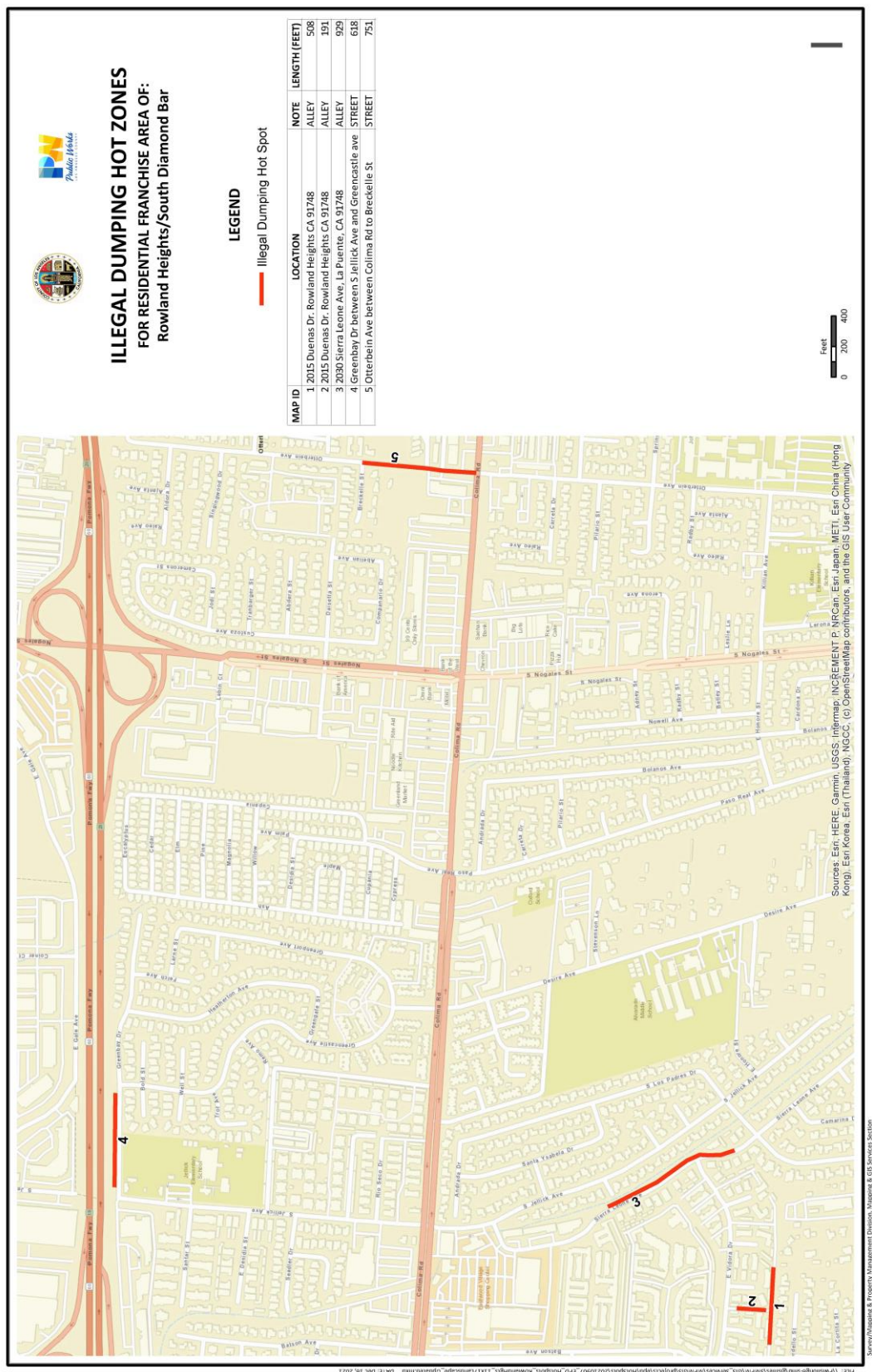








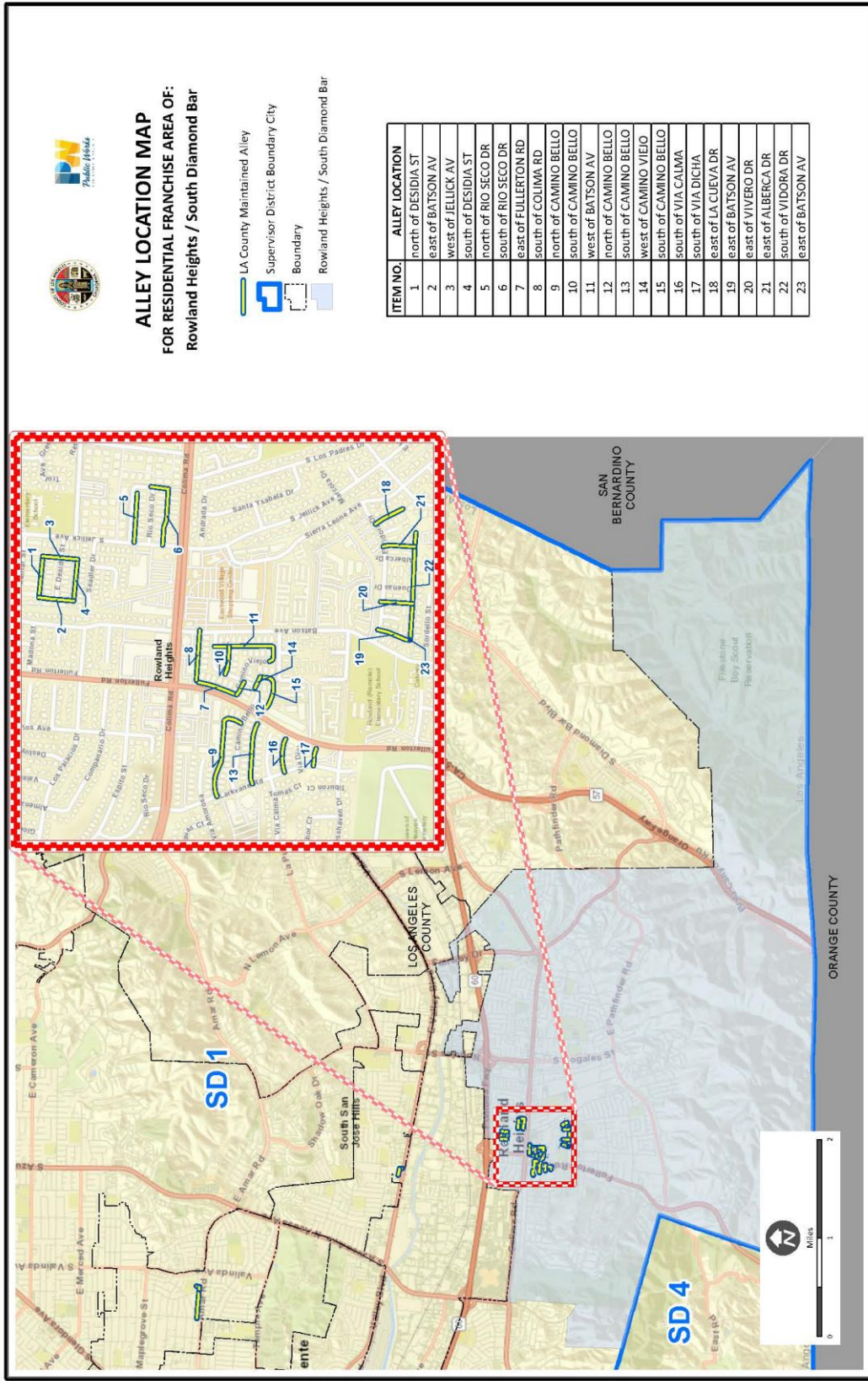
16.A.2 - Illegal Dumping Hot Zones (Rowland Heights/South Diamond Bar)



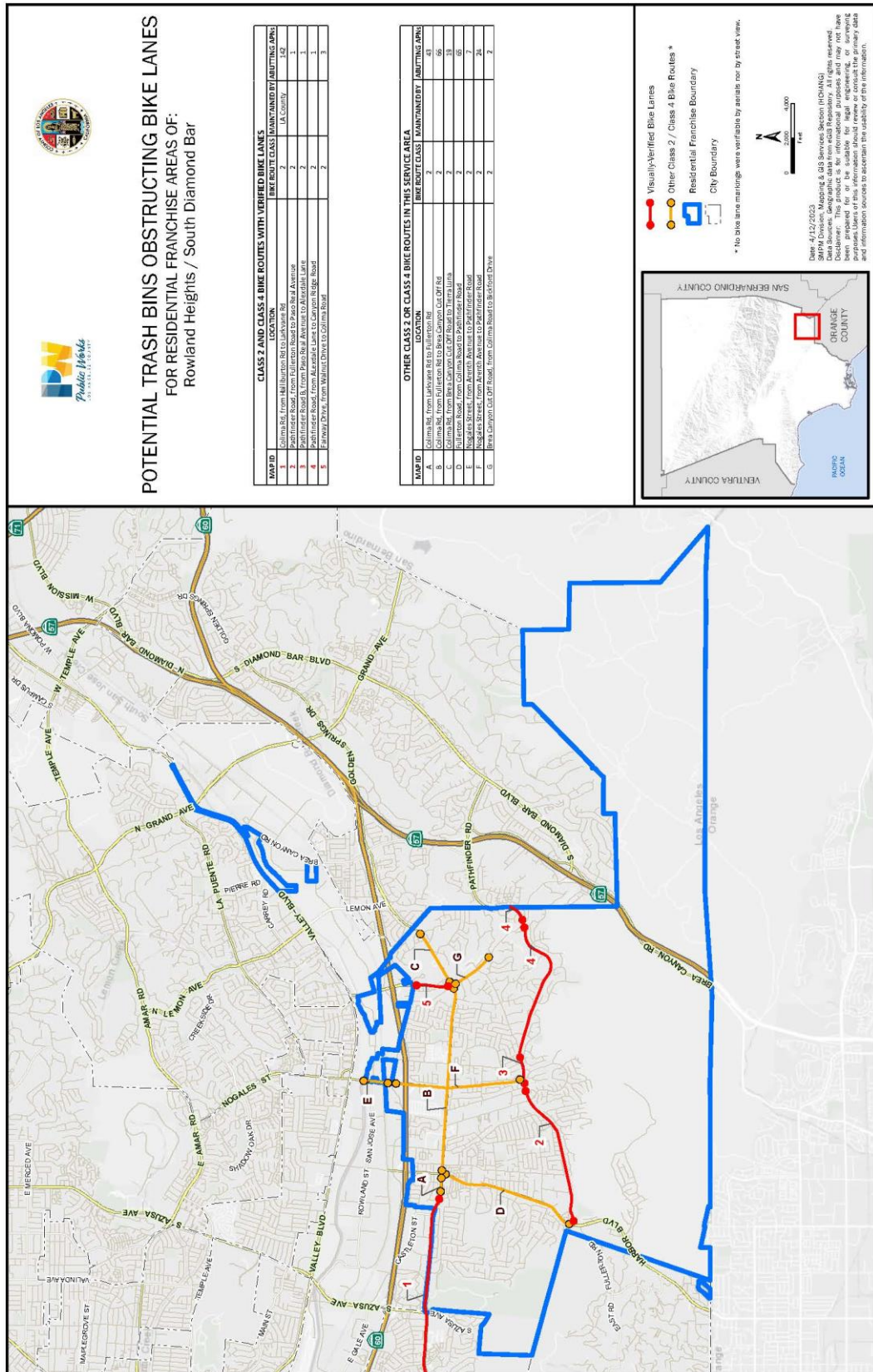
16.A.4 – Bear Zone Map (Rowland Heights/South Diamond Bar)

There are currently no bear zones in this area.

16.A.5 - Alleys (Rowland Heights/South Diamond Bar)



16.A.8 - Bike Lane Map (Rowland Heights/South Diamond Bar)



16.B.1 - Cart Lid Labels

ORGANIC WASTE ONLY / DESECHOS VERDES SOLAMENTE

ACCEPTABLE

Leaves
Grass Clippings
Branches
Brush
Saw Dust
Tree Trimmings
All food waste
(Food waste will
be accepted in
plastic bags)
Food-soiled paper

NOT ACCEPTABLE

Construction Debris
Garbage
Palm Tree Trimmings
Palm Fronds
Cactus
Rocks
Plastic or Paper bags
Animal Waste
Manure
*Hazardous and
Electronic Waste

ACCEPTABLES

Hojas
Recortes de Césped
Ramas
Arbusto
Aserrín
Recortes de árboles
De desperdicios de comida
(Se aceptaran residuos de
alimentos en bolsas de plástico)
Servilletas de papel sucias

NO ACCEPTABLES

Residuos de construcción
Basura
Recortes de palmeras
Hojas de palmeras
Nopal
Piedra
Bolsas de plástico o papel
Desechos de mascotas
*Desechos peligrosos y
Electrodomésticos

*Antifreeze, Household Cleaners, Motor Oil, Paint
Thinner, Paints; latex or oil-based, Televisions,
Monitors, etc.

For more information about disposing these materials
contact: 1 (888) CLEAN LA or CleanLA.com

To Request Replacement and/or Additional Cart(s)
contact Universal Waste Systems 1-800 631-7016.

*Anticongelante, Limpiadores del hogar, Aceite de motor,
Diluyente de pintura, Pinturas de látex o en base de aceite,
televisores, monitores, etc.

Para más información acerca de la eliminación de estos
materiales llame al: 1 (888) CLEAN LA o CleanLA.com

Para solicitar reemplazo de, y / o carritos adicionales,
comuníquese con Universal Waste Systems 1-800 631-7016.

RECYCLABLES ONLY / RECICLABLES SOLAMENTE

ACCEPTABLE

Paper
Aluminum
Metal
Cardboard
Plastic Bottles
Glass

NOT ACCEPTABLE

Garbage
Fluids
Batteries
Diapers
Green Waste
Styrofoam
*Hazardous and
Electronic Waste

ACCEPTABLES

Papel
Aluminio
Metal
Cartón
Botellas de plástico
Vidrio

NO ACCEPTABLES

Basura
Líquidos
Baterías
Pañales
Desechos verdes
Espuma de poliestireno
*Desechos peligrosos y
Electrodomésticos

*Antifreeze, Household Cleaners, Motor Oil, Paint
Thinner, Paints; latex or oil-based, Televisions,
Monitors, etc.

For more information about disposing these materials
contact: 1 (888) CLEAN LA or CleanLA.com

To Request Replacement and/or Additional Cart(s)
contact Universal Waste Systems 1-800 631-7016

*Anticongelante, Limpiadores del hogar, Aceite de motor, Dilu-
yente de pintura, Pinturas de látex o en base de aceite, televiso-
res, monitores, etc.

Para más información acerca de la eliminación de estos materia-
les llame al: 1 (888) CLEAN LA o CleanLA.com

Para solicitar reemplazo de, y / o carritos adicionales, comuníque-
se con Universal Waste Systems 1-800 631-7016

TRASH ONLY / BASURA SOLAMENTE

ACCEPTABLE

Palm Fronds
Household Waste

NOT ACCEPTABLE

Green Waste
Recyclables
Concrete
Construction Debris
Hazardous and
Electronic Waste
Food Waste

ACEPTABLES

Hojas de palmeras

NO ACEPTABLES

Deshechos verdes
Reciclables
Concreto
Residuos de construc-
ción
*Desechos peligrosos y
Electrodomésticos
Desechos de comida

*Antifreeze, Household Cleaners, Motor Oil, Paint Thinner, Paints; latex or oil-based, Televisions, Monitors, etc.

For more information about disposing these materials contact: 1 (888) CLEAN LA or CleanLA.com

To Request Replacement and/or Additional Cart(s) contact Universal Waste Systems 1-800 631-7016

*Anticongelante, Limpiadores del hogar, Aceite de motor, Diluyente de pintura, Pinturas de látex o en base de aceite, televisores, monitores, etc.

Para más información acerca de la eliminación de estos materiales llame al: 1 (888) CLEAN LA o CleanLA.com

Para solicitar reemplazo de, y / o carritos adicionales, comuníquese con Universal Waste Systems 1-800 631-7016

Sample

WARNING
NO SCAVENGING
DO NOT REMOVE MATERIALS
PUNISHABLE BY FINE UP TO \$5,000

Los Angeles County Code § 20.72.196
California Public Resources Code § 41953

ADVERTENCIA
NO SE PERMITE
REMOVER MATERIALES
RECICLABLES
SE APLICARAN MULTAS HASTA \$5,000

Código del Condado de Los Angeles § 20.72.196
Código de los Recursos Públicos de California § 41953

16.B.3 - Vehicle Billboards



16.C.1 - Street and Alley Miles

Franchise	Street Miles	Alley Miles
Rowland Heights/South Diamond Bar	167.00	2.00

Please note that the proposer is still responsible for independently investigating service conditions in these areas.

16.C.5 - Customer Information (Rowland Heights/South Diamond Bar)

Name of Residential Franchise Area	Number of Customers	Number of Containers of Each Size							
		Number of Refuse Carts				Number of Recyclables Carts			
		96-Gallon	64-Gallon	36-Gallon	96-Gallon	64-Gallon	36-Gallon		
Rowland Heights/South Diamond Bar	10,718	11,088	263	500	10,801	225	85		
Name of Residential Franchise Area		Number of Containers of Each Size							
		Number of Green Waste Carts			Number of Manure Carts				
		96-Gallon	64-Gallon	36-Gallon	96-Gallon	64-Gallon	36-Gallon		
Rowland Heights/South Diamond Bar	11,199	194	91	0	0	0			
Name of Residential Franchise Area	Customers with Senior Discount	Extra Services				Extra Containers			
		Number of Customers Subscribed to Hard-to-Service	Number of Customers Subscribed to Roll-Out Service	Number of Customers Subscribed to Bear Carts	Number of Customers Subscribed to Manure Service	Number of Customers with 1 Extra Refuse Cart	Number of Customers with 1 Extra Recyclables Cart	Number of Customers with 1 Extra Green Cart	
Rowland Heights/South Diamond Bar	1,418	0	92	0	0	630	380	715	

Parcel Counts and Number of Customers		
Rowland Heights/South Diamond Bar		
Land Classification	Parcel Count	Reported Number of Customers
Single Family	11,862	
2 Units	40	
Condominiums		
3 Units	27	
4 Units	73	
5 + Units		
Commercial		
Institutions		
Vacant Land		
Total	12,002	10,718

16.C.7 – Tonnages

Name of Residential Franchise Area	Solid Waste (in tons) Collected in 2020			Solid Waste (in tons) Collected in 2021			Solid Waste (in tons) Collected in 2022			Annual Clean-Up Tonnage	Abandoned Waste Tonnage (in tons)		
	Refuse	Recyclables	Green Waste	Refuse	Recyclables	Green Waste	Refuse	Recyclables	Green/Organic Waste	2022	2020	2021	2022
Rowland Heights/South Diamond Bar	19,904.09	4,486.09	3,590.30	18,158.82	5,052.71	4076.98	15,615.67	5,423.63	4,326.80	99.91	732.47	649.84	776.51

* The information contained in these tables were reported by the current franchisee. However, the proposer is still responsible for independently investigating service conditions in these areas.

16.D.1 County and Contractor Letters

County Letter

(County Letterhead)

XXXX XX, 2017

Dear Property Owner/Tenant:

TRASH COLLECTION SERVICE FOR (NAME OF SERVICE AREA)

The County of Los Angeles Board of Supervisors recently awarded (NAME OF NEW WASTE HAULER) an exclusive seven-year franchise to provide trash collection and recycling services in carts to all single-family and two-unit residential properties within the unincorporated communities of (NAME OF SERVICE AREA) commencing on XXXX XX, 2017. As the administrator of the franchise, Public Works is committed to enhancing the quality of service in your community.

I am pleased to report that the monthly basic rate for standard service will be lowered to \$XX.XX. Please refer to the fact sheet in back of this letter for more information regarding your new service. In addition, (NAME OF NEW WASTE HAULER) will send a welcome packet further explaining the new services as well as information regarding the collection of current carts and delivery of new carts. All outstanding bills to your current waste hauler, (NAME OF OLD WASTE HAULER), should be paid by XXXX XX, 2017.

Multifamily properties (three units or more, condominiums and town homes) and commercial properties have the option to receive their trash and recycling services by continuing bin/dumpster service through their existing hauler, subscribing with any of the County's authorized commercial franchise hauler, or may receive the new franchise cart service by contacting (NAME OF NEW WASTE HAULER) at the number below.

In addition, to ensure a successful and smooth transition, (NAME OF NEW WASTE HAULER) will be conducting community meetings in order to provide additional information and answer questions. Further details to these meetings will be provided by (NAME OF NEW WASTE HAULER) in the upcoming weeks and will also be posted at our website at www.CleanLA.com.

If you have any questions, please call our franchise hotline at 1(888) CLEAN LA (253-2652), Monday through Thursday, 7 a.m. to 5 p.m. You may also contact (NAME OF NEW WASTE HAULER) Customer Service Department at (800) XXX-XXXX, Monday through Friday, 7 a.m. to 5 p.m. and Saturday, 8 a.m. to 12 p.m.

Very truly yours,

GAIL FARBER
Director of Public Works

STEVEN E. MILEWSKI
Senior Civil Engineer
Environmental Programs Division

CW:



County of Los Angeles Department of Public Works

(NAME OF SERVICE AREA)
TRASH COLLECTION FRANCHISE



When will the new franchise waste collection services begin?

The new services are scheduled to begin XXXX XX, 2017.

Who will be my new waste hauler?

(NAME OF NEW WASTE HAULER) will be your new waste hauler.

How was the new waste hauler selected?

The County utilizes a competitive process in selecting a waste hauler. Invitations are sent to all permitted waste haulers to submit proposals. The proposals are then evaluated based on specified criteria such as proposed rate, work plan, experience, financial strength, and other factors. This process ensures quality service at competitive rates.

What will my new rate be under the new agreement?

Beginning on (DATE OF FIRST DAY OF SERVICE), the rates will be \$XX.XX per month for basic service and \$XX.XX per month with senior discount (for qualifying seniors). These rates will be fixed for at least the first year of service.

What if I have questions?

Call (NAME OF NEW WASTE HAULER) Customer Service Department at (800) XXX-XXXX, call the County at 1(888) CLEAN LA (253-2652), or attend the community meetings.

What service features are included in the basic rate?

All (NAME OF NEW WASTE HAULER) customers receive:

- Once a week automated refuse, green-waste and recyclables collection service
- One 96-gallon trash cart, one 96-gallon green-waste cart, and one 96-gallon recyclables cart (carts smaller than 96-gallon are available upon request)
- One extra green-waste cart and/or one extra recyclable cart free of charge, upon request
- Additional carts beyond the allotted free carts can be requested at the low rate of \$5 per month
- Holiday Tree curbside collection service
- Annual curbside clean-up event (including electronic waste) for residential customers
- Four (4) on call pick-ups a year of bulky items
- Four (4) on call pick-ups a year of excess green-waste in bags and bundles
- Four (4) on call pick-ups a year of excess trash in bags
- SHARPS collection and disposal services for needle, lancets, etc. upon request
- Roll-out service for qualifying elderly and/or disabled customers, upon request
- 25 percent senior discount for heads of household 62 or older who either (a) qualify for utility rate discounts based on financial need or (b) generate small amounts of waste and use a 35-gallon cart for trash
- Collection and disposal of abandoned waste found in alleys and public right-of-ways
- Mulch and compost giveaways

Contractor Letter

(Waste Hauler Letterhead)

Dear Customer:

The County of Los Angeles Board of Supervisors recently awarded an exclusive seven-year franchise agreement to (NAME OF NEW WASTE HAULER) to provide trash collection and recycling services in carts to all single-family and two-unit residential properties within the (NAME OF SERVICE AREA) franchise area. Effective (XXXXX XX, 2017), (NAME OF NEW WASTE HAULER) will be the new waste hauler for your community. We look forward to providing you the highest quality of solid waste and recycling services.

Standard services will include three new 96-gallon carts: one black for household trash, one blue cart for recyclables, and one green cart for green waste at a monthly rate of \$XX.XX per month, a savings of XX%. As a (NAME OF NEW WASTE HAULER) customer, you are also entitled to free on-call bulky item collections four times per year, holiday tree collection, and curbside community cleanups. Senior residents may be eligible for a 25% discount if they meet the criteria. For a summary of your new services and rates, enclosed are the Rate Sheet and Terms and Conditions. Please contact our Customer Service Department for additional information or to request special services such as roll-out/back yard service, discount (senior), smaller 64 or 32-gallon carts, or extra carts.

Your new 96-gallon carts will be delivered between the hours of 6:00 am to 6:00 pm on one of your trash collection days during the period of XXXXX XX, 2017 through XXXXX XX, 2017. Removal of your (NAME OF OLD WASTE HAULER) carts will occur simultaneously the same day. If delivery and removal do not occur by 6:00 pm, please take in your (NAME OF OLD WASTE HAULER) carts and remember to continue taking them out and leaving them at curbside up to 6:00 pm on the following trash collection day until they are removed and new (NAME OF NEW WASTE HAULER) carts are delivered. Please begin using your new (NAME OF NEW WASTE HAULER) carts as you receive them and (NAME OF OLD WASTE HAULER) will service them until October 31, 2014. (NAME OF NEW WASTE HAULER) will begin service under the new franchise agreement on XXXXX XX, 2017.

To better provide residents with information regarding services under the new franchise agreement and answer questions that residents may have, (NAME OF NEW WASTE HAULER) will be conducting community information meetings. These meetings will be held at the (NAME OF LOCATION AND ADDRESS), on the following dates:

- Thursday, XXXXX XX, 2017, at 6:00 p.m.
- Saturday, XXXXX XX, 2017, at 10:00 a.m.

(NAME OF NEW WASTE HAULER) is a family owned and operated local solid waste and recycling company serving Southern California since 1986. Our ownership is three generations strong with a combined total of close to 100 years' experience in the waste and recycling industry, and we look forward to providing your solid waste and recycling needs. We greatly appreciate the opportunity to provide quality service in your community.

Should you have any questions or concerns, please contact us toll-free at XXX-XXX-XXXX Monday through Friday from 7:00 am to 5:00 pm and Saturdays from 8:00 am to 12:00 pm.

Sincerely,
(NAME OF NEW WASTE HAULER)

16.D.2 Non-Collection Notice

Hauler Logo

NON-COLLECTION NOTICE

Your container was not collected due to the reasons checked below. Please contact (Waste Hauler Name) customer service when corrections have been made.

- ☐ 1. Unpermitted waste such as household hazardous waste, electronic waste, batteries, and fluorescent tubes were placed in the containers. Contact the County of Los Angeles hotline at 1(888) Clean LA or visit their website at www.CleanLA.com for more information.
- ☐ 2. Due to unsafe service conditions.
- ☐ 3. ALL waste must be inside containers provided to you with the exception of pre-arranged bulky or excess item pick-ups.
- ☐ 4. Your containers or bulky item waste was not set out at the collection set out site.
- ☐ 5. Your container exceeds weight limitations (Waste Hauler to provide maximum weight restrictions for each size of cart and/or dumpster).
- ☐ 6. Your account is past due.
- ☐ 7. Premises are not safely accessible to vehicles.
- ☐ 8. Your recyclables (blue) container is contaminated with trash and/or green waste, and/or manure.
- ☐ 9. Your organics container is contaminated with trash and/or recyclables, and/or manure.
- ☐ 10. Your trash container is contaminated with manure.
- ☐ 11. Your manure container is contaminated with trash and/or recyclables, and/or organics.
- ☐ 12. Other: _____

If the above is corrected by 12:00 p.m. today, please contact our customer service department at (Waste Hauler Telephone Number) and we will return and collect today at no charge.

16.D.3 Terms and Conditions

TERMS AND CONDITIONS

What We Will Collect. We will collect residential refuse, green waste, and recyclables in carts we provide, within one week of your requesting services. You must place refuse, recyclable materials, and organics in the appropriate carts. Materials placed outside of carts will not be picked up unless previous arrangements have been made.

When Carts are Allowed at Set-Out Site. Carts must only be placed at the set-out site for collection within the hours 5:00 p.m. on the day before scheduled collection and 8:00 p.m. on the day of collection or 2 hours after collection, whichever is later.

We Will Not Collect Hazardous Waste. State law prohibits disposal of hazardous materials and certain electronic devices in your trash. These include: most paints, pesticides, petroleum derivatives such as motor oil and solvents, electronic devices such as cathode ray tubes (as in TV and computer monitors), LCD and plasma screens. Other items banned from disposal include: batteries, thermostats, computers, telephones, answering machines, radios, stereo equipment, tape players/recorders, phonographs, videocassette players/recorders, calculators, aerosol cans, fluorescent lights, and certain mercury-containing devices. If these items are identified in your trash, your cart will be tagged and not serviced. Certain electronic devices may be separately collected. For additional safe and legal disposal options, call 1(888) CLEAN LA or visit www.CleanLA.com.

When We Will Collect. We will make collections once a week between the hours of 6:00 a.m. to 6:00 p.m. on the same day of the week (Monday through Friday) each week. If your scheduled collection day falls on or after a holiday, collection will be delayed during the holiday week by one day (Friday customers will have their collection on Saturday). The holidays we observe are Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day. Should there be a permanent change in your scheduled collection day, we will notify you in advance. If we miss your collection, please call us and we will return to pick it up, without charge, on the same day if you call before 3:00 p.m. or on the next collection day if you call after 3:00 p.m.

How Much We Will Charge. We will charge all our customers the rates shown on the Rate Sheet for standard services and any additional requested services.

Where We Will Pick Up. On your scheduled collection day, except if you have roll-out service, you must place your carts at the agreed set-out site with carts facing the street and 18 inches apart from each other. Handles and wheels must be facing the curb. If we agreed to collect on private driveways or pavement, we will ask you to sign a waiver of damage liability and/or indemnification.

How to Request Replacement for Stolen Carts. We will replace stolen carts within 7 days of customer's request. Carts will be replaced without additional charge provided the customer submits a police report. Otherwise, customer will be charged a fee.

How to Receive Roll-Out Service. We can bring your carts out to the pickup point, at no additional charge, for residential customers who certify they are not able-bodied or are elderly (over the age of 62) and have no able-bodied person residing in their household. Roll-out service will be provided to these customers during their weekly collection of trash, recyclable materials, and organics, as well as during the annual curbside clean-up event, holiday tree pick-ups, and additional on-call pickups. These services are also available to any other customer upon request at the charge listed on the rate sheet. We will ask you to sign a waiver of damage liability and/or indemnification prior to providing this service.

How to Change to Different Sized Carts. If you have space restrictions at your container storage or set-out site, you may request alternatives to 96 gallon carts, in the same aggregate capacity, free of charge.

Difficult to Service. At a charge listed on the rate sheet, this service is available to difficult to service areas, such as cul-de-sacs or hills, where automated collection vehicles cannot safely drive or to any other customer upon request.

Weight Limitations of Carts. The weight limit for each automated cart is as follows: 96 gallon cart = XXXX lbs., 64 gallon cart = XXXX lbs., 32 gallon cart = XXXX lbs. If carts are found to be over these weight limits, they will be tagged and not serviced.

Annual Curbside Clean-Up Event. We will conduct a Clean-Up Event once per year wherein we will collect unlimited amounts of bulky items, excess solid waste, up to 2 passenger car or pickup truck tires, and certain electronic devices free of charge. We will collect construction and demolition debris only if they are in up to two bags, containers, or bundles each weighing 70 pounds. Notification containing details of the Annual Clean-Up Event will be sent to customers at least two weeks in advance.

Holiday Tree Pickups. We will collect your holiday trees (such as Christmas trees and Hanukkah bushes) placed at the curb on your regularly scheduled collection day during the period of three weeks following December 25th. You must strip them of ornaments, garlands, tinsel, flocking and stands.

On-Call Bagged Green Waste Pickups. We will collect extra green waste set out at the curb on your next regularly scheduled pickup day if you call us at least 24 hours in advance. Green waste must be in bags or bound bundles less than 4 feet in length, up to 10 bags/bundles per pickup, four times per year at no additional charge.

On-Call Bagged Refuse Pickups. We will collect extra refuse set out at the curb on your next regularly scheduled pickup day if you call us at least 24 hours in advance. Refuse must be in bags, up to 5 bags per pickup, four times per year, at no additional charge.

On-Call Pickups of Bulky Items. We will collect bulky items set out at the curb on your next regularly scheduled pickup day if you call us at least 24 hours in advance. Bulky items will be picked up at no additional charge up to 4 times per year with a maximum of 10 items per pickup. Examples of bulky items include discarded furniture (such as chairs, sofas, mattresses, box springs, and rugs); appliances (such as refrigerators, range, washers, dryers, water heaters, dishwashers, plumbing, and other similar items) and construction and demolition debris in up to two 70-pound containers.

Additional On-Call Pickups of Bulky Items. We will collect bulky items, in excess of four times per year, on your next regularly scheduled pickup day, at the charges listed on your rate sheet, if you call us at least 24 hours in advance.

Additional Customer Options Regarding Recyclables. Customers may donate or sell any or all of their recyclables to persons other than this waste hauler.

When You Must Pay. Residents are billed for services three months in advance. We mail you your bill on or after the first day of your billing period, for example, on April 1 for the billing period of April, May, and June. Your bill is due no later than the last day of the first month, for example, on April 30. If we do not receive payment by the last day of the second month, for example, on May 31, your bill will become delinquent and an additional 10% fee will be added to the balance. We may terminate your service if you do not timely pay your service fees. There will be a charge of \$25.00 for interruption of service and a \$25.00 fee on returned checks.

Customer Termination Rights and Right To Self-Haul. You may terminate service without cause at any time by giving us 21-day notice. You also have the right to self-haul your waste instead of subscribing to our service.

To receive additional information regarding these terms and conditions or your service, please call us toll-free at 1-888-XXX-XXXX between 7am and 5pm weekdays, except holidays and from 7am to 12pm on Saturday. You may come to our office located at (WASTE HAULER ADDRESS) or you may mail correspondence to our office address. If we do not satisfactorily resolve any complaint, you may call the County at 1-888-CLEAN LA (or 253-2652).

Thank you for allowing (WASTE HAULER NAME) to serve you!

16.D.4 - Service Brochure

What Can Go in the Green Cart?

YES! : ALL FOOD SCRAPS

Vegetables, Fruits, Meat, Eggs and Shells, Coffee Grounds, Bread, Cheese Pasta, and All Food and Yard Waste

NO! : Recyclables, Trash, Compostable Plastic, Hazardous Waste, Oil, Gloves, Stickers, Ties, Food Packaging and All Non-Food Items



South Bay Residential Franchise Universal Waste Systems Inc.



Universal Waste System Inc. (UWS) was awarded a franchise agreement with the Los Angeles County Public Works for the unincorporated communities in the South Bay. UWS is committed to a smooth transition for our customers. The information contained in this pamphlet should answer any questions that you may have. If you have any additional questions, we can be reached at (800) 631-7016.

UWS is a comprehensive municipal solid waste and recycling company providing service to thousands of satisfied residential and commercial customers throughout Southern California. UWS is quickly approaching its 27-year anniversary. UWS remains true to its roots, operating in the tradition of providing excellent services at honest prices. UWS is also family based, with three generations of the Blackburn family currently operating and managing the company.

UWS is equipped with a wide range of physical resources and inventory sufficient to satisfy all service obligations. UWS currently operates five locations throughout Southern California, employing a fleet of clean-fuel collection vehicles that set the standard for safety, appearance and environmental compliance.

UWS provides a broad range of residential, commercial and industrial waste and recycling service. We are here to assist you with all of your waste and recycling needs. We look forward to offering you the highest quality of solid waste and recycling services at a competitive price.

"Large enough to service your disposal needs, yet small enough to care"



HOW MANY CARTS WILL I GET AND WHEN?

Each household will receive three carts. The GRAY cart is to be used for trash. The BLUE cart is to be used for recyclable material and the GREEN cart is to be used for green waste and FOOD WASTE. Additional carts are available upon request for an additional charge. If you require a smaller container due to access or physical limitations UWS will be happy to replace your containers upon request. To order additional containers or smaller containers please contact customer service.

Standard household family services include:

- Once-a-week automated trash, recycling, and green waste collection service
- One 96 gallon refuse cart per residence
- One 96 gallon green waste / food waste cart per residence
- One 96 gallon commingled recyclables cart per residence
- Free Holiday Tree Collection Services
- Annual curbside clean-up events (including certain electronic devices)
- Annual Mulch and Compost Give Away
- Free SHARPS program to qualifying residents
- Used Clothing Collection Events
- Alternative to 96 gallon containers – upon request, if you have space limitations, you may receive either 64 or 32 gallon containers
- Roll-out service – upon request, for qualifying elderly and disabled customers
- Bulky Item and Electronic Waste Collection FOUR times per year including excess trash and landscaping.

**UWS will collect bulky items and electronic waste on your collection day. To ensure a timely removal and receive set out instructions UWS requests that you contact customer service and inform them of the items that are being placed out. Customer service can be reached at (800) 631-7016.

WILL MY COLLECTION DAY CHANGE?

No, please continue to place your carts out on your current collection day.

WHERE DO I SET MY CARTS OUT FOR COLLECTION?

Carts should be positioned in the edge of the street, against the curb. The handle of the cart should face your house. When your carts are delivered, they will be placed at the best location for pickup. After collection, roll your carts to a safe storage location. Do not leave the cart at the curb where it may be stolen or damaged.

WHEN DO I SET MY CARTS OUT?

Carts should be set out for collection by 6 a.m. on your collection day. You may set your cart out the night before to ensure your cart is picked up, but no earlier than 5 p.m. After collection, you should remove your cart from the curb and store it in a convenient place near your house. The container should be removed from the curb by 8 p.m. the day of collection. IF YOUR GARBAGE PICKUP IS MISSED, call us at (800) 631-7016, and we will return to pick it up the same day if you call before 12 p.m., or on the next business day if you call after 3 p.m.

WHAT ABOUT BULKY ITEMS THAT WON'T FIT IN THE CART?

UWS will be collecting bulky items on your collection day. There is a limit four collection per year. You will need contact customer service prior to setting the item out at the curb in order to receive proper set out instructions and ensure a timely collection.

WHAT IF MY CART IS DAMAGED OR STOLEN?

The cart belongs to Universal Waste Systems Inc. and we expect residents to take reasonable care of this property. It must not be painted, mutilated, altered or modified in any way. If the collection truck damages or destroys your cart, it will be replaced at no cost to you. If the responsibility for the damage of a cart cannot be determined, Universal Waste Systems Inc. will replace it at our expense.



CART DELIVERY

- New containers were delivered on August 22 - 26, 2022

- All residents should have received a minimum of three (3) 96 gallon containers (gray, blue and green). UWS will deliver additional containers according to the customer list received by the existing hauler. If after receiving your containers you need to change your service level, please call UWS customer service.

Additional carts are available to residents upon request. UWS will begin taking requests October 1, 2022.

- If your old carts are not picked up please call Athens Services at (888) 336-8100.

UWS Customer Service can be reached Monday through Friday 8 a.m. - 5 p.m. Saturday 8 a.m. - 12 p.m.

(800) 631-7016

Holiday Schedule

UWS observes the following holidays:

- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving
- Christmas
- New Years

When the holiday falls on a weekday, collection for the remainder of the week will be delayed by one day.



GRAY

- Bamboo
- Ragged pet waste & litter
- Broken glass
- Broken dishes
- Cactus
- Ceramic
- Cereal liners
- Chip bags
- Disposable diapers
- Drycleaner bags
- Egg cartons (Styrofoam)
- Empty motor oil & antifreeze container
- Frozen food boxes
- Incandescent & halogen light bulbs only (no fluorescent tubes or bulbs)
- Garden Hoses
- Larders
- Juice cartons and boxes
- Milk cartons
- Mini-blinds
- Mirrors
- Palm Fronds
- Pet waste
- Plastic Bags
- Plastic bakery trays
- Stretch wrap
- Styrofoam & packing peanuts
- Tissue paper (Kleenex, etc.)
- Toys (plastic)
- Take-out containers
- Wax & plastic-coated cardboard
- Window glass

- No Food Waste



BLUE

- Aluminum trays, plates
- Bleach bottles (#2 plastic)
- Brown paper bags
- Cans (metal food and drink cans)
- Cardboard boxes (corrugated)
- Catalogs
- Cereal boxes (without liners)
- Cigarette packages
- Computer paper
- Cream bottles
- Detergent boxes (laundry)
- Dish soap bottles (#2 plastic)
- Egg cartons (paper)
- Envelopes
- Gift wrap (non-metallic)
- Glass bottles, jars & lids
- Juice bottles (#1 plastic)
- Junk mail
- Magazines
- Newspapers and fliers
- Office paper
- Paint cans (empty)
- Paper towel tubes
- Photocopy paper
- Pizza boxes (clean)
- Plastic containers
- Prescription bottles (empty)
- Salad dressing bottles (rinsed)
- Shampoo bottles (#1 & #2)
- Shoe boxes
- Telephone books
- Tissue boxes
- Toilet paper mbs
- Tub containers (#1 - #7)
- Water jugs



GREEN

- Food waste and landscaping waste will now both be placed in your GREEN container.
- For more information, please see the back of this flyer.
- Brush
- Flower cuttings
- Flowers
- Garden trimmings
- Grass
- Hay
- House plants
- Lawn clippings
- Leaves
- Pruning
- Shrubby
- Straw
- Tree Twigs (less than 4 ft long and 4 inches in diameter)
- Weeds
- Wood Chips
- Yard Waste
- Branches (less than 4 ft long and 4 inches in diameter)
- No Rocks or Dirt

16.D.5 - Rate Sheet

(WASTE HAULER LOGO)

Rate Sheet

XXXX 1, XXXX

To Our Valued (NAME OF SERVICE AREA) Customer:

The County of Los Angeles Board of Supervisors awarded (NAME OF WASTE HAULER) a contract to provide trash collection services in the (NAME OF SERVICE AREA) unincorporated community. The term of this contract is 7 years with two 2-year renewal options for a potential total contract term of eleven years. The initial 7-year term commenced on XXXX 1, 20XX and will end on XXXX 31, 20XX.

Customers will be charged the rates shown below on a quarterly basis. (NAME OF WASTE HAULER) bills for services three months in advance. To request additional services or if you have any questions or concerns, please do not hesitate to call (WASTE HAULER NAME) customer service department, Monday thru Friday 8:00 a.m. to 5:00 p.m. or Saturday 8:00 a.m. to 1:00 p.m., at 1-800-XXX-XXXX.

Basic Service Fee: _____ \$XX.XX/quarter (\$XX.XX/month)

Basic Service Fee with Senior Discount ⁽¹⁾: _____ \$XX.XX/quarter (\$XX.XX/month)

⁽¹⁾ A Senior Discount of 25% will be given to residents who meet the following criteria: head of household, 62 or older, and who either (a) qualify for utility rate discounts based on financial need or (b) generate small amounts of waste and use a 32-gallon cart for trash.

Additional Services and Surcharges: These services are available upon request.

Manure Service	\$XX.XX/quarter (\$XX.XX/quarter with senior discount)
Bear-Resistant Cart	\$XX.XX/quarter (\$XX.XX/quarter with senior discount)
Recyclables Cart with Gravity Lock	\$XX.XX/quarter (\$XX.XX/quarter with senior discount)
Additional Containers Above Basic Service, each:	\$XX.XX/quarter (\$XX.XX/quarter with senior discount)
Additional (more than four/year) on-call collection of bulky items, excess trash, and excess green waste	\$XX.XX/collection (\$XX.XX/quarter with senior discount)
Difficult to Service: For any customer who requests this service or for difficult-to-service residential premises (such as hills or cul-de-sacs where collection vehicles cannot safely drive):	\$XX.XX/quarter (\$XX.XX/quarter with senior discount)
Roll-out/backyard service: This service means (WASTE HAULER NAME) brings containers to the curb to be serviced by collection vehicle and returned to the back yard or other designated location for an additional fee of:	
For Qualifying Customers:	Free
Minimum Service (0 to 10 Feet):	\$XX.XX/quarter (\$XX.XX/quarter with senior discount)
Full Service (11 Feet to 50 Feet):	\$XX.XX/quarter (\$XX.XX/quarter with senior discount)
Extended Full Service:	\$XX.XX/quarter (\$XX.XX/quarter with senior discount)

Form C



FORM C

**MONTHLY
DISPOSAL QUANTITY REPORTING
FOR THE LOS ANGELES COUNTY UNINCORPORATED AREAS
For Use by Solid Waste Enterprises/Recyclers/Waste Haulers**

Hauling Company Name: _____ Reporting Period (Month / Year): _____ / _____
 Facility Address: _____
 (Issued by L.A. County Dept. of Health Services)

Phone No.: (_____) _____
 Facility Contact Person (Print): _____
 Signature: _____

If the company doesn't have a Waste Collector Permit, please explain:

Residences	Multi-Family	Businesses

Total Number Served by Reduce Collection:

Total Number Participating in Recycling Program:

Total Number Participating in Green Waste Program:

ALL QUANTITIES MUST BE REPORTED IN TONS

Name of Unincorporated Community or GOO or Residential Franchise Area	Type of Load (Residential, Commercial, or Multi-Family)	Total Quantities Collected	Quantities Electronic Waste		Quantities Diverted (Recycled/Reused/Beneficial Use)																Quantities Sent to Solid Waste Facility						
					Bulky Items		C & D Debris		Glass		Metal		Other Organics		Paper		Plastic		Yard Waste								
CEW / CRT	Other	Furniture (Chairs, sofas, Mattresses, Etc.)	Tires (Passenger Tires)	White goods	Inert Solids (Concrete, Brick, Sand)	Mixed Debris (Wood, Drywall, roof Shingles, etc.)	CA Redemption Value Glass	Other Recyclable Glass	Aluminum Cans	Bi-Metal Containers and Tin Cans	Non-Hermetic Metals	Food Wastes	Manure	Tires, Textiles, and Rubber Products	Corrugated Cardboard	High Grade Paper	Newspaper	High Density Polyethylene (HDPE)	Polyethylene Terephthalate (PET)	Other Plastic	Green Waste	Holiday Trees	Special Waste	Mixed Recyclables	Commingled or Disposal	Solid Waste Facility Utilized	

Form L



CUSTOMER SERVICE CALL LOG

For Los Angeles County Unincorporated Areas

For Use by Residential Franchise/Garbage Disposal District/Commercial Trash Collection Franchise Waste Handlers

FORM L

Waste Hauler Name ¹: _____ Contract Type ²: _____ Reporting Period ³: _____

Waste Hauler Address: _____ Residential Franchise Area / Garbage Disposal District Name: _____ Contact Person: _____

Phone No.: _____

[illegible]

* - required field
C - required field for Commercial Trash Collection Franchise Waste haulers only
A - required field - Use Codes for Nature of Call A - Billing Inquiries and Disputes, B - Complaints, C - Property Damage, D - Waste Removal Request, E - General Info, F - Bully Item Removal Request, G - Collections, Missed Collections, and Related Issues, H - Container Related, I - Message From Driver/Supervisor, J - Service Cancellation/Termination Issues

Form V



Waste Hauler Vehicle List

Annual survey for reporting Waste Hauler fleet vehicles (Annually, or as needed)

[illegible]

Under the "Type of Material Collected" column, dropdown options with slashes indicate that materials were collected in separate loads.

EXHIBIT 17 – Contractor Documentation

All documentation listed below is to be attached to CONTRACT as Exhibit 17. Use of Director provided templates is required where applicable.

A. Notice to Director Required

1. CONTRACTOR's Permit and Permit Application

Include all Permits required by County Code (such as a waste collector Permit from County Department of Public Health) or other Applicable Law. Including Green Waste Quarantine Zone Agreement with CDFA.

2. No Longer Used

3. Container Specifications

Include Container capacity options, color, manufacturer's orders and invoices, label content and placement (item D of Exhibit 3A1).

4. Vehicle Specifications

Include vehicle identification number, model, make, year, purchase order (if applicable) and fuel type.

5. Subcontractors

Include Subcontractors' names, the amount of Goods or Services less than \$50,000 that each Subcontractor provides to CONTRACTOR, and a description of CONTRACTOR's relationships to each Subcontractor, including ownership interests; but excluding Director-approved Subcontractors (Part 9M of Exhibit 5).

6. Office Address

See Section 6A and Section 6B1, Contractor Office Hours.

B. Director Consent Required

1. Form of Non-Collection Notice (Section 4C)

Include any Green Waste exclusions.

2. Waiver of Liability

Include form of any waiver of liability (Section 4B1) and form of any Indemnification (Part 4 of Exhibit 5)

3. **Terms and Conditions Summary (item L1 of Exhibit 3A1)**

4. **Unpermitted Waste Screening Protocol (Section 13)**

5. **Acknowledgment**

Receipt of fact sheets relating to form of Nonemployee Injury Report (Part 4B6 of Exhibit 5) and Safely Surrendered Baby Law (Part 12B2 of Exhibit 5).

6. **Insurance and Performance Assurance (Part 4 of Exhibit 5 and Section 15)**

7. **Internal Revenue Service Notice 1015 (Part 12B1 of Exhibit 5)**

8. **CONTRACTOR's EEO Certification (Part 12D3 of Exhibit 5)**

9. **No longer used**

10. **Sharps Collection (item H6 of Exhibit 3A1)**

11. **Mulch and Compost Giveaway Program (item H7 of Exhibit 3A1)**

12. **No longer used**

13. **Director-Approved Subcontractors**

Include Subcontractors' names, the amount of Goods or Services more than \$50,000 that each Subcontractor provides to CONTRACTOR, and a description of CONTRACTOR's relationships to each Subcontractor, including ownership interests (Part 9M of Exhibit 5).

14. **Backup Service Plan (Section 11C)**

15. **Key Personnel (Section 4J)**

With contact information (name, address, Office and mobile phone numbers, e-mail address)

a. ALL CONTRACTOR MANAGERS (see definition of "Contractor Manager" in Attachment 5-10A)

b. AUTHORIZED REPRESENTATIVE OF CONTRACTOR (Part 9H of Exhibit 5)

c. SERVICES SAFETY OFFICIAL (Part 12E1 of Exhibit 5)

16. **Route Maps**

Route maps are to indicate all starting and ending points.

17. Solid Waste Facilities

Designated by CONTRACTOR (item F of Exhibit 3A1) prior to the start of the CONTRACT and notify Director prior to any change of facility or Notify Director within CONTRACTOR being notified by the facility of a change in the rate at a facility, including the following information:

- Name, location, owner, and operator, with telephone contact;
- Types of materials accepted and rejected;
- If applicable, methodology used by each Processing facility for allocating materials, including Disposed residue, to the Service Area, with sample Reports;
- Reasons for changing the facility designation in the future;
- Rate charged per ton of waste, and
- Ultimate destination of Refuse and Green Waste when there is an initial facility, such as a transfer station.

CONTRACTOR is to put the rate that facilities will charge per ton for Disposal and Diversion at the start of the CONTRACT on Form PW-2 and update the facility list and rates as they change.

CONTRACTOR may designate a new facility that has higher fees than the prior facility, but it may not pass increased costs to its Customers or the COUNTY by increasing the Service Fee. The Service Fee will not be adjusted to compensate CONTRACTOR if costs at the new facility are greater than those at the prior facility. Item E of Exhibit 7 is not applicable.

18. Additional CONTRACTOR Commitments

Those made in its proposal for procurement of this CONTRACT (item M of Exhibit 3A1).

19. Transition Roll-Out Plan (item K of Exhibit 3A1)

20. Difficult to Service Occupants (Item O of Exhibit 3A1)

CONTRACTOR must explain to Director:

- Why CONTRACTOR proposes changes Service Specifications for an address on Director's difficult-to-service list under Item O of Exhibit 3A1, and
- What changes CONTRACTOR will make for alternative Collection, such as different Collection Vehicle or manual Collection.

21. Movement of Green Waste

CONTRACTOR shall comply with all Applicable Laws regarding transportation of Green Waste, including the California Department of Food and Agriculture's (CDFA's) regulations that quarantine certain types of Green Waste and restrict its movement. See the following website for more information: (<https://www.cdfa.ca.gov/plant/pe/InteriorExclusion/quarantine.html>).

CONTRACTOR shall give Director a copy of either of the following:

- Application to CDFA for the agreement
- The completed CDFA agreement

22. RNG Alternative Procurement Plan

CONTRACTOR shall assist the COUNTY in meeting the procurement obligation for SB 1383's Procurement of Recovered Organic Waste Products. CONTRACTOR shall ensure recovered Organic Waste products are made from California, as defined in 14 CCR Section 18982(a)(60). CONTRACTOR must follow and utilize the approved plan for the Procurement of Recovered Organic Waste Products as submitted in accordance with item C3a of Section 3.

CONTRACTOR shall procure RNG derived from recycled Organic Waste that meets SB 1383 regulations Section 18993.1(h) requirements in the amount of, at least, 25 percent of their total fuel usage for servicing their Service Area when RNG becomes adequately commercially available for use in California.

CONTRACTOR shall agree that the COUNTY has the sole right to report this RNG procurement towards the COUNTY's fulfilment of its annual recovered Organic Waste product procurement target defined in accordance with 14 CCR Section 18993.1.

CONTRACTOR shall maintain records of all fuel contracts and purchases and provide to COUNTY upon request in addition to fulfilling reporting requirements stipulated under item A2 of Section 10 Reports. CONTRACTOR will be exempt from this requirement if fuel equivalency used for CONTRACTOR's Collection Vehicles exceeds 75 percent electric. If CONTRACTOR's fuel equivalency used exceeds 75 percent electric, then CONTRACTOR's remaining non-electric fuel usage shall be SB 1383 eligible RNG.







CONTRACTOR may propose an alternative procurement plan, as listed in item J4 of Exhibit 3A1, with justification for why RNG procurement is not feasible or reasonable, provided the plan meets the RNG equivalent of 25 percent total fuel usage and the requirements of SB 1383, Article 12, Section 18993.1(h). Implementation of such plan is subject to COUNTY approval.

**EXCLUSIVE FRANCHISE CONTRACT FOR THE AREAS OF ROWLAND HEIGHTS/SOUTH
DIAMOND BAR**

EXHIBIT 17—CONTRACTOR DOCUMENTATION

A. NOTICE TO DIRECTOR REQUIRED

SIGNATURE PAGE 1 of 3

TITLE	TOTAL NO. OF PAGES	CONTRACTOR INITIALS	COUNTY INITIALS
A.1 Contractor's Permit and Permit Application	11		gs
A.2 Intentionally Omitted	1		gs
A.3 Container Specifications	7		gs
A.4 Vehicle Specifications	2		gs
A.5 Subcontractors	2		gs
A.6 Office Address	2		gs



DIRECTOR

6/25/25

DATE




















CONTRACTOR






6-18-2025

DATE

**EXCLUSIVE FRANCHISE CONTRACT FOR THE AREAS OF ROWLAND HEIGHTS/SOUTH
DIAMOND BAR
EXHIBIT 17—CONTRACTOR DOCUMENTATION
B. DIRECTOR CONSENT REQUIRED
SIGNATURE PAGE 2 of 3**

TITLE	TOTAL NO. OF PAGES	CONTRACTOR INITIALS	COUNTY INITIALS
B.1 Form on Non-Collection Notice	2		gs
B.2 Waiver of Liability	2		gs
B.3 Terms and Conditions Summary	7		gs
B.4 Unpermitted Waste Screening Protocol	4		gs
B.5 Acknowledgement	2		gs
B.6 Insurance and Performance Assurance	14		gs
B.7 Internal Revenue Service Notice 1015	2		gs
B.8 Contractor's EEO Certification (Form PW-7)	2		gs
B.9 Intentionally Omitted	1		gs
B.10 Sharps Collection	2		gs
B.11 Mulch and Compost Giveaway Program	2		gs
B.12 Intentionally Omitted	1		gs
B.13 Director-Approved Subcontractors	2		gs
B.14 Backup Service Plan	3		gs
B.15 Key Personnel	2		gs
B.16 Route Maps	9		gs
B.17 Facilities and Solid Waste Facilities	2		gs

**EXCLUSIVE FRANCHISE CONTRACT FOR THE AREAS OF ROWLAND HEIGHTS/SOUTH
DIAMOND BAR
EXHIBIT 17—CONTRACTOR DOCUMENTATION
C. DIRECTOR CONSENT REQUIRED
SIGNATURE PAGE 3 of 3**

B.18 Additional Contractor Commitments	2		gs
B.19 Transition Roll-Out Plan	5		gs
B.20 Difficult to Service Occupants	5		gs
B.21 Movement of Green Waste	5		gs
B.22 RNG Alternative Procurement Plan	2		gs



DIRECTOR

6/25/25

DATE



CONTRACTOR

6-17-205

DATE

Type text here

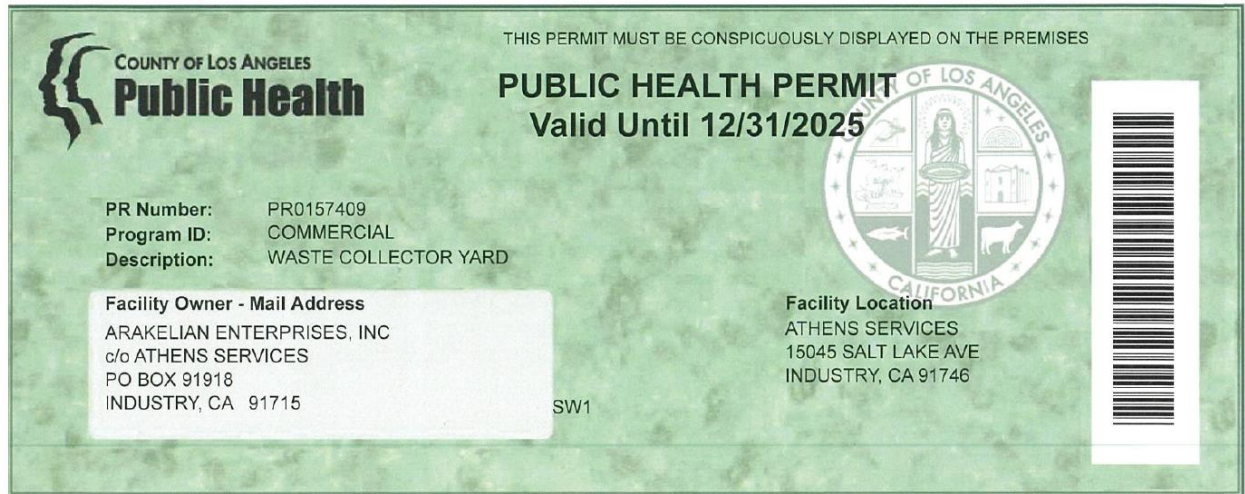
Exhibit 17-Contractor Documentation

Item A.1 – CONTRACTOR’S PERMIT AND PERMIT APPLICATION

This item consists of 11 pages (including this page).






Item A.1 – CONTRACTOR’S PERMIT AND PERMIT APPLICATION

- Athens Services, County of Los Angeles Waste Collector Permit from the Los Angeles County Department of Health Services. The current Waste Collector Permit is operational for calendar year 2025 (Number PR0157409);
- Athens Services, California Integrated Waste Management Board Covered E-Waste & Recycling permit; Per Athens Services, they received confirmation from CalRecycle that this permit is not needed.
- Athens Services, California Integrated Waste Management Board Waste Tire Hauler permit for calendar year 2025 (TPID # 1323441);
- Athens Services, Department of Toxic Substances Control EPA Number as a hazardous waste generator/handler (CAL000223044);
- Athens Services, California Department of Food and Agriculture Permit/Compliance Agreement for transporting green waste (19-GWCD-10)



California Integrated Waste Management Board Covered E-Waste & Recycling permit

RE: A.1 Permits

 Christian Warner <CWarner@athensservices.com>
To:  Christine Wong
Cc:  Clark Ajwani;  Janette Darbinyan;  Jose Pedraza Acoasta
Retention Policy LACOUNTY 5 Year Delete (5 years)

Expires 5/14/2030

CAUTION: External Email. Proceed Responsibly.

Christine,

This was all shared verbally from Cal Recycle so we do not have any emails, we only have the description of what they explained to us below in my previous email.

Christian

From: Christine Wong <ccwong@dpw.lacounty.gov>
Sent: Tuesday, May 6, 2025 6:24 AM
To: Christian Warner <CWarner@athensservices.com>
Cc: Clark Ajwani <CAJWANI@dpw.lacounty.gov>; Janette Darbinyan <JDarbinyan@dpw.lacounty.gov>; Jose Pedraza Acoasta <JAcoasta@dpw.lacounty.gov>
Subject: RE: A.1 Permits

[EXTERNAL EMAIL] [DO NOT CLICK] on any links or attachments unless you recognize the sender and know the content is safe.






Good morning Christian,





Do you have an email from CalRecycle with this information that we can include in the contractor documentation?

Thank you,

Christine Wong
Administrative Services Manager
Los Angeles County Public Works

RE: A.1 Permits

 Christian Warner <CWarner@athensservices.com>
 To:  Christine Wong
 Cc:  Clark Ajwani;  Janette Darbinyan;  Jose Pedraza Acosta
Retention Policy LACOUNTY 5 Year Delete (5 years)

 Reply  Reply All  Forward  

Thu 5/15/2025 12:14 PM

From: Christian Warner <CWarner@athensservices.com>
 Sent: Monday, May 5, 2025 4:05 PM
 To: Christine Wong <cwong@dpw.lacounty.gov>
 Cc: Clark Ajwani <CAJWANI@dpw.lacounty.gov>; Janette Darbinyan <JDarbinyan@dpw.lacounty.gov>; Jose Pedraza Acosta <JAcosta@dpw.lacounty.gov>
 Subject: RE: A.1 Permits

CAUTION: External Email. Proceed Responsibly.

Christine,

Is this a permit that your other haulers have in other areas? The reason I ask is because this does not align with what the CEW program supervisor told us in 2022.

CalRecycle cancelled our CEW account a few years ago (2022) because they said that they only want to issue these CEW's to large-scale E-waste handling companies. CalRecycle called us to initiate this cancellation process.

So we described why we have the CEW account – because in 2018 LA County requested it for the Avocado Heights contract. And CalRecycle said that the County curbside collection of E-waste is not a valid reason for the CEW to be issued.

So we are not able to get an active permit for this reason. What do you recommend we do in this situation?

Christian


From: Christine Wong <cwong@dpw.lacounty.gov>
 Sent: Friday, April 4, 2025 10:45 AM
 To: Christian Warner <CWarner@athensservices.com>
 Cc: Clark Ajwani <CAJWANI@dpw.lacounty.gov>; Janette Darbinyan <JDarbinyan@dpw.lacounty.gov>; Jose Pedraza Acosta <JAcosta@dpw.lacounty.gov>
 Subject: A.1 Permits

[EXTERNAL EMAIL] [DO NOT CLICK] on any links or attachments unless you recognize the sender and know the content is safe.

Good morning Christian,

The CIWMB permit (CEW ID# 100376) that was provided to us is listed under E-Recycling in the CIWMB website. I understand that E-Recycling processes e-waste on behalf of Athens Services. However, Athens Services still needs its permit to collect and transport these materials from curbside to the facility where E-Recycling picks them up. As such, Athens should have its own CEWID permit as a collector.

Per the CIWMB website, permit 116968 is listed under Athens Services but is currently inactive. Please see screen print below for reference and provide us an active CEWID permit under Athens.



Search

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[Home](#) » [Electronics](#) » [Collector/Recycler](#) » Details

Directory of Approved Collectors and Recyclers of Covered Electronic Waste

New Search

Organization
 Athens Services (CEWID: 116968)

Current Status
 Inactive

Mailing Address
 P.O. Box 60009
 City of Industry, CA 91716

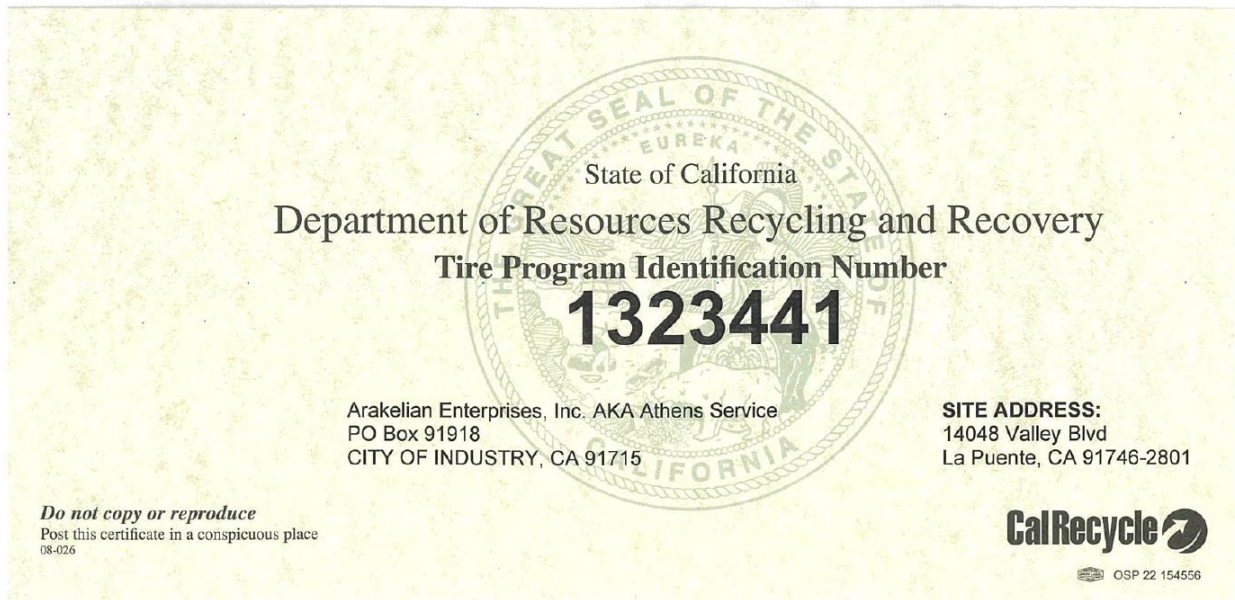
Contact
 David Oeffling (doeffling@athensservices.com)

Phone
 (626) 336-3636

Signatories
 Clint Bartlett
 David Oeffling

Export to Excel

Collector Status	Started ↓	Ended
Inactive	8/31/2022	



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 [Waste Tire Management](#) »
 [Facilities](#) »
 [Search](#) »
 Arakelian Enterprises, Inc. AKA Athens Service

Facility Detail: Arakelian Enterprises, Inc. AKA Athens Service

[New Search](#)

Site Detail

Parent Organization Role Hauler - Registered Site Number/TPID 1323441: Hauler Main Site Site Address 14048 Valley Blvd La Puente, CA 91746-2801 (626) 336-3636	Current Site Roles End Use - Yes Generator - Yes Site Status - Active Site Contact Eric Herbert	Site Name Arakelian Enterprises, Inc. AKA Athens Service Accepting Tires from Public No
--	--	--

Key Topics

[Tire Management Home](#)
[Haulers](#)
[Manifest Program](#)
[Facilities/Permitting](#)
[Enforcement](#)
[Recycling, Markets, & Products](#)
[Grants](#)

Related Links

[WTMS Core Inspector Sign-In](#)
[WTMS Hauler Sign-In](#)
[WTMS Manifest Sign-In](#)



Jared Blumenfeld
Secretary for
Environmental Protection



Department of Toxic Substances Control

Meredith Williams, Ph.D., Director
1001 "I" Street
P.O. Box 806
Sacramento, California 95812-0806



Gavin Newsom
Governor

ATTN: DAVID OEFFLING
ATHENS SERVICES
PO BOX 60009
CITY OF INDUSTRY CA 917160000

EPA ID Number Issued: May 21, 2001
Facility Location:
15045 SALT LAKE AVE
INDUSTRY CA 917460000

PERMANENT RECORD - DO NOT DESTROY.
YOUR CALIFORNIA EPA IDENTIFICATION NUMBER IS:

CAL000223044


This is to acknowledge that a permanent California Environmental Protection Agency Identification (EPA ID) Number has been assigned to your place of business.

An EPA ID Number is assigned to a person or business at a specific site. It is only valid for the location and person or business to which it was assigned. If your business has multiple generation sites, each site must have its own unique number. If you stop handling hazardous waste, move your business, change ownership, change mailing address, or change the type or amount of waste you handle, you must notify the Department of Toxic Substances Control immediately. If your business has moved, your EPA ID Number must be canceled. A new number must be obtained for your new location if you continue to generate hazardous waste.


This EPA ID Number must be used for all manifesting, record keeping, and reporting requirements. Please retain this notice in your files.


Department of Toxic Substances Control
For questions, visit our website at <https://hwts.dtsc.ca.gov> and select reports.


Operator's Initials: NJOSE
Version: January 2017



Department of Toxic Substances Control


Go to ID Profile
Contact Us
Settings


Hazardous Waste Tracking System



Handler Search


Reports


ID Number


Log In

CAL000223044 - ATHENS SERVICES
Status: **ACTIVE**



ID Number Profile	Facility Address	Mailing Address
ID Number: CAL000223044 Facility Name: ATHENS SERVICES ID Number Status: ACTIVE ID Type: PERMANENT ID Category: STATE Entity Types: GENERATOR Issued Date: 5/21/2001 Last Updated: 3/24/2025 Transporter Registration Number: 5480 Transporter Status: Active	15045 SALT LAKE AVE INDUSTRY, CA 91746 LOS ANGELES County (34.020837, -117.975631)	PO BOX 91918 CITY OF INDUSTRY, CA 91715

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF FOOD & AGRICULTURE
COOPERATIVE ACP AND HLB QUARANTINE PROGRAM
COMPLIANCE AGREEMENT (Rev. 10/2023)



COOPERATIVE CITRUS QUARANTINE PROGRAM
COMPLIANCE AGREEMENT for the use with MASTER PERMITS QC 1289 and 1337
[Pursuant to California Code of Regulations 3154 and Applicable CCRs Checked Below]

Provisions for the Intrastate Movement of **GREEN WASTE**
From a State Interior Quarantine for (check all that apply):

- ☒ Asian Citrus Psyllid (3 CCR 3435)
☒ Huanglongbing (3 CCR 3439)
☐ Sweet Orange Scab (3 CCR 3443)

Los Angeles County Agricultural Commissioner's Office
Street Address: 403 W Ave 33
Los Angeles, CA 90031
Phone: (323) 576 - 2762
Contact: Stephanie Fragoso

Compliance Agreement Number: 19-GWCD-10

Establishment Name:	Athens Services			
Owner / Manager Name:	Gary Clifford			
Mailing Address:	14048 Valley Blvd	City:	Industry	Zip: 91746
Physical Address:	14048 Valley Blvd	City:	Industry	Zip: 91746
Phone:	(626) 336 - 3636	E-Mail:	gclifford@athensservices.com	
Cross Street:	605 Freeway	Lat/Long:		

Program:

The Los Angeles County Agricultural Commissioner, the California Department of Food and Agriculture (CDFA), and the United States Department of Agriculture (USDA), cooperating as the Citrus Quarantine Program.

Business/Establishment:

Establishment Name (subsequently referred to as "Establishment"):

Athens Services

BACKGROUND:

The pests known as Asian citrus psyllid (ACP), huanglongbing (HLB), and sweet orange scab (SOS) present a real and ongoing threat to the agricultural industry, environment, and economy of the State of California. Movement of regulated articles and commodities is a recognized channel for the spread of ACP, HLB, and SOS from established areas to new locations. The Citrus Quarantine Program is a cooperative effort between public entities that are responsible for mitigating the movement of citrus pests from regulated areas where the pest is established

to new locations. The list of regulated articles and commodities can be found here:
<http://phpps.cdfa.ca.gov/PE/InteriorExclusion/pdf/acpexhibittr.pdf>.

AGREEMENT:

- A. The Citrus Quarantine Program, hereafter referred to as the Program, will permit your establishment to self-execute the ACP, HLB, and SOS quarantine requirements attached as exhibits checked below, inclusive and incorporated into this agreement by reference as if fully set out. The exhibits checked below are binding:

Check all that apply:

<input type="checkbox"/>	Exhibit GW1	Biomass/Cogeneration
<input type="checkbox"/>	Exhibit GW2	Composter
<input type="checkbox"/>	Exhibit GW3	Landfill
<input checked="" type="checkbox"/>	Exhibit GW4	Hauler/Transporter
<input type="checkbox"/>	Exhibit GW5	Transfer Station

- B. In exchange for the Program's promise contained in sub-paragraph "A" above, the Establishment agrees to abide by the following rules and regulations:
1. Handle, process, and/or move regulated articles in accordance with the ACP and HLB quarantine requirements;
 2. Follow the Program's instructions regarding the use of all permits and certificates;
 3. Maintain and make such records as the Program requires, accessible for inspection upon reasonable notice by the Program Officer. These records shall be maintained for a period of the later of two years or the resolution of any outstanding claims.
- C. This agreement becomes effective on signing and shall remain in effect until canceled by either party on 30 days' notice to the other at the address of either appearing above. However, the Program may accelerate the notice to immediate for cause, including but not limited to the Establishment's abandonment of the procedures outlined in the attached Exhibit(s).
- D. Establishment assumes liability, if any, arising from the way the Establishment sells, handles, or distributes any regulated host material.

NOTICE: Any signatory or employee of any signatory who violates the terms of this Compliance Agreement may be subject to Civil Penalties pursuant to California Food and Agricultural Code Section 5705.

Signed in the County of <u>Los Angeles</u> in the State of California on <u>06</u> / <u>02</u> / 2025	
Establishment Manager/Owner	Program Officer
Print Name: Gary Clifford	Print Name: Stephanie Fragoso
Signature: <i>Gary Clifford</i>	Signature: <i>Stephanie Fragoso</i>

**EXHIBIT: GW4
GREEN WASTE – TRANSPORTER/HAULER**

COMPLIANCE AGREEMENT FOR THE USE WITH MASTER PERMITS QC 1289 AND 1337

PROVISIONS FOR THE INTRASTATE MOVEMENT OF REGULATED GREEN WASTE
ORIGINATING FROM A STATE INTERIOR QUARANTINE AREA FOR (CHECK ALL THAT APPLY)

- ☒ Asian Citrus Psyllid (3 CCR 3435) *
- ☒ Huanglongbing (3 CCR 3439)
- ☐ Sweet Orange Scab (3 CCR 3443)

*Compliance agreement not required when green waste remains within an ACP Nursery Regional Quarantine Zone or moves from Nursery Stock Zone 2 to Zone 3.

A. Green Waste Definitions and Regulatory Movement Requirements

'Green waste' is unprocessed or processed vegetative material which contains any of the following or a mixture thereof: stems, leaves, culls, discarded fruits and vegetables, grass clippings, weeds, yard trimmings, wood/vine/processing/harvesting waste, hulls, bark, branches, logs and stumps, home garden/field/vineyard/grove/orchard residues, duff, mulch, compost, and other miscellaneous plant materials.

1. **'Unprocessed Green Waste'** is 'green waste' in the raw state. It has not undergone any mechanical procedure to lessen pest risk and is therefore a regulated item. Unprocessed green waste originating within an area regulated for the checked pest(s) above may only be moved out of a quarantine area by a hauler and to a receiver operating under a green waste compliance agreement with the California Department of Food and Agriculture (CDFA) or the local County Agricultural Commissioner (CAC).
2. **'Processed Green Waste'** is 'green waste' that has undergone some mechanical procedure to lessen or eliminate the pest risk. Depending upon the degree of processing, it may or may not be a regulated item. The movement of 'Processed Green Waste' is dependent upon the degree of processing (mulch or compost). Refer to items **a** and **b** below:
 - a. **'Mulch'** is 'processed green waste' that has been chipped, ground, or shredded. 'Mulch' is not completely processed and still poses a pest risk and is therefore a regulated item. 'Mulch' originating within an area quarantined for the checked pest(s) above may only be moved out of a quarantine area by a hauler and to a receiver operating under a green waste compliance agreement with CDFA or the local CAC.
 - b. **'Compost'** is 'processed green waste' that has been composted in accordance with California Code of Regulations, Title 14, Division 7, Chapter 3.1. 'Compost' is completely processed and no longer poses a pest risk and is therefore not a

regulated item. The movement of 'compost' is not regulated, and it may be moved within or from any quarantine area.

B. For each of the quarantines checked above, the Establishment agrees to:

1. Establishments Under Compliance

Only transport regulated green waste out of a quarantine area to a biomass/cogeneration facility, composter, landfill, transfer station, or other CDFA or CAC approved receiver operating under a compliance agreement.

2. Safeguarded Conveyance

- a. Transport green waste in a fully enclosed vehicle or trailer, **or**
- b. Transport green waste in a vehicle or trailer covered in a manner, approved by the Program, to eliminate the loss of green waste while in transit.

3. Evidence of Compliance

Place and maintain a copy of the compliance agreement and this exhibit in each transport vehicle.

4. Trailer Cleaning

Ensure the conveyance used to transport green waste is thoroughly cleaned of debris after unloading and prior to leaving the approved receiving facility.

5. Direct Route

Transport green waste from origin to the approved receiving facility by the most direct route feasible, or by a route described in the special instructions below.

6. Spill Notification

Notify the local CAC of a green waste spill as soon as possible, but no later than 24 hours after a spill.

SPECIAL INSTRUCTIONS:

Gary Clifford
Printed Name (Owner/Manager)


Signature of Establishment

6/2/2025
Date

Failure to comply with any stipulation outlined above may result in civil penalties pursuant to California Food and Agricultural Code section 5705 and/or revocation of this agreement.

8/24/2023

Page 2 of 2

Exhibit 17-Contractor Documentation

Item A.2 – INTENTIONALLY OMITTED

This item consists of 1 page (including this page).

Exhibit 17-Contractor Documentation

Item A.3 – CONTAINER SPECIFICATIONS

This item consists of 7 pages (including this page).

Item A.3 – CONTAINER SPECIFICATIONS

Athens has extensive inventory on hand to deliver to our customers and will collaborate with longtime partners Rehrig Pacific Company to supplement all necessary containers to fulfill the County's scope of services. All containers will be color-coded in accordance with CalRecycle specifications and SB 1383 guidelines, including black for trash, blue for recyclables, and green for organics. Containers will be labeled with our company name and telephone number on the front face and labeling to designate the allowed type of waste for that material type. Rehrig Pacific utilizes High-Density Polyethylene (HDPE) resin consisting of up to 40% recycled content material in the manufacturing of all their carts, which makes them 100% recyclable at the end of life. We will offer customers like for like containers in the industry standard sizes of 95 gallon, 65 gallon and 35 gallon sizes.



35 Gallon EnviroGuard Roll Out Cart

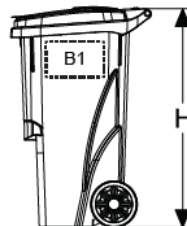
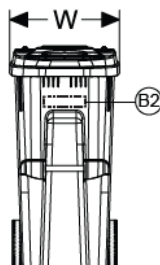
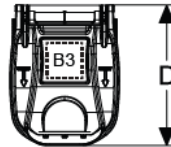


Features & Benefits

- Proven to withstand the rigors of today's household refuse, recyclables and organics collection programs; Backed by 10 year non-prorated warranty
- Meets/Exceeds all ANSI type B & G container standards; Compatible with all ANSI certified Fully and Semi-Automated Lift Arm Lifters
- Constructed of high quality, resilient UV-Stabilized HDPE; Ability to include Post-Consumer Recycled (PCR) material to support your sustainability goals; Available in a wide range of colors
- Continuous one-piece handle provides strong gripping area designed to provide optimum control of a fully loaded cart while the wide wheelbase is designed for easy maneuvering
- Lid is of one-piece construction with a lid handle throughout the front of the lid
- Carts are shipped with lids already attached reducing assembly time
- One piece blow-molded wheels snap on (BMSO) with integrated spacers, taking seconds to assemble
- Permanently imprint cart bodies and/or lids with customized Hot Stamp Branding of Logos and Recycling Slogans; Multi-Colored In Mold Labels (IML's) are also available
- Barcode & Serial Number imprinted to facilitate A&D distribution and manual inventory control and work order tracking
- RFID Tag Enabled option provides innovative asset and participation tracking programs powered by RVision
- Many additional services and technology offerings available and powered by RVision to improve capital utilization, enhance customer experience and prevent capital and revenue losses
- Additional Cart Options: Internal and external locking lids, lid cut outs or vents, locking options, and lid stops

SPECIFICATIONS	IN/LB	CM/KG
Capacity (Gallons / Liters)	35 Gal	132 L
Overall Depth (D)	24.1	61.2
Overall Width (W)	18.5	47.0
Overall Height with Lid (H)	37.5	95.3
Assembled Weight	22.0	9.9
53' Trailer Quantity	1,200	

DECORATION AREAS	WIDTH (IN)	HEIGHT (IN)
Side Brand - Hot Stamp (B1)	10.0	6.0
Barcode & Serial Number (B2)	9.8	1.3
4 Color In Mold Label or Hot Stamp (B3)	7.0	5.5



REHRIG PACIFIC COMPANY

PS9-DES-815-35G-EnviroGuard-ROC_2.22.2023
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Los Angeles, CA

323.262.5145
800.421.6244

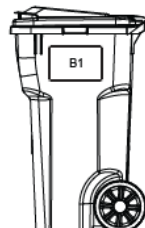
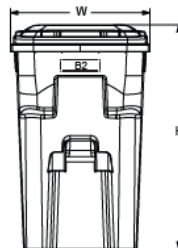
fax 323.269.8506
rehrigpacific.com

65 Gallon EnviroGuard Roll Out Cart



Specifications	IN/LB	CM/KG
Capacity (Gallons/Liters)	65 Gal	246 L
Overall Depth (D)	27.0	68.58
Overall Width (W)	26.5	67.31
Overall Height (H)	43.6	110.74
Assembled Weight	29.75	13.49
53' Trailer Quantity	936	

Decoration Areas	WIDTH (IN)	HEIGHT (IN)
Side Brand - Hot Stamp (B1)	11.5	7.5
Barcode & Serial Number (B2)	9.75	1.25
Lid Brand - Hot Stamp or Label (B3)	11.0	2.25
4 Color in Mold Label or Hot Stamp (B4)	12.0	8.0



Features & Benefits

- Proven to withstand the rigors of today's household refuse, recycling, and organics collection programs; Backed by 10-year non-prorated warranty
- Meets/Exceeds all ANSI type B & G container standards; Compatible with all ANSI certified Fully- and Semi-Automated Lift Arm Lifters
- Constructed of high-quality, resilient, UV-stabilized HDPE – temperature tested to withstand both extreme cold and extreme heat; Flexibility to include Post-Consumer Recycled (PCR) material to support sustainability goals; Available in a wide range of colors
- Continuous, one-piece handle provides strong gripping area designed to provide optimum control of a fully-loaded cart; Wide wheelbase designed for easy maneuvering and stability
- Shipped with lids attached to reduce assembly time; one-piece, blow-molded snap on (BMSO) wheels with integrated spacers takes only seconds to attach for deployment
- Textured body offers optimum gripping surface for fully-automated collection
- Optional customized Hot Stamping of cart bodies and/or lids with permanent logos and recycling slogans; Multi-Colored In-Mold Labels (IML's) also available for on-lid messaging
- Barcode & Serial Number imprinted to facilitate A&D distribution and manual inventory control and work order tracking
- Embedded RFID tag option to support asset management and participation tracking programs
- External, enclosed catch bar allows for the cart to have a smooth inside without holes to mitigate leaking and see page for high-liquid applications
- Additional technology options available, powered by RPC's Vision, to help improve capital utilization, enhance customer experience, and prevent asset and revenue loss
- Able to stack carts up to 13 high for more efficient and cost saving shipping solutions
- Additional Cart Options Available, ranging from locking lids to vents – please contact your Rehrig Pacific Representative for additional information

Corporate Headquarters
4010 East 26th St., Los Angeles, CA 90058
(800) 421-6244 • (323) 262-5145

Locations
Los Angeles, CA • Orlando, FL • Atlanta, GA • De Soto, KS
Erie, PA • Dallas, TX • Kenosha, WI • Quebec, Canada
Querétaro, Qro., Mexico

Web: www.rehrigpacific.com



A FAMILY TRADITION OF GROWTH, SERVICE AND INNOVATION

65GallonEG Cart-10292020
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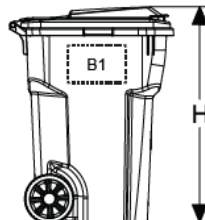
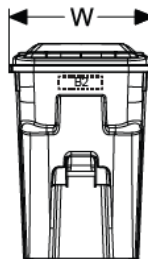
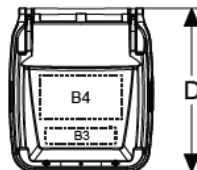
RELY ON REHRIG

95 Gallon EnviroGuard Roll Out Cart



Specifications	IN/LB	CM/KG
Capacity (Gallons / Liters)	95 Gal	360 L
Overall Depth (D)	33.3	84.5
Overall Width (W)	29.2	74.1
Overall Height with Lid (H)	43.5	110.4
53' Trailer Quantity	702	

Decoration Areas	WIDTH (IN)	HEIGHT (IN)
Side Brand - Hot Stamp (B1)	11.5	7.5
Barcode & Serial Number (B2)	9.75	1.25
Lid Brand - Hot Stamp (B3)	11.0	2.25
4 Color In Mold Label or Hot Stamp (B4)	12.0	8.0



Features & Benefits

- Proven to withstand the rigors of today's household refuse, recyclables and organics collection programs; Backed by 10 year non-prorated warranty
- Meets/Exceeds all ANSI type B & G container standards; Compatible with all ANSI certified Fully and Semi-Automated Lift Arm Lifters
- Constructed of high quality, resilient UV-Stabilized HDPE; Ability to include Post-Consumer Recycled (PCR) material to support your sustainability goals; Available in a wide range of colors
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Web: www.rehrigpacific.com



A FAMILY TRADITION OF GROWTH, SERVICE AND INNOVATION

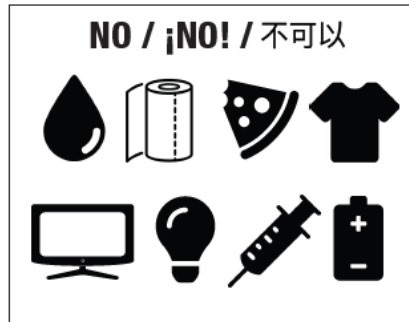
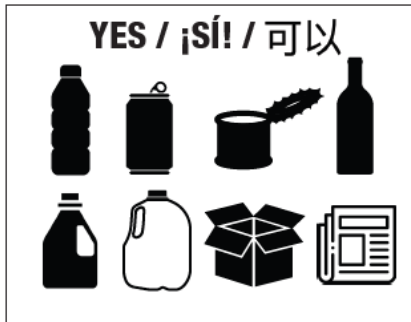
95GallonEnviroGuardROC-REV NC
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TRASH / BASURA / 垃圾



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RECYCLABLES / RECICLABLES / 回收物品



(888) 336-6100

ORGANICS & FOOD / ORGÁNICOS Y COMIDA / 有機廢物和食物



(888) 336-6100

Container Placement



- Carts must be placed directly in front of the residence with wheels touching the curb
- Place carts at least 18" apart from each other
- Weight Limits
 - 95 gal = 332 lbs.
 - 65 gal = 227 lbs.
 - 35 gal = 122 lbs.

Note: based on cart specs

Exhibit 17-Contractor Documentation

Item A.4 – VEHICLE SPECIFICATIONS

This item consists of 2 pages (including this page).

Item A.4 – VEHICLE SPECIFICATIONS

The vehicles listed below will be assigned to perform Task 1 and Task 2 services in the Rowland Heights service area.

Vehicle number	Fuel	Model	Description	Year	Make	Material
923	CNG	320	Automated Sideloaders	2011	Autocar	Trash / Recycle
1224	CNG	ACX64	Automated Sideloaders	2016	Autocar	Trash / Recycle
1613	CNG	Xpeditor	Automated Sideloaders	2019	Autocar	Trash / Organics
466	CNG	Xpeditor	Automated Sideloaders	2018	Autocar	Trash / Organics
31393	CNG	LEU633	Automated Sideloaders	2013	Mack	Trash / Organics
135	Unleaded	2500	Scout	2015	Autocar	Scout
NEW	CNG	ACX64	Rear Loader	2025	Autocar	Bulky

Exhibit 17 – Contractor Documentation

Item A.5 – SUBCONTRACTORS

This item consists of 2 pages (including this page).

Item A.5 – SUBCONTRACTOR

We will not be using any subcontractors for the Rowland Heights area.

Exhibit 17-Contractor Documentation

Item A.6 – OFFICE

This item consists of 2 pages (including this page).

Item A.6 – OFFICE

1. Athens Services

14048 Valley Boulevard

City of Industry, CA 91746

Phone (888) 336-6100

Hours: Monday through Friday – 7:00 a.m. to 5:00 p.m.

Saturday – 7:00 a.m. to 12:00 p.m.

2. Repair Shop

15045 Salt Lake Avenue

City of Industry, CA 91746

3. Vehicle Yard

15045 Salt Lake Avenue

City of Industry, CA 91746

Exhibit 17-Contractor Documentation

Item B.1 – NON-COLLECTION NOTICE

This item consists of 2 pages (including this page).


Item B.1 – NON-COLLECTION NOTICE

CUSTOMER NOTIFICATION TAG / ETIQUETA DE NOTIFICACIÓN DEL CLIENTE / 客戶通知標籤

DATE / FECHA / 日期:

SERVICE ADDRESS / DIRECCIÓN DE SERVICIO / 服務地址:


For more info & other languages





Aprende más


CONTAINER WAS IDENTIFIED AS BEING / EL CONTENEDOR FUE IDENTIFICADO COMO SIENDO / 容器被識別為


☐ **CONTAMINATED** - Container(s) serviced AND *may be assessed a fee*. Please sort your waste properly to avoid further notices and fees. Contamination included the following items:
CONTAMINADO - Contenedor(es) reparado(s) Y *se le puede aplicar una tarifa*. Clasifique sus desechos correctamente para evitar más avisos y tarifas. La contaminación incluyó los siguientes elementos:
 容器被識 服務過的集裝箱可能會收取費用。請正確分類您的請正確分類您的垃圾, 以避免進一步的通知 請正確分類您的和費用。☒染包括以下項目☒


 Trash / Basura / 垃圾


 Hazardous / Peligrosos / 垃圾


 Recyclables / Reciclables / 垃圾


 Palm fronds / hojas de palma / 垃圾


 Food waste / Desechos alimentarios / 垃圾

 Succulents / suculentas / 垃圾

 Construction & demolition / Construcción y demolición / 建築與拆除

 Yard waste / desechos de jardín / 垃圾

 Electronic Waste / Residuos electrónicos / 垃圾

 Other / otra / 垃圾

☐ **OVERFILLED OR OVERWEIGHT** - Container(s) overfilled or overweight AND *may be assessed a fee*. Avoid fees and disruptions in service by ensuring the lid closes and container does not exceed weight restrictions. If your container was not collected, please remove excess material and contact us. *An additional fee may apply.*
SOBRELLENADO O CON EXCESO DE PESO - los contenedores están sobrelLENados o con sobrepeso Y *se les puede cobrar una tarifa*. Evite tarifas e interrupciones en el servicio asegurándose de que la tapa se cierre y que el contenedor no exceda las restricciones de peso. Si su contenedor no fue recogido, por favor retire el exceso de material y contáctenos. *Se puede aplicar una tarifa adicional.*
 容器被識 服務過的集裝箱可能會收取費用。請正確分類您的請正確分類您的垃圾, 以避免進一步的通知 請正確分類您的和費用。☒染包括以下項目☒

☐ **BLOCKED OR INACCESSIBLE** - Container was blocked by physical obstructions, bulky items, locked gates, and/or road construction. Remove barriers prior to your next service day. If you need immediate service, remove obstructions or excess material and contact us to request a "go back". *An additional fee may apply.*
BLOQUEADO O INACCESIBLE - el contenedor estaba bloqueado por obstrucciones físicas, artículos voluminosos, puertas cerradas y/o construcción de carreteras. Retire las barreras antes de su próximo día de servicio. Si necesita un servicio inmediato, elimine las obstrucciones o el exceso de material y contáctenos para solicitar un "retroceso". *Se puede aplicar una tarifa adicional.*
 容器被識 服務過的集裝箱可能會收取費用。請正確分類您的請正確分類您的垃圾, 以避免進一步的通知 請正確分類您的和費用。☒染包括以下項目☒

☐ **OTHER / OTRA / 其他**

For questions or to learn more about this notification, contact Customer Service at (888) 336-6100 / Si tiene preguntas o para obtener más información sobre esta notificación, comuníquese con Servicio al cliente al (888) 336-6100
 如有疑問或要了解有關此通知的更多信息, 請致電 (888) 336-6100 聯繫客戶服務☒


 Athens Services
 AthensServices.com

Exhibit 17-Contractor Documentation

Item B.2 – WAIVER OF LIABILITY

This item consists of 2 pages (including this page).



Athens Services

Your Zero Waste Partner

Waiver of Liability

GENERAL RELEASE AND WAIVER OF LIABILITY FOR DAMAGE TO PRIVATE DRIVEWAYS AND PAVEMENT

1. **PERMISSION TO ENTER.** Customer allows Athens Services, its assigns, employees, agents, and subcontractors ("**Service Providers**") to enter and/or utilize the premises of the undersigned Customer ("**Customer's Premises**") for the purposes of providing the solid waste services described on the attached Subscription Order ("**Services**").

This release excludes all liability resulting from Service Provider's negligence and willful acts or omissions. The Service Provider is obligated and liable to Customer under Service Provider's Contract with the COUNTY OF LOS ANGELES, including to repair or replace, to customer's satisfaction, damaged property, and to reimburse customer's cost of personal injury, caused by Service Provider's negligence or willful acts or omissions.

2. **BINDING.** This acknowledgement, hold harmless, and release/assumption of risk shall be binding on all of Customer's successors and administrators.

In signing this permission and release/assumption of risk/waiver, I hereby acknowledge and represent:

- a. That I have read this release, understand it and sign it voluntarily; and
- b. That I am the legal customer of the premises at the address provided below

For Customer

For Athens Services

Printed

Printed

Date

Date

Customer's Premises Address: _____ **OR**

Address of location where trash bin or container was placed:
(If different from address above)

Name/Title of Customer's Authorized Agent/Representative: _____

Signature of Customer's Authorized Agent/Representative: _____

Date: _____

P.O. Box 60009, City of Industry, CA 91716
(888) 336-6100

AthensServices.com

Exhibit 17-Contractor Documentation

Item B.3 – TERMS AND CONDITIONS SUMMARY

This item consists of 7 pages (including this page).



Your Zero Waste Partner

Rate Sheet

July 1, 2025

To Our Valued Rowland Heights/South Diamond Bar Customers:

Athens Services takes great pride in our work to keep the environment clean and protected for the future. Your participation in waste reduction practices are integral components of a sustainable society, and we thank you for your efforts.

Customers will be charged the rates shown below on a quarterly basis, billed at the beginning of the period. To request additional services or if you have any questions or concerns, please do not hesitate to call Athens Services at (888) 336-6100, Monday through Friday from 8 a.m. to 5 p.m., or Saturday from 8 a.m. to 3 p.m.

Basic Service Fee:

Regular Fee	\$119.52/quarter (\$39.84/month)
With Senior Discount ⁽¹⁾ :	\$89.64/quarter (\$29.88/month)

Additional Services: Available upon request and senior discounts are available for eligible customers.⁽¹⁾

Additional Containers Beyond Basic Service:

2 nd Trash cart	\$68.37/quarter (\$22.79/month)
3 rd Trash cart	\$68.37/quarter (\$22.79/month)
2 nd Recyclables cart	\$11.52/quarter (\$3.84/month)
3 rd Recyclables cart	\$15.36/quarter (\$5.12/month)
2 nd Organics cart	\$24.82/quarter (\$8.27/month)
3 rd Organics cart	\$33.09/quarter (\$11.03/month)

Bulky Items and Excess Trash⁽²⁾:

Upon move-in/move-out	no charge
Up to four times per year	no charge
More than four times per year	\$29.88/collection

Excess Green Waste⁽²⁾:

More than ten times per year	\$29.88/collection
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Container Size Exchange (beyond 1 per year): \$19.92/exchange

Roll-out Service (hauler moves carts to/from curb):

For Elderly/Disabled	no charge
For non-Elderly/Disabled	\$59.76/quarter (\$19.92/month)

Contact customer service for driveways or walkways that are over 50 feet, unpaved, or steep.

Manure Service:

64-gallon cart	\$327.00/quarter (\$109.00/month)
2-cubic yard dumpster	\$732.00/quarter (\$244.00/month)

Locking Cart (to prevent human/animal scavengers): \$121.21 (one-time, per Cart)

Difficult to Service (collection vehicles cannot easily drive, such as hills or cul-de-sacs): \$29.88/quarter (\$9.96/month)

With Senior Discount⁽¹⁾: \$22.41/quarter (\$7.47/month)

⁽¹⁾ A Senior Discount of 25% will be given to residents who meet the following criteria: head of household, elderly (62 or older), and who either (a) qualify for utility rate discounts based on financial need, or (b) generate small amounts of waste and use a 32-gallon cart for trash.

⁽²⁾ Bulky items include unlimited quantities of large items that will not fit into carts, 10 items of electronic waste, unlimited bags of clothing, and 2 bags/bundles of construction demolition; excess trash is for up to 5 bags, excess green waste is for up to 10 bags/bundles of landscaping.



Your Zero Waste Partner

TERMS AND CONDITIONS

What We Will Collect. We will collect residential trash, green waste, and recyclables in carts we provide. You must place trash, recyclable materials, and organics in the appropriate carts. Materials placed outside of carts will not be picked up unless previous arrangements have been made.

When We Will Collect. We will make collections once a week between the hours of 6 a.m. to 6 p.m. on the same day of the week (Monday through Friday) each week. If your scheduled collection day falls on or after a holiday, collection will be delayed during the holiday week by one day (Friday customers will have their collection on Saturday). The holidays we observe are Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day. Should there be a permanent change in your scheduled collection day, we will notify you in advance. If we miss your collection, please call us and we will return, without charge, on the same day if you call before 12 p.m. or on the next collection day if you call after 12 p.m.

Where We Will Pick Up. On your scheduled collection day, except if you have roll-out service, you must place your carts at the agreed set-out site with carts facing the street and 18 inches apart from each other. Handles and wheels must be facing the curb. If we agreed to collect on private driveways or pavement, we will ask you to sign a waiver of damage liability and/or indemnification. Carts must only be placed at the set-out site for collection within the hours 5 p.m. on the day before scheduled collection and 8 p.m. on the day of collection or 2 hours after collection, whichever is later.

We Will Not Collect Hazardous Waste. State law prohibits disposal of hazardous materials and certain electronic devices in your carts. This includes most paints, pesticides, and petroleum derivatives such as motor oil and solvents. If these items are identified in your trash, your cart will be tagged and not serviced. For additional safe and legal disposal options, call (888) CLEAN-LA or visit www.CleanLA.com.

How to Request Cart Replacement/Repair. We will replace or repair broken carts within 14 days of the customer's request without additional charge. Stolen carts will also be replaced within 14 days of customer's request at no additional charge provided the customer submits a police report. Otherwise, the customer will be charged a fee as listed on the Rate Sheet.

Alternative Cart Size Exchange. We will exchange carts for an alternative size within 7 days of the customer's request, once per year, at no additional charge. Additional requests will be charged a fee as listed on the Rate Sheet.

Weight Limitations of Carts. The weight limit for each automated cart is as follows: 96-gallon cart = 336 lbs., 64-gallon cart = 227 lbs., 32-gallon cart = 122 lbs. If carts are found to be over these weight limits, they will be tagged and not serviced.

How to Receive Roll-Out Service. We can bring your carts out to the pickup point, at no additional charge, for residential customers who certify they are not able-bodied or are elderly (over the age of 62) and have no able-bodied person residing in their household. Roll-out service will be provided to these customers during their weekly collection of trash, recyclable materials, and organics, as well as during the annual curbside clean-up event, holiday tree pick-ups, and additional on-call pickups. These services are also available to any other customer upon request at the charge listed on the Rate Sheet. We will ask you to sign a waiver of damage liability and/or indemnification prior to providing this service.

Difficult to Service. A fee, as listed on the Rate Sheet, applies to difficult to service areas, such as cul-de-sacs or hills, where automated collection vehicles cannot easily access.

Holiday Tree Pickups. We will collect your holiday trees placed at the curb on your regularly scheduled collection day during the period of three weeks following December 25th. You must strip them of ornaments, garlands, tinsel, flocking and stands.

Additional Customer Options Regarding Recyclables. Customers may donate or sell their recyclables to persons other than this waste hauler.

How Much We Will Charge. We will charge all customers the rates shown on the Rate Sheet for standard services and any additional services requested.

When You Must Pay. Residents are billed in advance for three months of services. We mail your bill on or after the first day of your billing period, for example, on April 1 for the billing period of April, May, and June. Your bill is due no later than the last day of the first month, for example, on April 30. If we do not receive payment by the last day of the second month, for example, on May 31, your bill will become delinquent and an additional 10% fee will be added to the balance. We may terminate your service if you do not pay your service fees. There will be a charge of \$39.84 for interruption of service if your carts are removed and a \$39.84 fee for returned checks.

Customer Termination Rights and Right To Self-Haul. You may terminate service without cause at any time by giving us a 7-day notice. You also have the right to self-haul your waste instead of subscribing to our service.

On-Call Pickups of Bulky Items and Excess Solid Waste. We will collect up to 4 times per year, at no additional charge, items listed below that are set out at the curb on your next regularly scheduled pickup day, if you call to schedule a pickup at least 24 hours in advance.

- **Bulky Items.** An unlimited number of large items per pickup. Examples of bulky items include discarded furniture, such as chairs, sofas, mattresses, box springs, and rugs.
- **Electronic Waste.** Ten (10) items of electronic waste. Examples of electronic waste include appliances, such as refrigerators, ranges, washers, dryers, water heaters, dishwashers, and other similar items.
- **Bagged Trash.** Maximum of five (5) bags per pickup. Trash must be in bags or disposable containers.
- **Bagged Clothing.** An unlimited number of bags of clothing per pickup.
- **Construction Demolition.** Two (2) bags/bundles of less than 70 pounds each, per pickup.

On-Call Pickups of Excess Green Waste. We will collect excess bagged/bundled green waste that is set out at the curb on your next regularly scheduled pickup day, up to 10 times per year, at no additional charge, if you call us at least 24 hours in advance. Bound bundles must be less than four feet in length.

Click or tap here to enter text.

To receive additional information regarding these terms and conditions or your service, please call us toll-free at (877) 714-9273, Monday through Friday from 8 a.m. to 5 p.m., except holidays, and from 8 a.m. to 3 p.m. on Saturday. If we do not satisfactorily resolve any complaint, you may call the County at (888) CLEAN-LA (888-253-2652).

Thank you for allowing us to serve you!

**Hoja de tarifas**

1 de julio de 2025

A nuestros valiosos clientes de Rowland Heights/South Diamond Bar:

Athens Services se enorgullece de nuestro trabajo para mantener el medio ambiente limpio y protegido para el futuro. Su participación en las prácticas de reducción de desechos son componentes integrales de una sociedad sostenible, y le agradecemos sus esfuerzos.

A los clientes se les cobrarán las tarifas que se muestran a continuación de forma trimestral, facturadas al comienzo del período. Para solicitar servicios adicionales o si tiene alguna pregunta o inquietud, no dude en llamar a Athens Services al (888) 336-6100, de lunes a viernes desde 8:00 a. m. a 5:00 p. m., o los sábados de 8:00 a. m. a 3:00 p. m.

Tarifa por servicio básico:

Tarifa regular	\$119.52 por trimestre (\$39.84 por mes)
Con descuento para personas <u>mayores</u> ⁽¹⁾ :	\$89.64 por trimestre (\$29.88 por mes)

Servicios adicionales: Disponible a pedido y los descuentos para personas mayores están disponibles para clientes elegibles⁽¹⁾.

Contenedores adicionales que exceden el servicio básico:

2.º contenedor de residuos	\$88.37 por trimestre (\$22.79 por mes)
3.º contenedor de residuos	\$88.37 por trimestre (\$22.79 por mes)
2.º contenedor de reciclables	\$11.52 por trimestre (\$3.84 por mes)
3.º contenedor de reciclables	\$15.36 por trimestre (\$5.12 por mes)
2.º contenedor de productos orgánicos	\$24.82 por trimestre (\$8.27 por mes)
3.º contenedor de productos orgánicos	\$33.09 por trimestre (\$11.03 por mes)

Elementos de gran tamaño y exceso de residuos⁽²⁾:

Al ingresar o al dejar la vivienda	Sin cargo
Hasta cuatro veces al año	Sin cargo
Más de cuatro veces al año	\$29.88 por recolección

Exceso de desechos verdes⁽²⁾:

Más de diez veces al año	\$29.88 por recolección
--------------------------	-------------------------

Intercambio de tamaño de contenedor (más de 1 por año): \$19.92 por intercambio

Servicio de traslado de contenedores (el transportista lleva los contenedores hacia/desde la acera):

Para personas mayores o con discapacidades	Sin cargo
Para personas que no son mayores o no tienen discapacidades	\$59.76 por trimestre (\$19.92 por mes)

Comuníquese con el servicio de atención al cliente para entradas de vehículos o senderos de más de 50 pies, sin pavimentar o empinados.

Servicio de recolección de estiércol:

Contenedor de 64	\$327.00 por trimestre (\$109.00 por mes)
Contenedor de 2 yardas cúbicas	\$732.00 por trimestre (\$244.00 por mes)

Contenedor con cerradura (para evitar que lo revisen personas o animales): \$121.21 (pago único por contenedor)

Zona de difícil acceso (los vehículos de recolección no pueden llegar fácilmente, como colinas o callejones sin salida): \$29.88 por trimestre (\$9.96 por mes)

Con descuento para personas mayores⁽¹⁾: \$22.41 por trimestre (\$7.47 por mes)

⁽¹⁾ Se otorgará un descuento para personas mayores del 25% a los residentes que cumplan con los siguientes criterios: ser responsable del hogar, tener 62 años o más, y además (a) ser elegible para descuentos en servicios públicos por necesidad económica, o (b) generar pequeñas cantidades de residuos y usar un contenedor de 32 galones para los residuos.

⁽²⁾ Los elementos de gran tamaño incluyen cantidades ilimitadas de elementos grandes que no caben en los contenedores, 10 elementos de desechos electrónicos, bolsas de ropa ilimitadas y 2 bolsas o paquetes de escombros de construcción. El exceso de residuos permite hasta 5 bolsas adicionales, y el exceso de desechos verdes permite hasta 10 bolsas o paquetes de desechos de jardinería.



Your Zero Waste Partner

TÉRMINOS Y CONDICIONES

Lo que recolectaremos. Recolectaremos los residuos residenciales, los desechos ecológicos y los materiales reciclables en los contenedores que proporcionamos. Debe colocar los residuos, los materiales reciclables y los productos orgánicos en los contenedores apropiados. Los materiales depositados fuera de los contenedores no se recolectarán, a menos que se haya acordado previamente.

Cuándo realizaremos la recolección. Realizaremos recolecciones una vez a la semana entre las 6:00 a. m. y las 6:00 p. m. el mismo día de la semana (de lunes a viernes) cada semana. Si su día de recolección programado cae en un día festivo o después, la recolección se retrasará durante la semana del día festivo por un día (los clientes del viernes tendrán su recolección el sábado). Los días festivos que contemplamos son el Día de los Caídos, el Día de la Independencia, el Día del Trabajo, el Día de Acción de Gracias, la Navidad y el Día de Año Nuevo. En caso de que haya un cambio permanente en su día de recolección programado, se lo notificaremos con antelación. Si no realizamos su recolección, llámenos y volveremos, sin cargo, el mismo día si llama antes de las 12:00 p. m. o el siguiente día de recolección si llama después de las 12:00 p. m.

Dónde realizaremos la recolección. El día de la recolección programado, excepto si tiene servicio de traslado de contenedores, debe colocar sus contenedores en el lugar acordado con los contenedores orientados a la calle y separados 18 pulgadas entre sí. Las manijas y las ruedas deben estar orientadas hacia la acera. Si acordamos recolectar en entradas de vehículos o aceras privadas, le pediremos que firme una exención de responsabilidad por daños o un acuerdo de indemnización. Los contenedores deben colocarse en el sitio de recolección únicamente entre las 5:00 p. m. del día anterior al programado para la recolección y las 8:00 p. m. del mismo día o dos horas después de la recolección, lo que ocurra más tarde.

No recolectaremos residuos peligrosos. La ley estatal prohíbe desechar materiales peligrosos y ciertos dispositivos electrónicos en sus contenedores. Esto incluye la mayoría de las pinturas, pesticidas y derivados del petróleo, como el aceite de motor y los disolventes. Si se identifican estos elementos en sus residuos, su contenedor será etiquetado y no se realizará el servicio. Para obtener opciones adicionales de eliminación segura y legal, llame al (888) CLEAN-LA o visite www.CleanLA.com.

Cómo solicitar el reemplazo o la reparación del contenedor. Reemplazaremos o repararemos los contenedores rotos dentro de los 14 días posteriores a la solicitud del cliente sin cargo adicional. Los contenedores robados también se reemplazarán dentro de los 14 días posteriores a la solicitud del cliente sin cargo adicional, siempre que el cliente presente un informe policial. De lo contrario, se le cobrará al cliente una tarifa como se indica en la Hoja de tarifas.

Intercambio de tamaño de contenedor alternativo. Cambiaremos los contenedores por un tamaño alternativo dentro de los 7 días posteriores a la solicitud del cliente, una vez al año, sin cargo adicional. Para las solicitudes adicionales, se cobrará una tarifa como se indica en la Hoja de tarifas.

Limitaciones de peso de los contenedores. El límite de peso para cada contenedor automático es el siguiente: contenedor de 96 galones = 336 libras, contenedor de 64 galones = 227 libras, contenedor de 32 galones = 122 libras. Si se determina que los contenedores exceden estos límites de peso, serán etiquetados y no se realizará el servicio.

Cómo recibir el servicio de traslado de contenedores. Podemos llevar sus contenedores hasta el punto de recolección, sin costo adicional, para los clientes residenciales que certifiquen que no tienen plena capacidad física o que son personas mayores (mayores de 62 años) y que no viven con ninguna persona con capacidad física suficiente. Este servicio se proporcionará a estos clientes durante la recolección semanal de residuos, materiales reciclables y desechos orgánicos, así como durante el evento anual de limpieza en la acera, la recolección de árboles navideños y otras recolecciones adicionales a pedido. Estos servicios también están disponibles para cualquier otro cliente que los solicite, con el costo correspondiente indicado en la Hoja de tarifas. Antes de brindar este servicio, se le pedirá que firme una exención de responsabilidad por daños o un acuerdo de indemnización.

Zonas de difícil acceso. Se aplicará una tarifa, según lo indicado en la Hoja de tarifas, para las zonas de difícil acceso, como calles sin salida o zonas en pendiente, donde los vehículos de recolección automatizada no pueden acceder fácilmente.

Recolección de árboles navideños. Recolectaremos los árboles navideños colocados en la acera el día habitual de recolección, durante las tres semanas posteriores al 25 de diciembre. Los árboles deben estar completamente libres de adornos, guirnaldas, espumillón, nieve artificial y soportes.

Opciones adicionales para los materiales reciclables. Los clientes pueden donar o vender sus materiales reciclables a personas distintas de este proveedor de servicios de residuos.

Cuanto cobraremos. Cobraremos a todos los clientes las tarifas que figuran en la Hoja de tarifas por los servicios estándar y por cualquier servicio adicional solicitado.

Cuanto debe pagar. Los residentes reciben la factura por adelantado por tres meses de servicio. Enviaremos su factura el primer día del período de facturación o después, por ejemplo, el 1 de abril para el período correspondiente a abril, mayo y junio. El pago vence a más tardar el último día del primer mes (por ejemplo, el 30 de abril). Si no recibimos el pago antes del último día del segundo mes (por ejemplo, el 31 de mayo), su factura pasará a estar en mora y se aplicará un recargo adicional del 10% sobre el saldo. Podremos suspender su servicio si no paga sus tarifas de servicio. Se aplicará un cargo de \$39.84 por interrupción del servicio si se retiran sus contenedores, y un cargo adicional de \$39.84 por cheques devueltos.

Derecho del cliente a cancelar el servicio y a gestionar sus residuos por cuenta propia. Usted puede cancelar el servicio en cualquier momento, sin necesidad de causa, con al menos 7 días de anticipación. También tiene derecho a gestionar sus propios residuos en lugar de contratar nuestro servicio.

Recolección a pedido de elementos de gran tamaño y residuos sólidos excedentes. Recolectaremos hasta 4 veces al año, sin cargo adicional, los elementos que se detallan a continuación, siempre que los deje en la acera el día de su recolección habitual y nos llame con al menos 24 horas de anticipación para programar la recolección.

- **Elementos de gran tamaño.** Cantidad ilimitada de elementos de gran tamaño por recolección. Ejemplos: muebles desechados (como sillas, sofás, colchones, somieres y alfombras).
- **Desechos electrónicos.** Hasta 10 elementos de residuos electrónicos. Los ejemplos incluyen electrodomésticos (como refrigeradores, estufas, lavadoras, secadoras, calentadores de agua, lavavajillas y otros artículos similares).
- **Residuos embolsados.** Máximo de cinco (5) bolsas por recolección. Los residuos deben estar en bolsas o contenedores desechables.
- **Ropa embolsada.** Una cantidad ilimitada de bolsas de ropa por recolección.
- **Demolición de la construcción.** Dos (2) bolsas o paquetes de menos de 70 libras cada uno, por recolección.

Recolecciones a pedido del exceso de desechos verdes. Recolectaremos el exceso de desechos verdes embolsados o empaquetados que se coloque en la acera en su próximo día de recolección programado regularmente, hasta 10 veces al año, sin cargo adicional, si nos llama con al menos 24 horas de antelación. Los paquetes embolsados deben tener menos de cuatro pies de largo.

Para recibir información adicional sobre estos términos y condiciones o sobre su servicio, llámenos al número gratuito (877) 714-9273, de lunes a viernes, de 8:00 a. m. a 5:00 p. m. (excepto feriados), y de 8:00 a. m. a 3:00 p. m. los sábados. Si no resolvemos satisfactoriamente cualquier reclamo, puede comunicarse con el condado al (888) CLEAN-LA (888-253-2652).

¡Gracias por permitirnos brindarle este servicio!



Your Zero Waste Partner

价目表

202 年 7 月 1 日

致尊贵的 Rowland Heights/South Diamond Bar 客户：

Athens Services 公司对于能为保护环境、保持社区清洁尽一份力而感到自豪。您参与减少浪费的行动，对于建设可持续发展的社会非常重要，我们感谢您的努力。

我们将按季度向客户收费，具体费率如下。账单会在每个收费周期（季度）开始时寄出。如需额外服务或有任何疑问，请随时拨打 Athens Services 公司的电话：(888) 336-6100，服务时间为周一到周五上午 8 点到下午 5 点；周六上午 8 点到下午 3 点。

基本服务费：

标准费用	\$119.52/季 (\$39.84/月)
老年人优惠价 ⁽¹⁾ ：	\$89.64/季 (\$29.88/月)

额外服务：可按需申请，符合条件的客户可享受老年人优惠。⁽¹⁾

基本服务之外，如需增加清运桶：

第 2 个垃圾桶	\$68.37/季 (\$22.79/月)
第 3 个垃圾桶	\$68.37/季 (\$22.79/月)
第 2 个可回收物桶	\$11.52/季 (\$3.84/月)
第 3 个可回收物桶	\$15.36/季 (\$5.12/月)
第 2 个有机废物桶	\$24.82/季 (\$8.27/月)
第 3 个有机废物桶	\$33.09/季 (\$11.03/月)

大型物件和额外垃圾⁽²⁾：

搬家入住/搬出时	免费
每年最多四次	免费
每年超过四次后	\$29.88/次

额外园艺废物⁽²⁾：

每年超过十次后	\$29.88/次
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更换其他尺寸的清运桶（一年内超过一次）：\$19.92/每次更换

上门推桶服务（清运人员帮您把清运桶推到路边/推回）：

符合条件的老年人/行动不便者	免费
非老年人/行动不便者	\$59.76/季 (\$19.92/月)

如果您的车道或过道长度超过 50 英尺，路面未铺好或是坡度较大，请联系客服咨询此项服务。

商业清运服务：

64 加仑清运桶	\$327.00/季 (\$109.00/月)
2 立方码垃圾箱	\$732.00/季 (\$244.00/月)

带锁的清运桶（防止被他人或动物翻动）：\$121.21（一次性费用，每个桶）

服务困难区域（指垃圾车难以驶入的区域，

例如山坡或死胡同）：

老年人优惠价⁽¹⁾：\$22.41/季 (\$7.47/月)

⁽¹⁾ 符合以下条件的居民可享受七五折 (25%) 的老年人优惠：户主年满 62 岁或以上，并且 (a) 因经济需要已获得水、电、气费优惠资格，或 (b) 平时产生的垃圾量很少，使用的是 32 加仑的小号垃圾桶。

⁽²⁾ 大型物件指放不进清运桶的大件物品（数量不限）、电子废物（每次最多 10 件）、旧衣物（数量不限）以及少量建筑垃圾（每次最多 2 袋/桶）；额外垃圾指每次最多 5 袋生活垃圾；额外园艺废物指每次最多 10 袋/桶园艺垃圾。



Your Zero Waste Partner

服务条款与条件

我们清运哪些东西？我们会用我们提供的专用清运桶来收集住户的生活垃圾、园艺废物和可回收物。请务必将生活垃圾、可回收物和有机废物分好类，放入对应的清运桶里。请不要把垃圾放在桶外，除非您已提前和我们约定好，否则桶外物品不会被收走。

什么时候来清运？我们每周在固定的某一天（周一到周五之间）上门收取一次，时间通常是在早上 6 点到下午 6 点。如果您家原本的清运日正好赶上法定假日，或者在假日之后的同一周，那么那一周的清运服务会顺延一天（例如，原本周五清运的会改到周六）。我们说的法定假日包括：阵亡将士纪念日、独立日、劳动节、感恩节、圣诞节和元旦。如果我们永久更改了您的清运日期，会提前通知您。如果我们未能按时清运，请打电话告诉我们。如果您在中午 12 点前打来，我们当天就会免费回来补收；如果您在中午 12 点之后打来，我们会在下一个清运日补收。

在哪里清运？在您家固定的清运日那天，除非您申请了上门推桶服务，否则请务必把清运桶放在约定好的清运点。桶口朝向街道，并且每个桶之间要间隔 18 英寸。放置清运桶时，请让把手和轮子朝向路边。如果我们同意进入您的私人车道或庭院内清运，我们会请您签署一份免费和/或免责协议。请注意，清运桶只能在清运日的前一天下午 5 点到清运日当天晚上 9 点之间（或者清运造成 2 小时后，以较早的时间为准）放在指定的清运点。

我们不清运危险废物加州法律禁止将危险品和某些电子产品丢进清运桶，这包括大部分油漆、杀虫剂、以及机油、溶剂等石油制品。如果我们在您的清运桶里发现了这些禁止丢弃的物品，我们会给桶贴上标签，并且不会清运桶里的东西。想了解如何安全、合法地处理这些物品，请致电 (888) CLEAN-LA 或访问 www.CleanLA.com。

如何申请更换或修理清运桶？如果您家的清运桶坏了，请告诉我们，我们会在 14 天内免费为您更换或修理。如果清运桶被偷了，只要您提交警方报告，我们也会在 14 天内免费为您更换一个新桶。否则，更换新桶要按价目表收费。

更换不同尺寸的清运桶我们每年为您提供一次免费更换不同尺寸的清运桶的服务。如有需要请提出申请，我们会在 7 天内为您更换。一年内再次申请更换不同尺寸的清运桶，则按价目表收费。

清运桶的重量限制不同尺寸的清运桶有重量限制：96 加仑桶-最多装 336 磅，64 加仑桶-最多装 227 磅，32 加仑桶-最多装 122 磅。如果清运桶超重了，我们会贴上标签，并且不会清运。

如何获得上门推桶服务？如果您是年满 62 岁的老人，或者行动不便，并且家里没有其他能帮忙推桶的人，请告知我们，我们可以为您提供上门推桶服务。符合条件的客户，在每周清运各类垃圾、可回收物和有机废物时，以及在年度路边清理活动、节日树木清运和额外的上门清运服务时，都能享受这项免费推桶服务。其他居民也可以申请这项服务，但需要按价目表支付费用。在提供这项服务前，我们会请您签署一份免费和/或免责协议。

服务困难区域对于垃圾车难以驶入的区域（例如胡同或坡地），需要加收一项—服务困难费，费用标准见价目表。

节日树木清运圣诞节（12 月 25 日）之后的三周内，在您家平时的清运日那天，我们会清运您放在路边的节日树木。清运前，请务必先把树上的装饰品、彩带、金属丝、人造雪和树架都拆掉。

关于可回收物的其他选择您可以把家里的可回收物捐赠或卖给其他个人或机构，不必交给我们公司处理。

收费标准我们会按价目表，向所有客户收取标准服务的费用以及客户申请的任何额外服务的费用。

付款时间服务费用是按季度预付（即一次付清三个月的费用）。我们会在每个收费季度的第一天或随后几天寄出账单。例如，4 月 1 日寄出包含 4 月、5 月、6 月服务费的账单。请在收到账单后，当季第一个月的月底前付款。例如，4 月份收到的账单最晚应在 4 月 30 日付清。如果是在第二个月的月底前我们还没收到您的付款（例如，5 月 31 日），您的账单就会被视为逾期，需要加收未付金额 10% 的滞纳金。如果您未支付服务费，我们可能会停止为您服务。如果我们因您未付费而停止了您的清运桶，会收取 \$39.84 的服务中断费。如果您的支票无法兑现，我们也会收取 \$39.84 的手续费。

客户有权终止服务自行处理垃圾您可以随时停止使用我们的服务，无需理由。但请提前 7 天通知我们。您也可以选择自己处理家里的垃圾，不使用我们的清运服务。

上门清运大型物件和额外垃圾（免费额度）如果您至少提前 24 小时打电话预约，我们会在您下一个定期清运日免费收取放置于路边的下述废弃物。每年最多可免费上门收取 4 次。

- **大型物件：**每次可清运任意数量的大件物品。大型物件比如厨房的家具（如椅子、沙发、床垫、床垫架和地毯）。
- **电子废物：**每次最多收取十（10）件。电子废物例如冰箱、炉灶、洗衣机、烘干机、电热水器、洗碗机以及其他类似家用电器。
- **袋装生活垃圾：**每次最多五（5）袋。请确保这些垃圾装在袋子或一次性的垃圾袋里。
- **袋装旧衣物：**每次可清运任意数量。
- **建筑垃圾：**每次最多两（2）袋/捆。每袋/捆重量不超过 70 磅。

预约收取额外园艺废物。若您提前至少 24 小时来电预约，我们将在您下一个定期清运日，免费收取放置于路边的捆装树枝/捆扎园艺废物。此项服务每年最多可提供 10 次。捆好的园艺垃圾长度不能超过四英尺。

如果您想了解更多服务条款或服务的更多细节，请拨打我们的免费客服电话 (877) 714-9273。服务时间是周一至周五上午 9 点至下午 5 点（节假日除外），以及周六上午 9 点至下午 3 点。如果我们未能妥善处理您的投诉，您可以致电洛杉矶市政府的热线 (888) CLEAN-LA (888-253-2652)。

感谢您选择我们的服务！

Exhibit 17-Contractor Documentation

Item B.4 – UN-PERMITTED WASTE SCREENING AND REPORTING

This item consists of 4 pages (including this page).

Item B.4 – UN-PERMITTED WASTE SCREENING AND REPORTING

A. PROTOCOL

Athens Services shall develop and implement the Un-Permitted Waste Screening Protocol included in the Franchise documentation in compliance with Applicable Law and including at a minimum:

1. Ongoing Employee Training in Identification

As a part of Athens Services ongoing training program, all drivers, swamper and route personnel are required to attend monthly and quarterly tailgate safety meetings. During these meetings we also conduct training sessions to educate employees on our safety policies, notification procedures, and household hazardous waste. Drivers are trained in both identification procedures and notification procedures when Un-Permitted waste is discovered. Drivers discovering Un-Permitted waste are instructed to complete a Non-Collection notice, place one copy on the container (whenever safe) and file the second copy at the office.

2. Driver Inspection

Based on our experience, the automated curbside collection process can hamper visual identification of Un-Permitted waste. For this reason, Athens Services has installed camera monitors on each automated vehicle. This additional step gives the driver/operator a clear visual of the contents of each container before it is commingled with the load.

3. Immediate Driver Response

While unloading the collection container into the holding hopper the driver has a clear view of the waste products as they are emptied and staged for compaction. All drivers are trained and prepared to segregate materials upon identification.

Un-Permitted materials such as U-Waste or Household Hazardous Waste or any suspicious unidentified materials shall be left at the service address and a Non-collection tag shall be affixed to the container.

Should any material appear to be dangerous in nature or a threat to the health and safety of the community or Athens Services personnel, the area route supervisor shall immediately notify the County fire department and the appropriate local agency for immediate resolution.

4. Driver Notification

All Athens Services drivers are trained and prepared to deal with any Un-Permitted waste issue. Athens Services personnel have been instructed to complete the non-collection tag and affix it to the offending container. The notification tag shall explain the violation and the proper means of disposal. All drivers are trained and prepared to segregate materials upon identification.

Each Un-Permitted disposal incident shall be reported to the dispatch center and the area route supervisor. The service address shall be monitored, if necessary, for additional disposal violations. Athens Services customer service shall log each incident and supply a copy to the County of Los Angeles.

Should any material appear to be dangerous in nature or a threat to the health and safety of the community or Athens Services personnel, the area route supervisor will immediately notify the County fire department and the appropriate local agency for immediate resolution.

5. Notification of Appropriate Agency or Department

Athens Services shall maintain a complaint and incident log for the Rowland Heights and Diamond Bar franchise area. Customer Service shall monitor and record all Un-Permitted waste violations/incidents identified by Athens Services personnel. All records shall be copied and supplied to the County of Los Angeles per the requirements of the franchise agreement. Athens Services shall report its observations to the Director in addition to notifying the offender. Habitual violators shall be reported to the County inspector and service may be suspended pending final resolution.

Should any material appear to be dangerous in nature or a threat to the health and safety of the community or Athens Services personnel, the area route supervisor will immediately notify the County fire department and the appropriate local agency for immediate resolution.

6. Appropriate Actions

Athens Services is committed to proper manifestation and management of Un-Permitted waste materials. In the event suspicious material is identified the area route supervisor will be immediately notified and proper containment materials will be applied. All collected materials will be properly containerized, removed, and transported by a license contractor in accordance with Applicable Law.

7. Compliance with Applicable Law

Athens Services will comply with all Local, State and Federal laws as outlined in on compliance standards defined in the Department of Transportation (DOT) (Title 49 CFR) and the United States Environmental Protection Agency Title 40 CFR, as well as with California EPA and DTSC regulations.

8. Form and Content of Labels

Each automated cart contains language and illustrations prohibiting customers from discarding Un-Permitted Waste in English, Mandarin and Spanish. The final content of this information has been approved by the County of Los Angeles and was paid for and distributed by Athens Services or its contractor.

B. Prohibition on Collection

Unless licensed in accordance with Applicable Law, Athens Services, is prohibited from collecting Un-Permitted waste, other than in connection with providing collection of bulky items, CEDS, or E-waste as outlined in the Charter Oak-Covina Franchise Agreement. Athens Services, will notify all persons required by Applicable Law of Unpermitted Wastes that it finds or observes in Solid Waste.

C. Reports to Director

Athens Services, shall use Reasonable Business Efforts to report to the Director and the appropriate agency as required by Applicable Law any observance of suspicious materials it reasonably believes or suspects to contain Un-Permitted Waste being disposed of or released onto any County or any other public property, including storm drains, streets, or other public rights of way.

D. Labels

Athens Services, shall affix labels to each automated cart used in the Rowland Heights and Diamond Bar franchise area, with language and illustrations prohibiting customers from discarding Un-Permitted Waste in English, Mandarin and Spanish.

E. Safe Disposal Customer Education Program

As part of the Athens Services Un-Permitted Waste Screening Protocol, Athens Services shall develop and implement a customer education program to maximize exclusion of Un-Permitted Waste from disposal and promote safe handling of Un-Permitted Waste as stipulated in Part II Section 6. Athens Services shall distribute this education program in conjunction with its customer outreach for the Waste Diversion Program. Athens Services shall submit the materials to COUNTY at least one month prior to distributing them for the approval of format and content. Materials shall be developed and circulated once each calendar year in accordance with the terms and conditions outlined in Part II Section 6 of the Agreement.

Athens Services shall notify the subscribers regarding the safe handling of Un-Permitted Waste through our community outreach efforts. Unsafe disposal of Un-Permitted Waste will be strongly discouraged. Any items deemed to be hazardous waste, U-Waste, or E-Waste will not be collected in the regular cart collection program. Should such material be presented at the curb, a Non-Collection Notice will be affixed to the cart.

Exhibit 17 – Contractor Documentation

Item B.5 – ACKNOWLEDGMENT

This item consists of 2 pages (including this page).

Item B.5 – ACKNOWLEDGMENT

Arakelian Enterprises Inc., dba: Athens Services, acknowledges that it has read and completely understands the program(s) related to the Safely Surrendered Baby Law as articulated in the bid documents and the County of Los Angeles website www.babysafela.org.

Athens Services, agrees to provide each employee involved with the contract a copy of the “No Shame. No Blame. No Names.” County program documentation, in both English and Spanish, as provided in the downloadable version on the County of Los Angeles website.

Athens Services, and its contractors will post posters of copies of County of Los Angeles posters regarding the Safely Surrendered Baby Law in every facility where their employees are present.

And

Athens Services, acknowledges receipt of fact sheet relating to the Non-Employee Injury Report form that is available on the County’s website at:
<http://cao.co.la.ca.us/RMB/pdf/NonEmployeeInjuryReport.pdf>

A handwritten signature in black ink, appearing to be "C. M. D.", written over a horizontal line.

Signature

Exhibit 17 – Contractor Documentation

Item B.6 – INSURANCE AND PERFORMANCE ASSURANCE

This item consists of 14 pages (including this page).



CERTIFICATE OF LIABILITY INSURANCE

 DATE (MM/DD/YYYY)
 3/6/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Marsh & McLennan Agency LLC Marsh & McLennan Ins. Agency LLC 1 Polaris Way #300 Aliso Viejo CA 92656		CONTACT NAME: Matthew McNab PHONE (A/C No. Ext): 949-362-6317 FAX (A/C No.): E-MAIL ADDRESS: matthew.mcnaab@marshmma.com	
INSURED Arakelian Enterprises, Inc. Athens Services, Inc. 14048 Valley Boulevard City of Industry CA 91746		INSURER(S) AFFORDING COVERAGE NAIC # INSURER A: AIG Specialty Insurance Company 26883 INSURER B: Greenwich Insurance Company 22322 INSURER C: National Fire & Marine Insurance 20079 INSURER D: XL Insurance America, Inc. 24554 INSURER E: INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** 1162519448 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADOL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	Y	Y	EG6439324	3/1/2025	3/1/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 25,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NONOWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/>	Y	Y	RAD500042710	3/1/2025	3/1/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 25,000			42UMO31038306	3/1/2025	3/1/2026	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	Y	RWD500042611	3/1/2025	3/1/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Pollution Legal Liability	N	N	EG6439324	3/1/2025	3/1/2026	Per Claim \$10,000,000 Aggregate \$10,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks: Schedule, may be attached if more space is required)
 RE: Contract #003731 - The Exclusive Franchise Contract for the Areas of Rowland Heights/South Diamond Bar

County of Los Angeles, its special districts, elected and appointed officers, employees, agents and volunteers (County Indemnitees) are included as Additional Insured as respects to General Liability, where required by written contract or agreement, per the attached endorsement. Insurance is Primary & Non-Contributory per the attached endorsement. Waiver of Subrogation applies with respects to General Liability, Auto Liability and Workers Compensation, where required by written contract, per the attached endorsements. 30 Day Notice of Cancellation applies per policy provisions. Umbrella coverage is follow form with regards to General Liability and Auto Liability.

CERTIFICATE HOLDER County of Los Angeles - Department of Public Works; Admin. Services, 9th Floor P.O. Box 1460 Alhambra CA 91802-1460	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
---	--

ACORD 25 (2016/03)

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INSURED: Anakelan Enterprises, Inc.

POLICY#: EG6439324

POLICY PERIOD: 03/01/2025

TO: 03/01/2026

ENDORSEMENT NO. 8

This endorsement, effective 12:01 AM,

Forms a part of Policy No:

Issued to:

By: AIG SPECIALTY INSURANCE COMPANY

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED PRIMARY AND NON-CONTRIBUTORY ENDORSEMENT -
OWNERS, LESSEES OR CONTRACTORS - YOUR WORK

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY AND
POLLUTION LEGAL LIABILITY POLICY

SCHEDULE

Name of Additional Insured Person(s) or Organization(s):

BLANKET WHERE REQUIRED BY WRITTEN CONTRACT EXECUTED PRIOR TO CLAIM OR
LOSS.

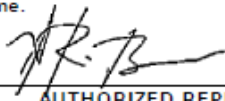
Location(s) of Covered Operation(s):

ALL LOCATIONS OF THE NAMED INSURED

I. Solely as respects COVERAGE A - BODILY INJURY AND PROPERTY DAMAGE LIABILITY, COVERAGE B - PERSONAL AND ADVERTISING INJURY LIABILITY, and COVERAGE E - ADDITIONAL POLLUTION LEGAL LIABILITY, SECTION II - WHO IS AN INSURED is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for bodily injury, property damage, personal and advertising injury, or environmental damage arising out of your work for the additional insured(s) by or for you at the location(s) designated above.

II. As respects the coverage afforded the additional insured(s) scheduled above, this insurance is primary and non-contributory, and our obligations are not affected by any other insurance carried by such additional insured(s) whether primary, excess, contingent, or on any other basis.

All other terms, conditions and exclusions shall remain the same.



AUTHORIZED REPRESENTATIVE
or countersignature (in states where applicable)

107427 (12/10)
CI4835

PAGE 1 OF 1

INSURED: Arakelian Enterprises, Inc.

POLICY # EG6439324

POLICY PERIOD: 03/01/2025

TO: 03/01/2026

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY
AGAINST OTHERS TO US ENDORSEMENT

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY AND
POLLUTION LEGAL LIABILITY COVERAGE FORM

It is hereby agreed as follows:

SECTION IV - CONDITIONS, Paragraph 7. Transfer of Rights of Recovery Against Others to Us - Applicable to Coverages A, B, C and E is amended by the addition of the following at the end of such subparagraph:

We waive any right of recovery we may have against the person or organization shown in the Schedule below because of payments we make under Coverage A, B, C and E for injury or damage arising out of your ongoing operations or your work done under a contract with that person or organization and included in the products-completed operations hazard. This waiver applies only to the person or organization shown in the Schedule below.

SCHEDULE

Name of Person or Organization:

Blanket where required by written contract, provided that such contract was executed prior to Loss or Claim.

All other terms, conditions, and exclusions shall remain the same.

AUTHORIZED REPRESENTATIVE
or countersignature (in states where
applicable)

94283 (3/07)
CI3021

PAGE 1 OF 1

INSURED: Avalonian Enterprises, Inc.

POLICY#: RAD500042710

POLICY PERIOD: 03/01/2025

TO: 03/01/2026

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**WAIVER OF TRANSFER OF RIGHTS OF RECOVERY
AGAINST OTHERS TO US (WAIVER OF SUBROGATION)**

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by the endorsement.

This endorsement changes the policy effective on the inception date of the policy unless another date is indicated below.

SCHEDULE

Name(s) Of Person(s) Or Organization(s):

WHERE REQUIRED BY AN EXECUTED WRITTEN CONTRACT.

Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

The Transfer Of Rights Of Recovery Against Others To Us condition does not apply to the person(s) or organization(s) shown in the Schedule, but only to the extent that subrogation is waived prior to the "accident" or the "loss" under a contract with that person or organization.

POLICY NUMBER:

COMMERCIAL AUTO
CA 20 01 10 13**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.****LESSOR – ADDITIONAL INSURED AND LOSS PAYEE**

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
 BUSINESS AUTO COVERAGE FORM
 MOTOR CARRIER COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by the endorsement.

This endorsement changes the policy effective on the inception date of the policy unless another date is indicated below.

Named Insured: Endorsement Effective Date:

SCHEDULE

Insurance Company:	
Policy Number:	Effective Date:
Expiration Date:	
Named Insured:	
Address:	
Additional Insured (Lessor): Blanket where required by written contract	
Address: Blanket where required by written contract	
Designation Or Description Of "Leased Autos": Blanket where required by written contract	

Coverages	Limit Of Insurance
Covered Autos Liability	\$ Each "Accident"
Comprehensive	Actual Cash Value Or Cost Of Repair, Whichever Is Less, Minus \$ Deductible For Each Covered "Leased Auto"
Collision	Actual Cash Value Or Cost Of Repair, Whichever Is Less, Minus \$ Deductible For Each Covered "Leased Auto"
Specified Causes Of Loss	Actual Cash Value Or Cost Of Repair, Whichever Is Less, Minus \$ Deductible For Each Covered "Leased Auto"
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.	

A. Coverage

- Any "leased auto" designated or described in the Schedule will be considered a covered "auto" you own and not a covered "auto" you hire or borrow.
- For a "leased auto" designated or described in the Schedule, the **Who Is An Insured** provision under Covered Autos Liability Coverage is changed to include as an "insured" the lessor named in the Schedule. However, the lessor is an "insured" only for "bodily injury" or "property damage" resulting from the acts or omissions by:
 - You;
 - Any of your "employees" or agents; or
 - Any person, except the lessor or any "employee" or agent of the lessor, operating a "leased auto" with the permission of any of the above.
- The coverages provided under this endorsement apply to any "leased auto" described in the Schedule until the expiration date shown in the Schedule, or when the lessor or his or her agent takes possession of the "leased auto", whichever occurs first.

B. Loss Payable Clause

- We will pay, as interest may appear, you and the lessor named in this endorsement for "loss" to a "leased auto".

- The insurance covers the interest of the lessor unless the "loss" results from fraudulent acts or omissions on your part.
- If we make any payment to the lessor, we will obtain his or her rights against any other party.

C. Cancellation

- If we cancel the policy, we will mail notice to the lessor in accordance with the Cancellation Common Policy Condition.
- If you cancel the policy, we will mail notice to the lessor.
- Cancellation ends this agreement.

- The lessor is not liable for payment of your premiums.

E. Additional Definition

As used in this endorsement:

"Leased auto" means an "auto" leased or rented to you, including any substitute, replacement or extra "auto" needed to meet seasonal or other needs, under a leasing or rental agreement that requires you to provide direct primary insurance for the lessor.

INSURED: Arakelian Enterprises, Inc.

POLICY#: RWD500042611

POLICY PERIOD: 03/01/2025

TO: 03/01/2026

WORKERS COMPENSATION AND EMPLOYERS LIABILITY INSURANCE POLICY

WC 04 03 06
(Ed. 04-84)

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT - CALIFORNIA

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

You must maintain payroll records accurately segregating the remuneration of your employees while engaged in the work described in the Schedule.

The additional premium for this endorsement shall be _____ % of the California workers' compensation premium otherwise due on such remuneration.

SCHEDULE

PERSON OR ORGANIZATION

JOB DESCRIPTION

ANY PERSON OR ORGANIZATION FOR
WHOM THE NAMED INSURED HAS AGREED
BY WRITTEN CONTRACT TO FURNISH
THIS WAIVER PRIOR TO A LOSS

This endorsement changes the policy to which it is attached and is effective on the date issued unless otherwise stated.
(The information below is required only when this endorsement is issued subsequent to preparation of the policy.)

Endorsement Effective 03/01/2025

Policy No. RWD500042611

Endorsement No.

Insured Arakelian Enterprises, Inc.

Premium \$ INCL.

Insurance Company

Countersigned By _____

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From the WCIRB's California Workers' Compensation Insurance Forms Manual © 1999.

INSURED

Bond no.: 1116037

BOND FOR FAITHFUL PERFORMANCE
Annually Renewable Performance and Payment Bond

KNOW ALL MEN BY THESE PRESENTS: That Arakelain Enterprises Inc. dba Athens Services

("Principal") and The Hanover Insurance Company ("Surety"), are held and firmly bound unto the COUNTY OF LOS ANGELES, State of California ("Obligee"), in the penal sum of eight hundred twenty eight thousand five hundred ninety eight and 78/100ths (\$ 828,598.78) dollars for the payment of which sum, the Principal and Surety bind themselves, and each of their heirs, administrators, executors, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has entered into a contract with the Obligee entitled (Title) Exclusive Franchise Agreement for the Area(s) of Rowland Heights/South Diamond Bar (the "Franchise Agreement") for the performance of the terms, conditions, covenants and obligations and services set forth in the Franchise Agreement, including but not limited to providing Franchise services in bins or dumpsters and roll-off boxes in the unincorporated areas of Los Angeles County and payment of the applicable Franchise fee; and payment of any liquidated damages assessed pursuant to the Franchise Agreement; and

WHEREAS, the Franchise Agreement is hereby referred to and made a part hereof as fully and to the same extent as if copied at length herein;

NOW, THEREFORE, THE CONDITION OF THE ABOVE OBLIGATION IS SUCH, that if the Principal shall well and truly perform each and every covenant and obligation in the Franchise Agreement at the time and in the manner specified in the Franchise Agreement during the term of this bond, and shall reimburse the Obligee for all loss and damage which the Obligee may sustain by reason of failure or default on the part of the Principal, then this obligation shall be void, otherwise it shall remain in full force and effect.

PROVIDED, however that this bond is subject to the following conditions and provisions:

1. This bond is for the term beginning July 1, 2025 and ending June 30, 2026.
2. In the event of default by the Principal in the performance of the Franchise Agreement during the term of this bond, the Surety shall be liable only for the loss to the Obligee due to damages as described in Section 15 of the Franchise Agreement. The Surety, after investigation, shall with reasonable promptness determine the amount for which it may be liable to the Obligee as soon as practicable after the amount is determined, and tender payments to the Obligee to secure substitute services, remedy damages incurred, and ensure satisfaction of all performance obligations as set forth in Section 15 of the Franchise Agreement and only for the purpose of enforcing such Franchise Agreement obligations as they pertain to this bond.
3. Except for a claim for compensatory damages as defined in Section 12, D.1 of the Franchise Agreement, no claim, action, suit or proceeding, except as hereinafter set forth, shall be had or maintained against the Surety on this instrument unless it be brought or instituted and process served upon the Surety within two years after the expiration of the stated terms of this bond.
4. Neither non-renewal by the Surety, nor the failure or inability of the Principal to file a replacement bond in the event of non-renewal, shall itself constitute loss by the Obligee recoverable under this bond, notwithstanding any language in the Franchise Agreement to the contrary.
5. The bond may be extended for additional one-year terms at the option of the Surety, by Continuation Certificate executed by the Surety.
6. The liability of the Surety under this bond and all Continuation Certificates shall not be cumulative and under no circumstances shall the Surety's liability exceed the penal sum stated herein.
7. No right of action shall accrue on this bond to or for the use of any person, entity or corporation other than the Obligee and this bond cannot be assigned to any other party without the written consent of the Surety.
8. Other than the Surety's right to renew this bond to extend its termination date, the Surety stipulates and agrees that any change, extension of time, alteration or addition to the terms of the Contract, including alterations in the work to be done, or increase or decrease of the material to be furnished, shall not in any way release either the Principal or Surety, and Surety hereby waives notice of any such change, extension of time, alteration or addition.

9. In the event that suit is brought against this bond, the Surety will pay, in addition to the penal sum herein, costs and reasonable expenses and fees, including reasonable attorney's fees, as awarded and fixed by the court.

Signed and sealed this 21st day of May, 2025.

Arakelain Enterprises Inc. d/b/a Arakelain Services
Principal

BY: [Signature] (Seal)

Gary Clifford - Sr. Executive VP
Name and Title Crucial Affairs

BY: [Signature]

Arty Felez - Chief Financial Officer
Name and Title

The Hanover Insurance Company
Surety

BY: [Signature] (Seal)

Jennifer Ochs
Attorney-in-fact



APPROVED AS TO FORM:

DAWYN R. HARRISON
County Counsel

BY: [Signature]
Deputy

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE § 1189

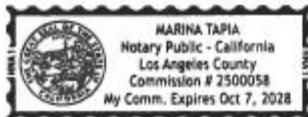
A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California)
 County of Los Angeles)
 On MAY 21 2025 before me, Marina Tapia, Notary Public
Date Here Insert Name and Title of the Officer
 Personally appeared Jennifer Ochs
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Signature Marina Tapia
Signature of Notary Public

Place Notary Seal Above

OPTIONAL

Though this section is optional, completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document _____ Document Date _____

Number of Pages _____ Signer(s) Other Than Named Above _____

Capacity(ies) Claimed by Signer(s)

Signer's Name _____	Signer's Name _____
<input type="checkbox"/> Corporate Officer—Title(s) _____	<input type="checkbox"/> Corporate Officer—Title(s) _____
<input type="checkbox"/> Partner <input type="checkbox"/> Limited <input type="checkbox"/> General	<input type="checkbox"/> Partner <input type="checkbox"/> Limited <input type="checkbox"/> General
<input type="checkbox"/> Individual <input type="checkbox"/> Attorney in Fact	<input type="checkbox"/> Individual <input type="checkbox"/> Attorney in Fact
<input type="checkbox"/> Trustee <input type="checkbox"/> Guardian or Conservator	<input type="checkbox"/> Trustee <input type="checkbox"/> Guardian or Conservator
<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____

Signer Is Representing _____ Signer Is Representing _____

THE HANOVER INSURANCE COMPANY
MASSACHUSETTS BAY INSURANCE COMPANY
CITIZENS INSURANCE COMPANY OF AMERICA

POWER OF ATTORNEY

THIS Power of Attorney limits the acts of those named herein, and they have no authority to bind the Company except in the manner and to the extent herein stated.

KNOW ALL PERSONS BY THESE PRESENTS:

That THE HANOVER INSURANCE COMPANY and MASSACHUSETTS BAY INSURANCE COMPANY, both being corporations organized and existing under the laws of the State of New Hampshire, and CITIZENS INSURANCE COMPANY OF AMERICA, a corporation organized and existing under the laws of the State of Michigan, (hereinafter individually and collectively the "Company") does hereby constitute and appoint,

Sarah Campbell, Janina Monroe, Charles R. Teter III, Jennifer Ochs, D Garcia, Rachel A Mullen, KD Wapato, Marina Tapia, Sandra Corona, Jaren A Marx, MB Neely and/or Chase Seyforth

Of Lockton Companies, LLC, Los Angeles, CA each individually, if there be more than one named, as its true and lawful attorney(s)-in-fact to sign, execute, seal, acknowledge and deliver for, and on its behalf, and as its act and deed any place within the United States, any and all surety bonds, recognizances, undertakings, or other surety obligations. The execution of such surety bonds, recognizances, undertakings or surety obligations, in pursuance of these presents, shall be as binding upon the Company as if they had been duly signed by the president and attested by the secretary of the Company, in their own proper persons. Provided however, that this power of attorney limits the acts of those named herein; and they have no authority to bind the Company except in the manner stated and to the extent of any limitation stated below:

Any such obligations in the United States, not to exceed Twenty Million and No/100 (\$20,000,000) in any single instance

That this power is made and executed pursuant to the authority of the following Resolutions passed by the Board of Directors of said Company, and said Resolutions remain in full force and effect:

RESOLVED: That the President or any Vice President, in conjunction with any Vice President, be and they hereby are authorized and empowered to appoint Attorneys-in-fact of the Company, in its name and as it acts, to execute and acknowledge for and on its behalf as surety, any and all bonds, recognizances, contracts of indemnity, waivers of citation and all other writings obligatory in the nature thereof, with power to attach thereto the seal of the Company. Any such writings so executed by such Attorneys-in-fact shall be binding upon the Company as if they had been duly executed and acknowledged by the regularly elected officers of the Company in their own proper persons.

RESOLVED: That any and all Powers of Attorney and Certified Copies of such Powers of Attorney and certification in respect thereto, granted and executed by the President or Vice President in conjunction with any Vice President of the Company, shall be binding on the Company to the same extent as if all signatures therein were manually affixed, even though one or more of any such signatures thereon may be facsimile. (Adopted October 7, 1981 – The Hanover Insurance Company; Adopted April 14, 1982 – Massachusetts Bay Insurance Company; Adopted September 7, 2001 – Citizens Insurance Company of America and affirmed by each Company on March 24, 2014)

IN WITNESS WHEREOF, THE HANOVER INSURANCE COMPANY, MASSACHUSETTS BAY INSURANCE COMPANY and CITIZENS INSURANCE COMPANY OF AMERICA have caused these presents to be sealed with their respective corporate seals, duly attested by two Vice Presidents, this 28th day of June 2024



The Hanover Insurance Company
Massachusetts Bay Insurance Company
Citizens Insurance Company of America

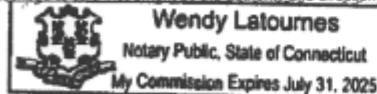
James H. Kawiecki
James H. Kawiecki, Vice President

The Hanover Insurance Company
Massachusetts Bay Insurance Company
Citizens Insurance Company of America

Julien M. Mendoza
Julien M. Mendoza, Vice President

STATE OF CONNECTICUT)
COUNTY OF HARTFORD) ss.

On this 28th day of June 2024 before me came the above named Executive Vice President and Vice President of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, to me personally known to be the individuals and officers described herein, and acknowledged that the seals affixed to the preceding instrument are the corporate seals of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, respectively, and that the said corporate seals and their signatures as officers were duly affixed and subscribed to said instrument by the authority and direction of said Corporations.



Wendy Latoumes
Wendy Latoumes, Notary Public
My commission expires July 31, 2025

I, the undersigned Vice President of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, hereby certify that the above and foregoing is a full, true and correct copy of the Original Power of Attorney issued by said Companies, and do hereby further certify that the said Powers of Attorney are still in force and effect.

GIVEN under my hand and the seals of said Companies, at Worcester, Massachusetts, this 21st day of May 2025.

CERTIFIED COPY

The Hanover Insurance Company
Massachusetts Bay Insurance Company
Citizens Insurance Company of America

John Rowedder
John Rowedder, Vice President

CALIFORNIA ACKNOWLEDGMENT

CIVIL CODE § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California }

County of Los Angeles }

On May 22, 2025

Date

before me, Gladdys Garcia, Notary Public

Here Insert Name and Title of the Officer

personally appeared Gary Clifford

Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature

[Handwritten Signature]

Signature of Notary Public

Place Notary Seal and/or Stamp Above

OPTIONAL

Completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: _____

Document Date: _____

Number of Pages: _____

Signer(s) Other Than Named Above: _____

Capacity(ies) Claimed by Signer(s)

Signer's Name: _____

Signer's Name: _____

☐ Corporate Officer – Title(s): _____

☐ Corporate Officer – Title(s): _____

☐ Partner – ☐ Limited ☐ General

☐ Partner – ☐ Limited ☐ General

☐ Individual

☐ Attorney in Fact

☐ Individual

☐ Attorney in Fact

☐ Trustee

☐ Guardian or Conservator

☐ Trustee

☐ Guardian or Conservator

☐ Other: _____

☐ Other: _____

Signer is Representing: _____

Signer is Representing: _____

CALIFORNIA ACKNOWLEDGMENT

CIVIL CODE § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

County of Los Angeles

On May 27, 2025

Date

before me,

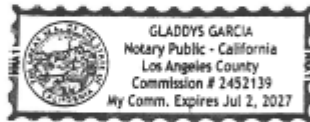
Gladdys Garcia, Notary Public

Here Insert Name and Title of the Officer

personally appeared Arty Feles

Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



Place Notary Seal and/or Stamp Above

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature

Signature of Notary Public

OPTIONAL

Completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: _____

Document Date: _____

Number of Pages: _____

Signer(s) Other Than Named Above: _____

Capacity(ies) Claimed by Signer(s)

Signer's Name: _____

☐ Corporate Officer – Title(s): _____

☐ Partner – ☐ Limited ☐ General

☐ Individual

☐ Attorney in Fact

☐ Trustee

☐ Guardian or Conservator

☐ Other: _____

Signer is Representing: _____

Signer's Name: _____

☐ Corporate Officer – Title(s): _____

☐ Partner – ☐ Limited ☐ General

☐ Individual

☐ Attorney in Fact

☐ Trustee

☐ Guardian or Conservator

☐ Other: _____

Signer is Representing: _____

Exhibit 17-Contractor Documentation

Item B.7 – INTERNAL REVENUE SERVICE NOTICE 1015

This item consists of 2 pages (including this page).

Item B.7 – INTERNAL REVENUE SERVICE NOTICE 1015



Department of the Treasury
Internal Revenue Service

Notice 1015

(Rev. December 2024)

Have You Told Your Employees About the Earned Income Credit (EIC)?

What Is the EIC?

The EIC is a refundable tax credit for certain workers.

Which Employees Must I Notify About the EIC?

You must notify each employee who worked for you at any time during the year and from whose wages you did not withhold income tax. However, you do not have to notify any employee who claimed exemption from withholding on Form W-4, Employee's Withholding Certificate.

Note: You are encouraged to notify all employees whose wages for 2024 are less than \$66,819 that they may be eligible for the EIC.

How and When Must I Notify My Employees?

You must give the employee one of the following.

- The IRS Form W-2, Wage and Tax Statement, which has the required information about the EIC on the back of Copy B.
- A substitute Form W-2 with the same EIC information on the back of the employee's copy that is on Copy B of the IRS Form W-2.
- Notice 797, Possible Federal Tax Refund Due to the Earned Income Credit (EIC).
- Your written statement with the same wording as Notice 797.

If you give an employee a Form W-2 on time, no further notice is necessary if the Form W-2 has the required information about the EIC on the back of the employee's copy. If you give an employee a substitute Form W-2, but it does not have the required information, you

must notify the employee within 1 week of the date the substitute Form W-2 is given. If Form W-2 is required but is not given on time, you must give the employee Notice 797 or your written statement by the date Form W-2 is required to be given. If Form W-2 is not required, you must notify the employee by February 3, 2025.

You must hand the notice directly to the employee or send it by first-class mail to the employee's last known address. You will not meet the notification requirements by posting Notice 797 on an employee bulletin board or sending it through office mail. However, you may want to post the notice to help inform all employees of the EIC. You can download copies of the notice at www.irs.gov/FormsPubs. Or you can go to www.irs.gov/OrderForms to order it.

How Will My Employees Know if They Can Claim the EIC?

The basic requirements are covered in Notice 797. For more detailed information, the employee needs to see Pub. 596, Earned Income Credit (EIC), or the Instructions for Form 1040.

How Do My Employees Claim the EIC?

Eligible employees claim the EIC on their 2024 tax return. Even an employee who has no tax withheld from wages and owes no tax may claim the EIC and ask for a refund, but they must file a tax return to do so. For example, if an employee has no tax withheld in 2024 and owes no tax but is eligible for a credit of \$800, they must file a 2024 tax return to get the \$800 refund.

Notice **1015** (Rev. 12-2024)
Cat. No. 205991

Exhibit 17-Contractor Documentation

Item B.8 – CONTRACTOR’S EEO CERTIFICATION

This item consists of 2 pages (including this page).

B.8 – Contractor’s Certification (Form PW-7)

FORM PW-7

PROPOSER'S EQUAL EMPLOYMENT OPPORTUNITY CERTIFICATION

Arakelian Enterprises, Inc., dba Athens Services	
<small>Proposer's Name</small>	
14048 Valley Boulevard, City of Industry, CA 91746	
<small>Address</small>	
95-4313271	
<small>Internal Revenue Service Employer Identification Number</small>	

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

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

Exhibit 17-Contractor Documentation

Item B.9 – INTENTIONALLY OMITTED

This item consists of 1 page (including this page).

Exhibit 17-Contractor Documentation

Item B.10 – SHARPS COLLECTION

This item consists of 2 pages (including this page).

Item B.10 – SHARPS COLLECTION

Sharps Collection Program

Within one week after residential customers' request, Athens Services will provide said subscription customer, at the customers' residential premises, without surcharge to the County or customer, an approved container for sharps disposal in accordance with Applicable Laws.

Athens Services will provide 1-gallon SHARP containers pre-approved by the County of Los Angeles. Upon request by the subscriber, Athens Services will arrange for prompt deliver an empty Sharps container kit.

Each kit includes:

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

Athens Services has identified Medical Waste Services as their container and autoclave vendor for sharps disposal.

Once the subscriber is done using the sharps container, the subscriber completes a simple tracking form and ships the container back to Medical Waste Services in the mail-back box. Upon receipt, Medical Waste Services documents the delivery and properly treats and destroys the sharps container and its contents. It is convenient, safe, and confidential.

Exhibit 17-Contractor Documentation

Item B.11 – MULCH AND COMPOST GIVEAWAY PROGRAM

This item consists of 2 pages (including this page).

Item B.11 – MULCH AND COMPOST GIVEAWAY PROGRAM

Within each Contract year, Athens will provide two (2) mulch/compost giveaway events at no additional cost. One event will be scheduled for early spring and the other will be scheduled in early fall.

All customers will be provided with advanced and multiple notifications to allow ample time to prepare for the giveaway event.

Athens will provide all staffing, materials, equipment, and compost/mulch needed for the event. Athens will provide roughly 10 tons of compost/mulch at each event.

Athens will coordinate with the County Public Works Director and/or their authorized representative on a suitable event location, the date for each event, and the start and end times of each event. This information will be provided on the notifications to all accounts in advance of the event date.

Exhibit 17-Contractor Documentation

Item B.12 – INTENTIONALLY OMITTED

This item consists of 1 page (including this page).

Exhibit 17 – Contractor Documentation

Item B.13 – DIRECTOR-APPROVED SUBCONTRACTORS

This item consists of 2 pages (including this page).

Item B.13 – DIRECTOR-APPROVED SUBCONTRACTORS

We will not be using any subcontractors for the Rowland Heights area.

Exhibit 17-Contractor Documentation

Item B.14 – BACKUP SERVICE PLAN

This item consists of 3 pages (including this page).

Item B.14 – BACKUP SERVICE PLAN

ATHENS SERVICES shall implement its Backup Service Plan within seven days of Director request if Customer's Solid Waste is not Collected at Customer's Set-Out Site or Abandoned Waste is not Collected for any reason, including uncontrollable circumstances. An example is if ATHENS SERVICES'S drivers strike or it is not possible to provide Contract Services in difficult to service areas due to severe weather conditions, especially on hillsides. In the event there is a protracted service disruption due to any cause, ATHENS SERVICES will institute many proactive actions to sustain Solid Waste Collection Services. Since Customers are expecting Collection, Transportation, and Disposal services that ATHENS SERVICES is not providing, ATHENS SERVICES shall not charge Customer or COUNTY for any of the services described below.

1. Provide Conveniently Located Dumpsters or Roll-off Containers

ATHENS SERVICES will place 3 or 4-yard Dumpsters and/or roll-off Containers throughout the community in key locations approved by Director.

2. Offer Self-Hauling Solid Waste to a Facility

ATHENS SERVICES will offer each Occupant the option of direct hauling and disposing of their solid waste at a facility normally used by ATHENS SERVICES for this Contract, 6 days per week. ATHENS SERVICES shall only charge the Customer for disposal costs for quantities beyond the Customer's normal service levels as evident in a copy of a recent bill provided by the Customer or Occupant. For example, a resident with 96-gallon Refuse, Recyclables and Green Waste Carts may Dispose up to 0.5 cubic yards of Refuse and Divert up to 0.5 cubic yards of Recyclables and Green Waste each week.

Additionally, if Director determines the distance to the facilities is too far from Occupants, ATHENS SERVICES will arrange for a local facility to allow each Occupant to drop-off the Solid Waste.

3. Inform Customers of Temporary Procedures

ATHENS SERVICES guarantees the above service and disposal options will be made readily available to each Occupant. ATHENS SERVICES will provide Customers and Occupants with information on where and how to dispose of their solid waste by the following means:

- A phone option on its customer service line to hear a taped looped message.
- Arrange for the broadcast of COUNTY's 30-second Public Service Announcement video on local cable access channels with ATHENS SERVICES to customize it to the situation, such as having text appear on the screen announcing date, times, and addresses.
- Contact local print media and produce a press release.

- Contact Customers and Occupants via phone, email, or text messages.

4. Credit Policy for Missed Contract Services

a. Missed Curbside Collection

Since Customer is expecting a Collection Service not provided, ATHENS SERVICES shall automatically credit Customer for each missed collection. For example, if a strike disrupts 2 weeks of the 13 Collections in a quarter, ATHENS SERVICES would credit Customer 2/13 of that quarter's fee toward the next quarter's fee.

b. Other Customer Services

When ATHENS SERVICES is unable to offer Customer Services other than curbside collection, such as Annual Curbside Cleanup, Mulch/Compost Giveaway events, or other required services, ATHENS SERVICES shall provide evidence of cost associated with those services and offer alternate services acceptable to Director.

5. Provide Replacement Drivers and Security

ATHENS SERVICES shall use Reasonable Business Efforts to require all properly trained and licensed employees to operate Collection Vehicles to maintain core Disposal and Diversion services. As described in the above paragraphs, ATHENS SERVICES shall be properly staffed to provide drop-off services for each Occupant. In addition to ATHENS SERVICES staff, ATHENS SERVICES shall use drivers or Vehicles from other operations and other waste haulers.

Finally, in cases of a strike, ATHENS SERVICES shall work closely with a private security firm to guarantee a safe and consistent operation.

6. Identify Customers Requiring Priority Service

ATHENS SERVICES shall contact the elderly and disabled Occupants with Roll-out Service and shall use Reasonable Business Efforts to Collect putrescible Solid Waste from their residence.

Exhibit 17-Contractor Documentation

Item B.15 –KEY PERSONNEL

This item consists of 2 pages (including this page).

Item B.15 –KEY PERSONNEL

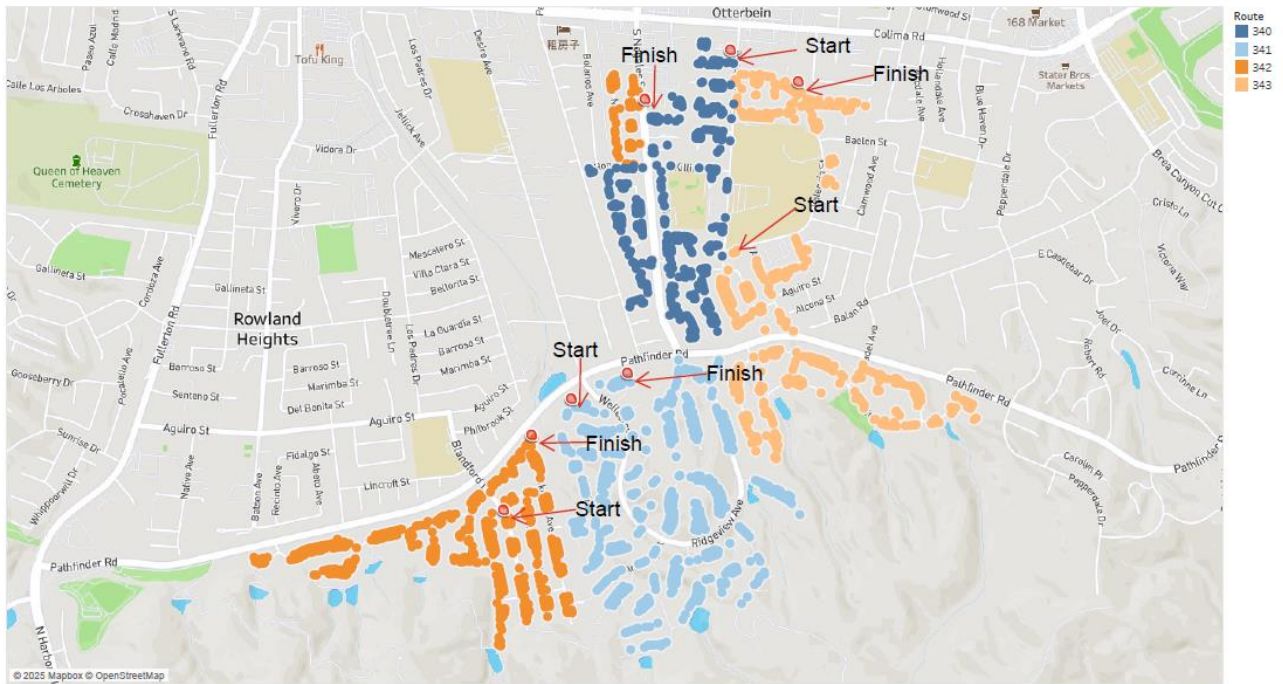
Department	Name	Title	Email	Phone Number
Executive	Gary Clifford	Sr. Executive Vice President	gclifford@athensservices.com	(626) 934-4619
Compliance	Christian Warner	Sr. Vice President of Compliance	cwarner!@athensservices.com	(626) 855-7230
Compliance	Christina Duong	Sr. Director of Contract Compliance	cduong@athensservices.com	(626) 705-6495
Compliance	Jennifer Cilloniz	Sr. Director of Program Outreach	jcilloniz@athensservices.com	(626) 934-4674
Operations	Juan Rodriguez	Sr. Vice President of Operations	jrodriguez@athensservices.com	(626) 975-9853
Operations	Steven Librenjak	Area Vice President	slibrenjak@athensservices.com	(626) 274-2153
Government Affairs	Vicky Muela	Vice President of Government Affairs	vmuela@athensservices.com	(626) 533-9293
Outreach & Education	Jessica Aldridge	Director of Sustainability & Zero Waste	jaldridge@athensservices.com	(626) 494-1165
Customer Service	Yvonne Velazco	Director of Customer Service	yvelazco@athensservices.com	(626) 594-4407

Exhibit 17-Contractor Documentation

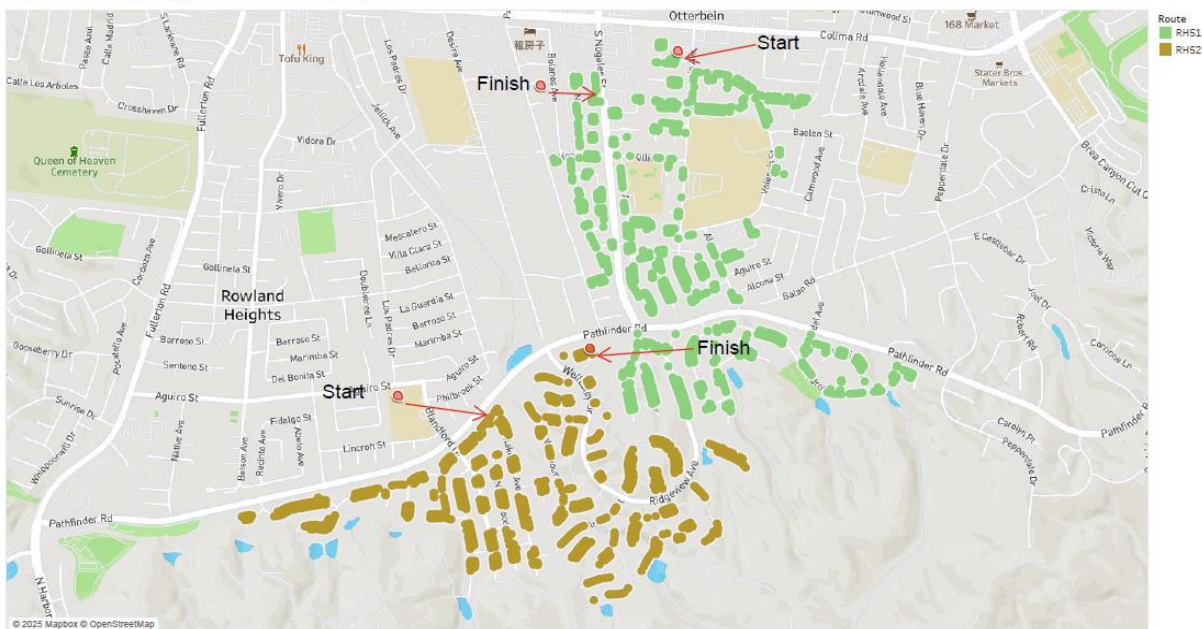
Item B.16 – ROUTE MAPS

This item consists of 16 pages (including this page).

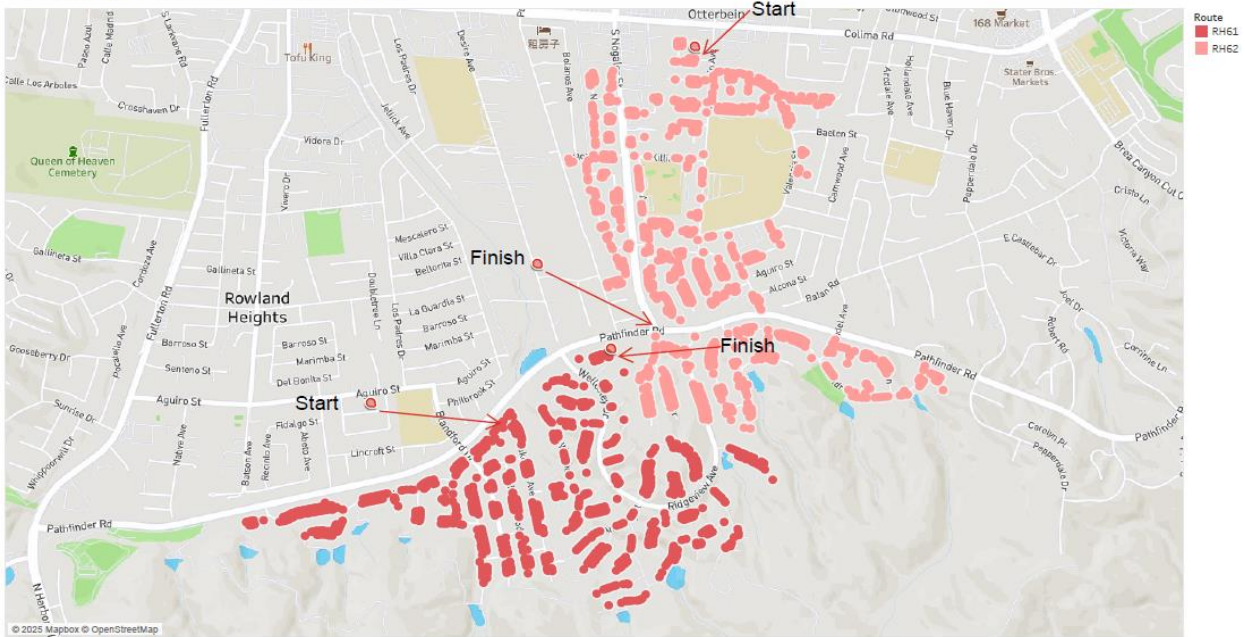
Monday Trash Collection



Monday Recycle Collection



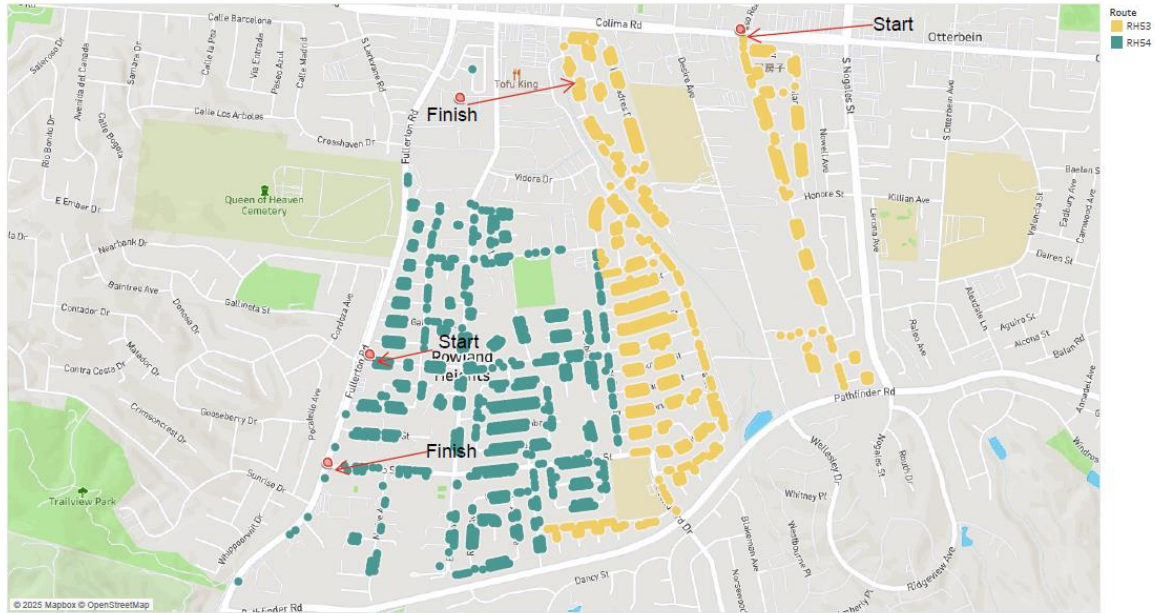
Monday Organics Collection



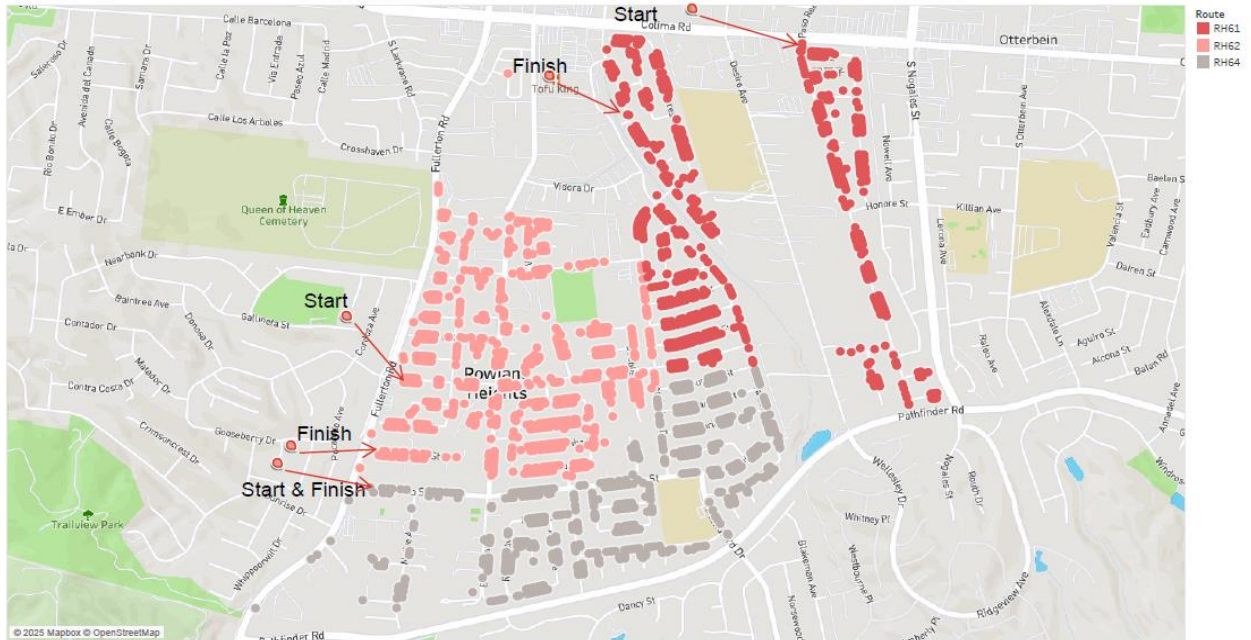
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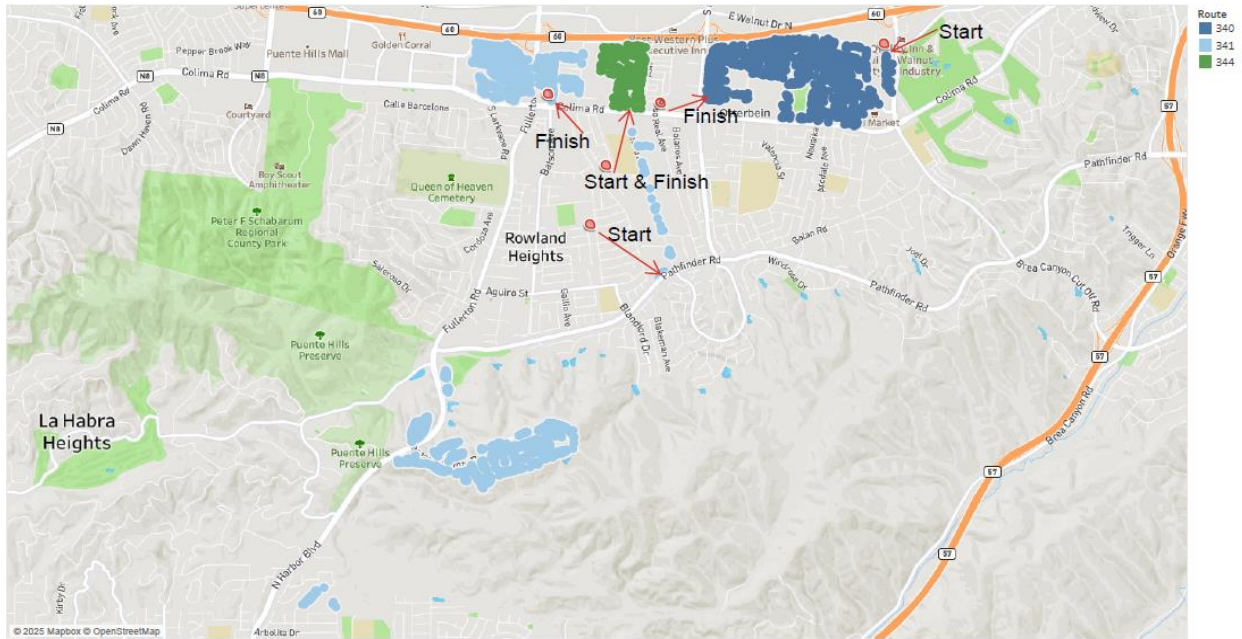
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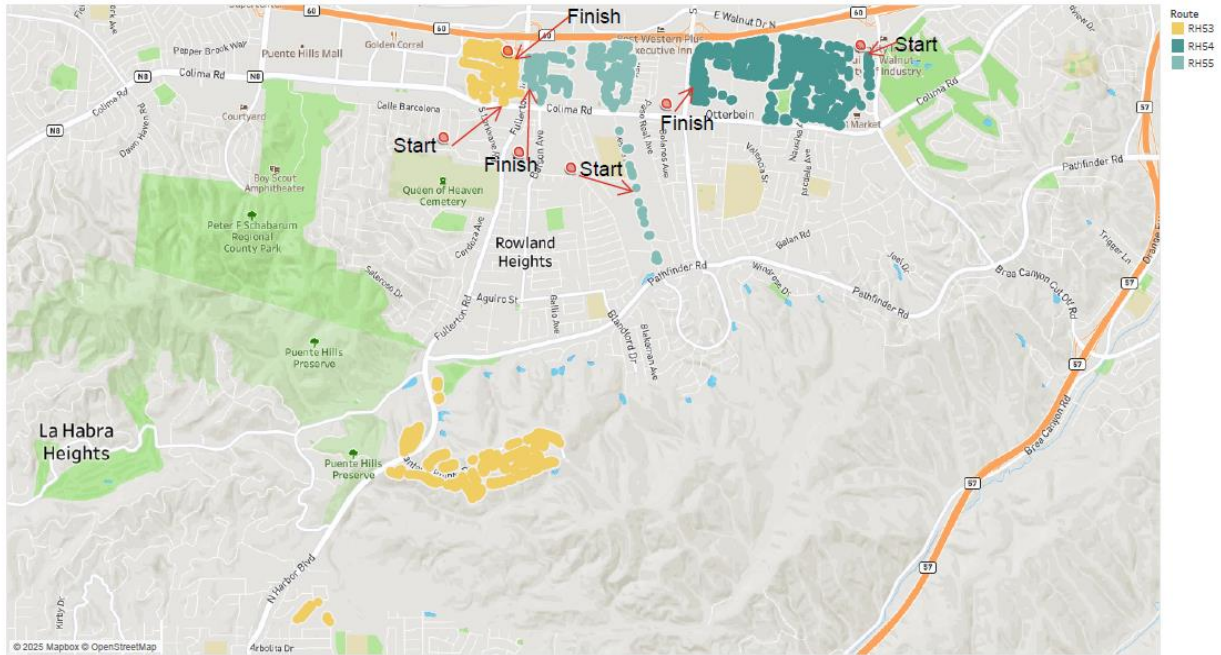
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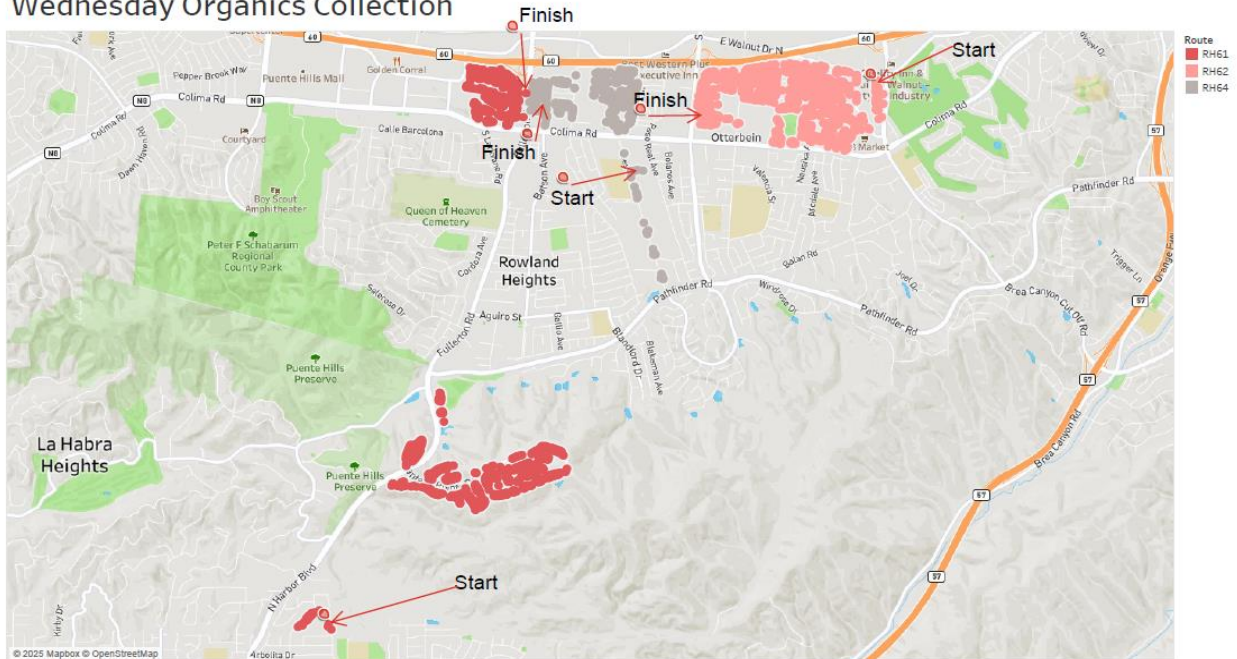
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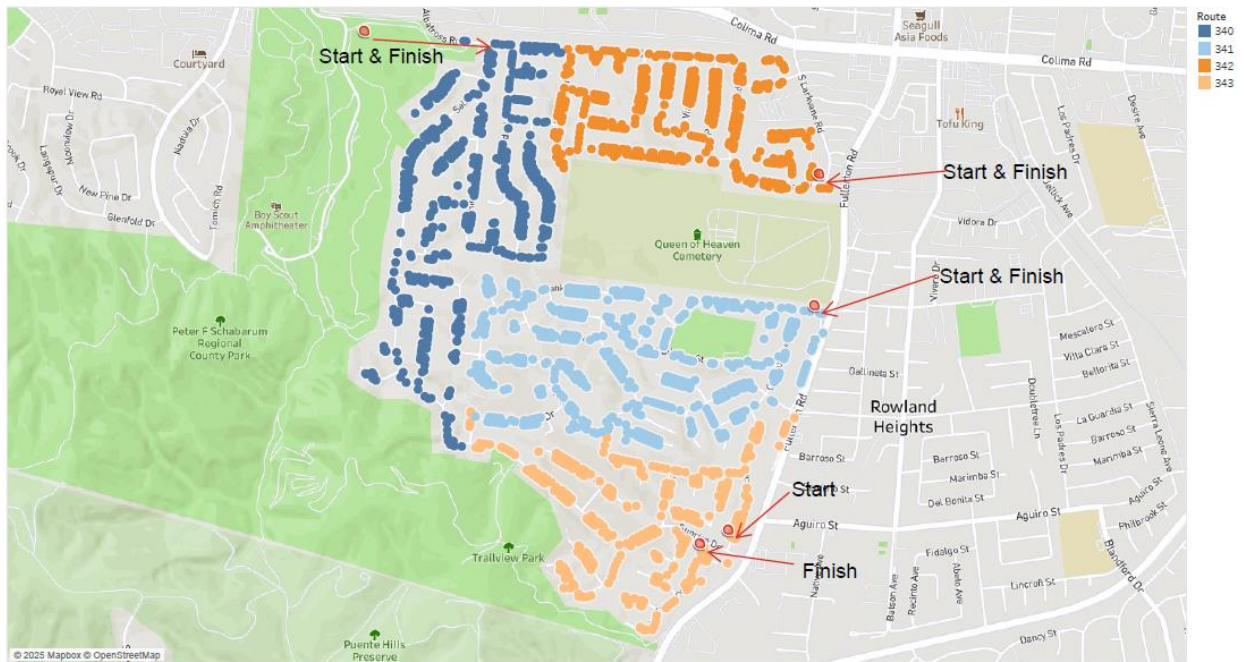
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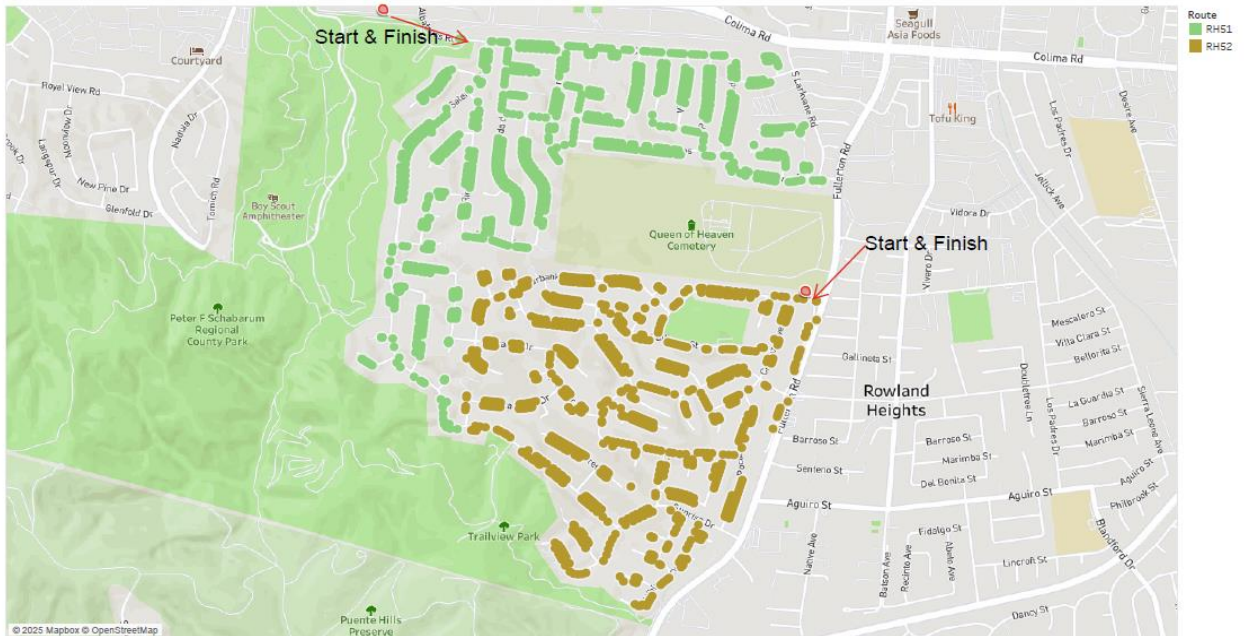
Wednesday Organics Collection



Thursday Trash Collection



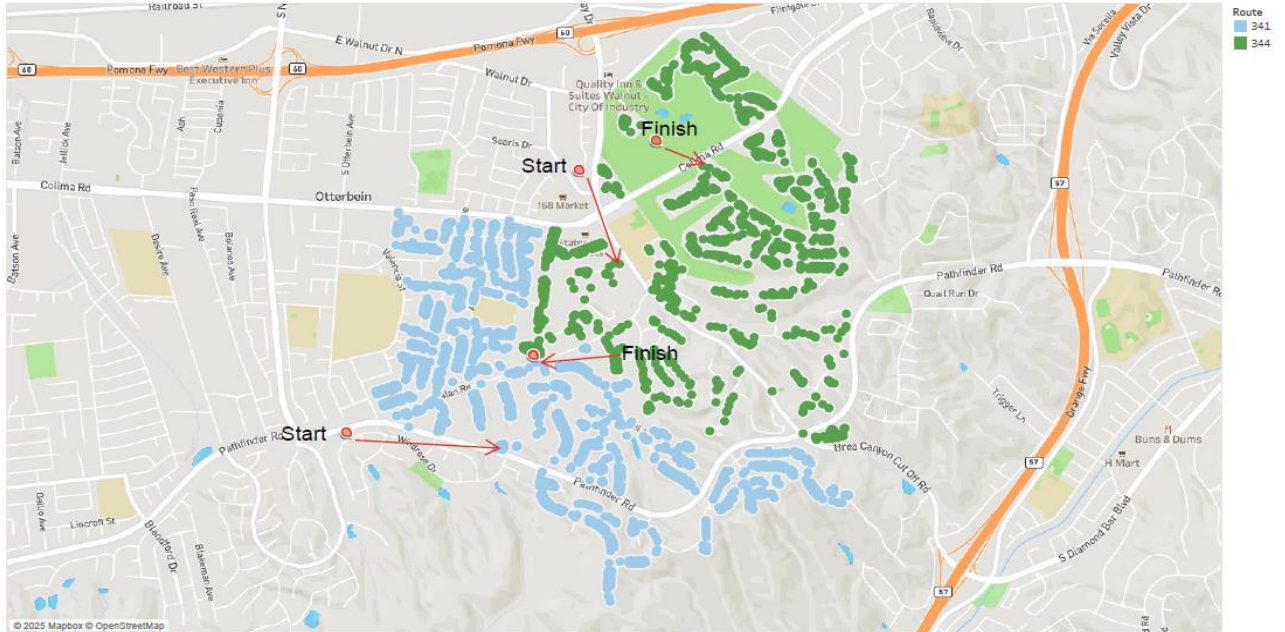
Thursday Recycle Collection



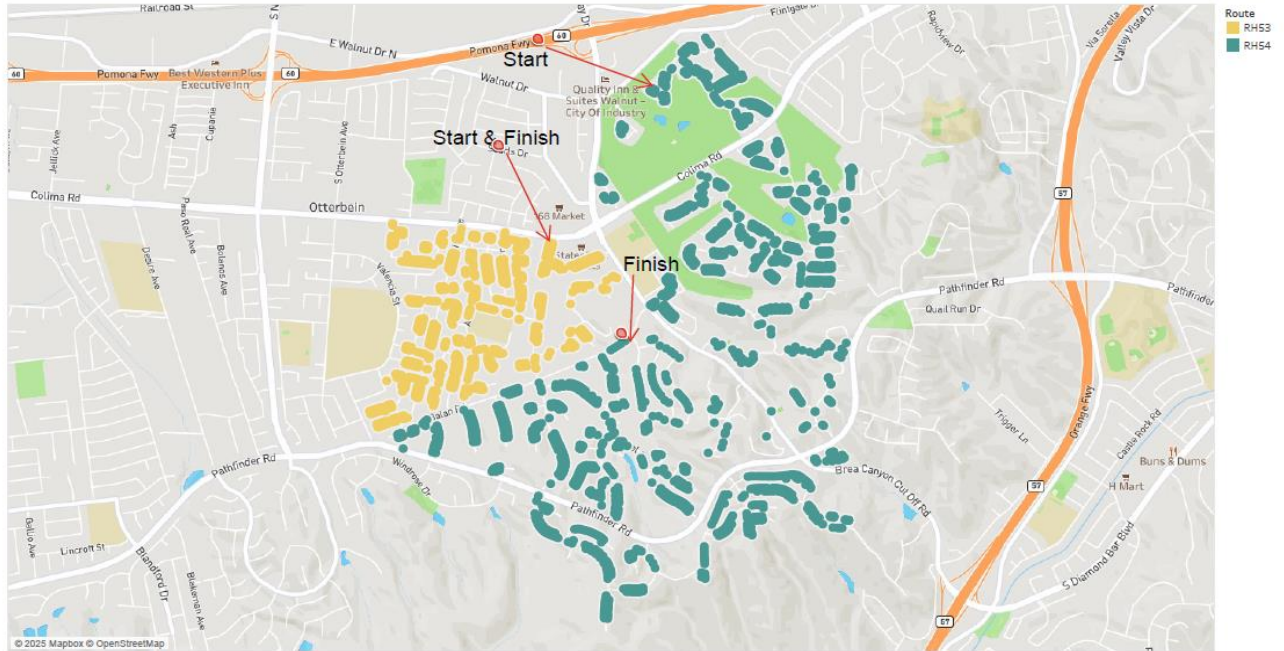
Thursday Organics Collection



Friday Trash Collection



Friday Recycle Collection



Friday Organics Collection

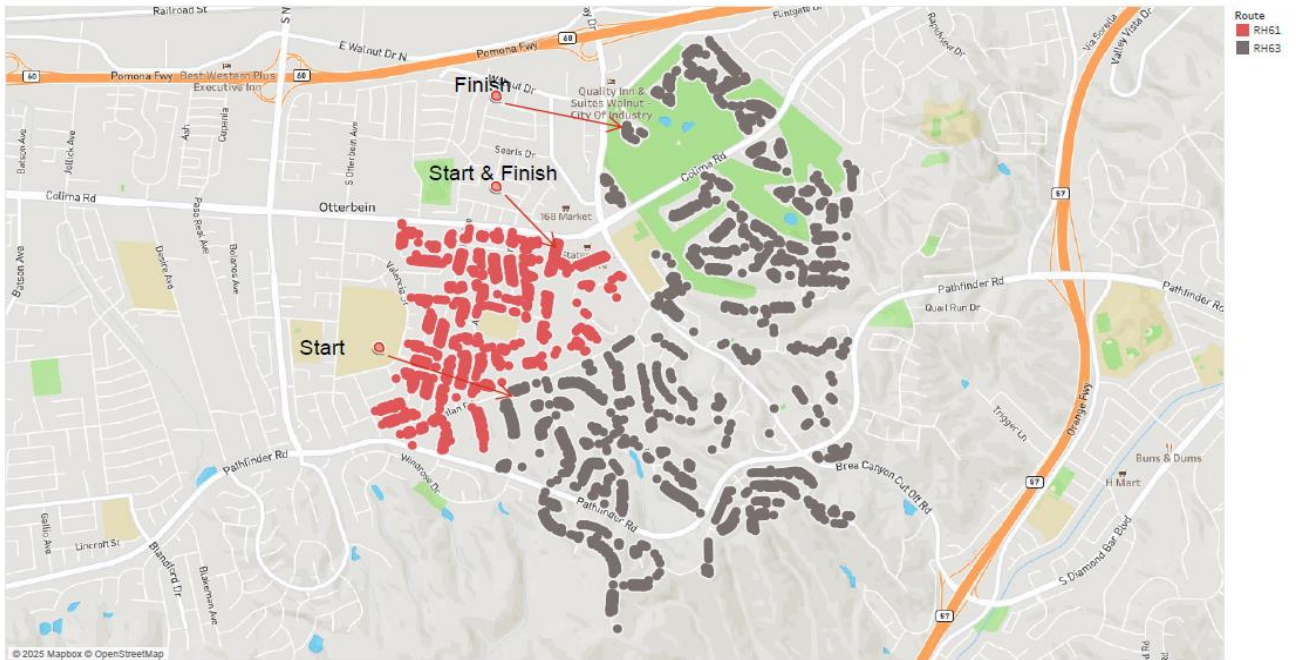


Exhibit 17-Contractor Documentation

Item B.17 – SOLID WASTE FACILITIES

This item consists of 2 pages (including this page).

Item B.17 – SOLID WASTE FACILITIES

For the area of Rowland Heights, Athens Services will direct haul the following material to the following locations:

Name: Athens Industry MRF & Transfer Station

Owner & Operator: Athens Services

Location: 14048 Valley Blvd., City of Industry, CA 91746

Phone: (626) 336-6100

Current Rate per ton: \$84.00

Material Accepted: Trash will be transferred to landfill.

Ultimate Destination: Trash will be transferred to Mid-Valley Landfill located at 2390 Alder Ave., Rialto, CA 92377.

Name: Puente Hills Material Recovery Facility (MRF)

Owner: Sanitation District of Los Angeles County

Operator: Athens Services

Location: 13130 Crossroads Parkway, City of Industry, CA 91746

Phone: (562) 908-4288

Current Rate per ton: \$61.00

Material Accepted: Recyclables.

Name: Athens Irwindale Material Recovery Facility (MRF)

Owner & Operator: Athens Services

Location: 2200 Arrow Highway, Irwindale, CA 91706

Phone: (626) 336-6100

Current Rate per ton: Not open yet

Material Accepted: Recyclables

Name: Athens Industry MRF & Transfer Station

Owner & Operator: Athens Services

Location: 14048 Valley Blvd., City of Industry, CA 91746

Phone: (626) 336-6100

Current Rate per ton: \$137.88

Material Accepted: Organics

Ultimate Destination: Organics will be transferred to Athens American Organics Composting Facility located at 20055 Shay Rd., Victorville, CA 92394.

Exhibit 17-Contractor Documentation

Item B.18 – ADDITIONAL CONTRACTOR COMMITMENT

This item consists of 2 pages (including this page).

Item B.18 – ADDITIONAL CONTRACTOR COMMITMENT

Athens Services has agreed to provide the following additional commitments:

- 1) Increased excess green waste pick-ups in bags or bundles from 4 pick-ups per year to 10 pick-ups per year
- 2) Provide kitchen pails to residents upon request

Exhibit 17-Contractor Documentation

Item B.19 – TRANSITION ROLL-OUT PLAN

This item consists of 5 pages (including this page).

Transition Roll-Out Plan

As the largest waste and recycling services provider in the region, Athens has had the privilege of leading several municipal transition plans. Our experience in this space has led to the development of a Service Implementation Model that accomplishes three major goals: gather detailed information about customers, deliver the correct containers, and most importantly, minimize service disruption throughout the transition period.

Athens' Service Implementation Model consists of five phases:



Each phase is accompanied by specific tasks designed to work with and build upon one another to reach designated milestones. Each task consists of specific deliverables, timelines, and designated owners. To ensure a successful launch of services, Athens team members will meet with the County Public Works Director and/or their authorized representative throughout the transition period to coordinate ongoing Franchise Area communications.

The following details each phase of our Transition Roll-Out Plan and how our Service Implementation Model will lead to a seamless service transition for the County. Specific Franchise Area tasks and timelines for each step of the Service Implementation Model is detailed in section C.n. Transition Roll-Out Plan of each Individualized Work Plan.

SERVICE IMPLEMENTATION MODEL

Pre-Outreach and Education: Six Months Before Start

In our experience, a successful transition period begins with engaging community members well before the start of services. The primary goal of the Pre-Outreach and Education phase is to educate customers on Athens' service offerings and communicate timelines. Parallel to this phase, Athens will collaborate with the incumbent hauler to gather detailed customer lists, billing information, service levels, current route sheets, and coordinate the removal of existing containers.

Launch Initial Education and Outreach Campaign

Athens is renowned throughout the industry for its engaging education and outreach campaigns and extensive library of educational resources. Our in-house Marketing and Communications team will collaborate with the Government Affairs and the Outreach and Education teams to develop and launch a campaign focused on introducing Athens to the community. All informational and educational materials will be tailored to the specific needs and best interests of the County and each Franchise Area. We will submit any collateral to the County for approval prior to distribution.

Create Dedicated Franchise Area Webpage

Upon award of the Contract, Franchise Area-specific webpages will be created that outlines available services, community benefits, and key timelines. This page will also serve as the central hub for all transition period information and a springboard to Athens' library of educational resources.

Host Town Hall Meetings

To help engage the community and raise awareness for the upcoming service transition, Athens will deploy recycling coordinators (RCs) to host in-person and/or virtual town hall meetings. These events will not only educate new customers, but also provide the opportunity to engage with Athens' representatives with any questions that may arise.

Communicate Container Delivery Plan

Athens' Operations team will coordinate with the incumbent hauler on the logistics of removing existing customer containers. The Government Affairs team will then communicate the removal strategy and delivery plan to the County for approval, allowing for recommendations and suggestions that better fit the community's needs.

Establish Community Partnerships

Athens is more than a waste and recycling collection company—we are a community partner. Athens is committed to collaborating with key stakeholders and community organizations to help engage the County and ensure residents are aware of important service transition dates.

Athens Services

SERVICE IMPLEMENTATION MODEL**Site Assessments: 90 Days Before Service Starts**

Site assessments are necessary to ensure a seamless transition between waste haulers. Athens will deploy a team of RCs and route auditors (RAs) to conduct a site and container audit before initiating our container delivery plan.

Site Assessments

During the second phase of the Service Implementation Model, Athens will launch its "boots on the ground" approach by having RCs and RAs visit Franchises Areas to conduct a site assessment. This approach allows Athens to identify any potential service challenges in a community and being developing solutions prior service commencement.

Host Ongoing Town Hall Meetings

RCs will continue to host live and/or virtual town hall meetings to educate the community on important upcoming dates.

Route Audits

Athens' Operations and Logistics teams will collaborate on route audits to ensure that our operational assumptions are correct and make adjustments if necessary. The team will run mock scenarios to ensure routes operate efficiently and effectively before the start of services.

Container Delivery Plan

To prepare for the delivery of new Athens branded containers, we will conduct a parcel audit immediately upon award to account for all customers. During the parcel audit, Athens will work with the incumbent hauler to secure a customer database that will help determine an accurate container count for each customer segment. Additionally, we will deploy an experienced logistics team to process the delivery and removal of residential containers. Deliveries will begin during the Site Assessment phase and may continue through the start of services.

County Cross Training

Athens will provide opportunities for the County Public Works Director and/or their authorized representative to be trained on Athens fleet monitoring systems.

Service Start

If awarded the Contract to serve as the County's exclusive hauler in one or more Franchise Areas, Athens will begin providing collection services to residents. During the first week of services, a route supervisor will be

deployed with each collection vehicle to ensure services are provided as designed. Athens will also begin daily check-ins with the County Public Works Director and/or their authorized representative to ensure any special requests or community concerns are received and addressed in a timely manner.

Launch Education and Outreach Programs

Two weeks before the start of services, Athens will launch the second phase of its comprehensive Outreach and Education program. This program is geared towards educating customers on the importance of recycling and reducing waste, with a special emphasis on organics waste recycling, unity and being developing solutions prior service commencement.

Adjust Service Levels

Throughout the Contract, residents will have the opportunity to connect with Athens to adjust their service level as needs ebb and flow. The Athens Customer Care Center hours of operations will be extended after hours for two (2) weeks after the start of services to provide community members ample opportunities to speak with an Athens representative. Athens will also extend other areas of its omnichannel support network, such as email and live chat, after hours to ensure customers have a resource available to turn to if necessary.

Continue Route Audits

At the start of services, a dedicated team of RAs will review operational data, as well as follow the collection vehicles while on route, to ensure that routing is arranged as efficiently as possible. The auditors will review routes, work orders, tonnage reports, and driver-initiated service exceptions to identify areas where unnecessary routes can be eliminated. Audits will continue as necessary to promote operational effectiveness, minimize environmental impact, and reduce service day frequencies.

Conduct Quality Checks

At the start of services, the Operations team will begin conducting quality checks using vehicle-equipped monitoring software called Mobile-Pak to ensure proper services are being provided to all customers. The Mobile-Pak tracking system gives drivers the ability to document service exceptions with a geocoded image that can be reported back to the customers via automated processes. Drivers can also communicate with the Customer Service team to provide service verification with photos, as well as report service obstructions, overfilled containers, or contamination. Mobile-Pak provides the Operations team valuable insight into Athens' performance in the community and will make adjustments as needed.

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SERVICE IMPLEMENTATION MODEL**Service Optimization: 60 Days After Service Starts**

Athens will continue to engage the community to ensure services are optimized. We are passionate about delivering exceptional service throughout the service implementation process and the best way to do that is by actively and continuously engaging customers.

Data Review

During the Service Optimization phase, RCs and RAs will re-engage residents with insights gathered from the previous phases to help with rightsizing and service frequency reduction where applicable.

Overfilled Container and Contamination Prevention

If a resident has been identified as having frequent overfilled and/or contaminated containers, CSRs and/or RCs will proactively reach out to review the occurrences and advise on actionable strategies to mitigate future instances. Our goal is to educate customers on proper sorting practices and encourage behaviors and solutions that will lead to sustained success. In many cases, an additional reminder or touchpoint is all it takes to help a customer build better waste sorting habits.

Community Report Presentation

Approximately sixty (60) days after the start of services, or at the County's discretion, Athens will prepare a community report that will summarize key milestones, opportunities for improvement, and updates to the Service Implementation Model. Items detailed in the community report include, but is not limited to:

- ▶ Final Residential and Commercial Customer Counts
- ▶ Tonnage Collected by Material Type
- ▶ Total Number of Containers Delivered
- ▶ Community Partnerships/Sponsorships
- ▶ Opportunities for Route Consolidation
- ▶ General Opportunities for Improvement

Closed-Loop Process: 90 Days After Service Starts and Ongoing

As the community acclimates to the new service offerings, Athens will proactively reach out to residents to educate them on zero waste principles and practices. Our team of sustainability experts will customize outreach and education programs specific to each Franchise Area.

Launch Zero Waste Programs

Ninety (90) days after service starts, Athens will launch its zero waste program. Working in conjunction with the County Public Works Director and/or their authorized representative, community leaders, and educational institutions, we will launch a comprehensive waste reduction program geared towards encouraging the reuse of goods and materials, reducing consumption of hard-to-recycle products, and increasing recycling opportunities. Athens has had extensive success implementing such programs in other communities.

Launch Tailored Digital Marketing Campaigns

Athens' Marketing and Communications team will create engaging educational videos centered on waste sorting best practices, proper special waste disposal, and food scraps and food-soiled paper recycling. Data gathered from the Operations and Outreach and Education teams will help inform which topic areas the community would benefit from specialized educational content. The campaign will be featured across all of Athens' social media channels including:

**Assess Communications Needs with County**

As the Transition Plan comes to a close and services throughout the Franchise Area have found a consistent rhythm, Athens will consult with the County Public Works Director and/or their authorized representative on a preferred ongoing communications and check-in schedule.

C.o. Compliance with Collection Schedule

Athens will utilize the existing Franchise Area service schedule as outlined in Exhibit 16 of the RFP, Contract Service Area Information, to develop an efficient routing plan. Any proposed changes to the established collection schedule shall require that the new service day be one (1) to two (2) before streets are swept and is subject to approval from the County Public Works Director and/or their authorized representative. Any County-accepted schedule changes will be thoroughly communicated to customers in advance.

Exhibit 17-Contractor Documentation

Item B.20 – DIFFICULT TO SERVICE OCCUPANTS

This item consists of 5 pages (including this page).

Item B.20 – DIFFICULT TO SERVICE OCCUPANTS

The large majority of the Rowland Heights area is curbside service and serviced by automated side loaders. The locations in these areas do not require any other types of service (ie: difficult to service, smaller trucks, etc).

However, there are 5 streets that are considered “difficult to service” with a normal automated side loader. These 5 streets are tighter and smaller areas than normal, which prevents our regular automated side loaders from entering those streets and servicing the customer barrels. As a result, we use a small scout truck equipped with a cart rack on the back (see attached picture) in order to service the accounts in these 5 areas. For these 5 areas, the scout truck driver enters the streets, places the customer barrels onto the cart rack, then drives the barrels to the end of the street where the larger automated side loader is then able to service the barrels and dump them into the body of the side loader. The scout truck driver then returns the empty barrels back to each customer location on the curb.

There are 2 streets on Tuesday, and 3 streets on Friday. We provide this special service in the alley ways on the 2 streets on Tuesday, and in the alley way of Pointer Dr. on Friday. We provide this special service on the curb of Noble Canyon Rd. and Oak Leaf Canyon Rd. on Fridays.

Please see the attached map showing the 5 areas, which are:

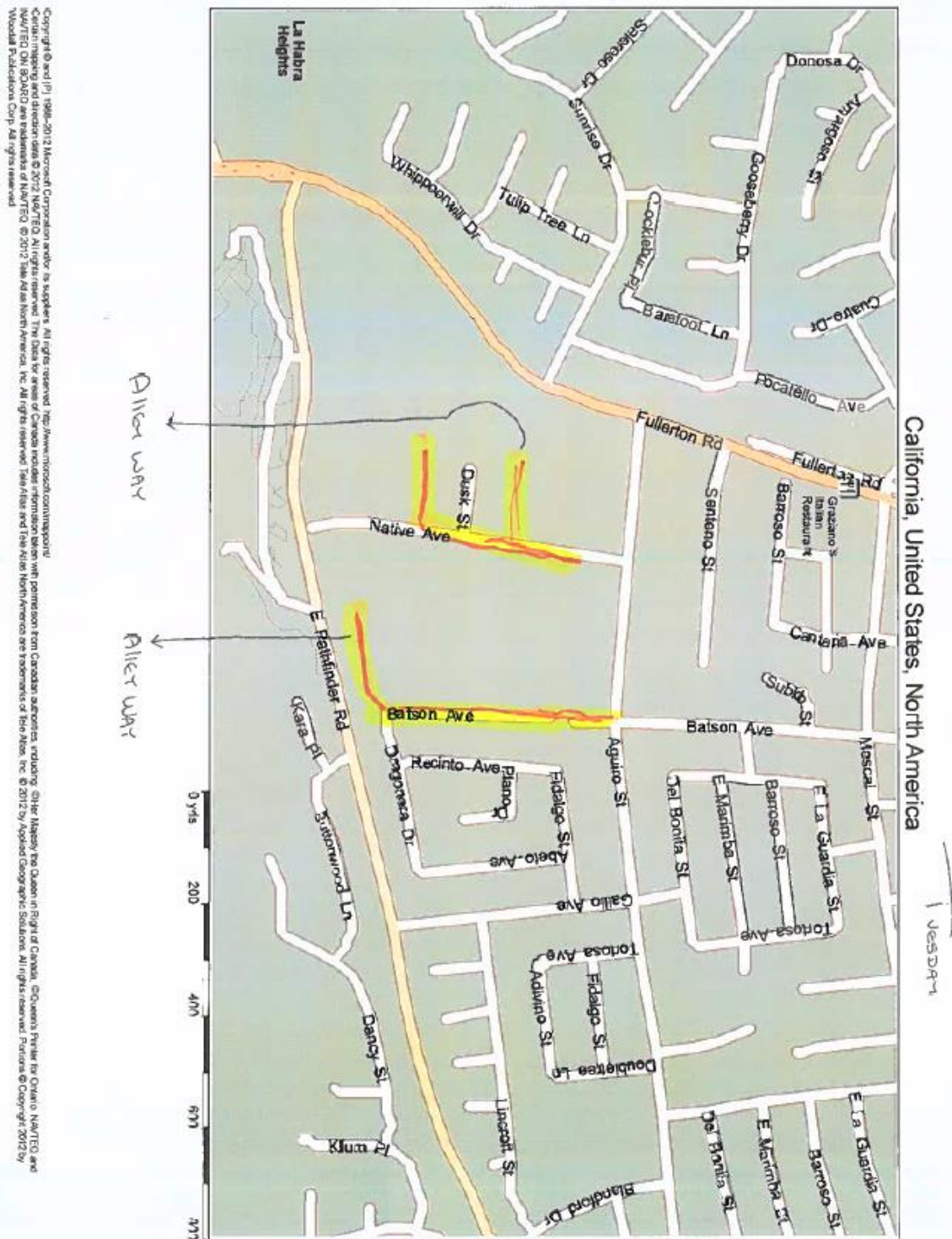
1. Tuesdays:

- Native Ave / Alley Ways
- Batson Ave / Alley Way

2. Fridays:

- Noble Canyon Rd
- Oak Leaf Canyon Rd
- Pointer Dr / Alley Way

Also attached are pictures of the scout truck used with the cart racks and barrels.



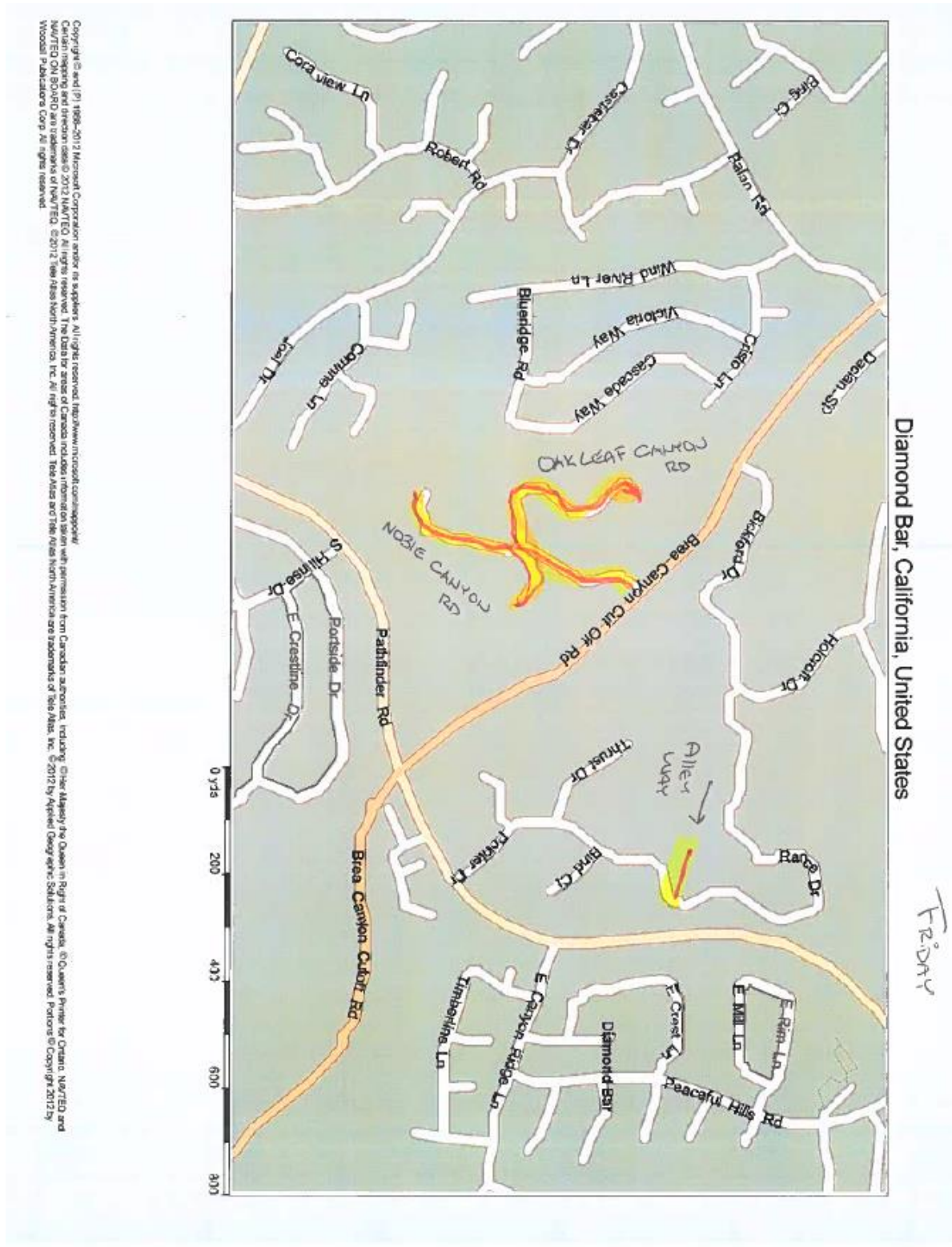




Exhibit 17-Contractor Documentation

Item B.21 – MOVEMENT OF GREEN WASTE

This item consists of 5 pages (including this page).

Item B.21 – MOVEMENT OF GREEN WASTE

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF FOOD & AGRICULTURE
COOPERATIVE ACP AND HLB QUARANTINE PROGRAM
COMPLIANCE AGREEMENT (Rev. 10/2023)



COOPERATIVE CITRUS QUARANTINE PROGRAM
COMPLIANCE AGREEMENT for the use with MASTER PERMITS QC 1289 and 1337
[Pursuant to California Code of Regulations 3154 and Applicable CCRs Checked Below]

Provisions for the Intrastate Movement of **GREEN WASTE**
From a State Interior Quarantine for (check all that apply):

- ☒ Asian Citrus Psyllid (3 CCR 3435)
☒ Huanglongbing (3 CCR 3439)
☐ Sweet Orange Scab (3 CCR 3443)

Los Angeles County Agricultural Commissioner's Office
Street Address: 403 W Ave 33
Los Angeles, CA 90031
Phone: (323) 576 - 2762
Contact: Stephanie Fragoso

Compliance Agreement Number: 19-GWCD-10

Establishment Name:	Athens Services				
Owner / Manager Name:	Gary Clifford				
Mailing Address:	14048 Valley Blvd	City:	Industry	Zip:	91746
Physical Address:	14048 Valley Blvd	City:	Industry	Zip:	91746
Phone:	(626) 336 - 3636	E-Mail:	gclifford@athensservices.com		
Cross Street:	605 Freeway	Lat/Long:			

Program:

The Los Angeles County Agricultural Commissioner, the California Department of Food and Agriculture (CDFA), and the United States Department of Agriculture (USDA), cooperating as the Citrus Quarantine Program.

Business/Establishment:

Establishment Name (subsequently referred to as "Establishment"):

Athens Services

BACKGROUND:

The pests known as Asian citrus psyllid (ACP), huanglongbing (HLB), and sweet orange scab (SOS) present a real and ongoing threat to the agricultural industry, environment, and economy of the State of California. Movement of regulated articles and commodities is a recognized channel for the spread of ACP, HLB, and SOS from established areas to new locations. The Citrus Quarantine Program is a cooperative effort between public entities that are responsible for mitigating the movement of citrus pests from regulated areas where the pest is established

10/6/2023

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to new locations. The list of regulated articles and commodities can be found here:
<http://phpps.cdфа.ca.gov/PE/InteriorExclusion/pdf/acpexhibitr.pdf>

AGREEMENT:

- A.** The Citrus Quarantine Program, hereafter referred to as the Program, will permit your establishment to self-execute the ACP, HLB, and SOS quarantine requirements attached as exhibits checked below, inclusive and incorporated into this agreement by reference as if fully set out. The exhibits checked below are binding:

Check all that apply:

<input type="checkbox"/>	Exhibit GW1	Biomass/Cogeneration
<input type="checkbox"/>	Exhibit GW2	Composter
<input type="checkbox"/>	Exhibit GW3	Landfill
<input checked="" type="checkbox"/>	Exhibit GW4	Hauler/Transporter
<input type="checkbox"/>	Exhibit GW5	Transfer Station

- B.** In exchange for the Program's promise contained in sub-paragraph "A" above, the Establishment agrees to abide by the following rules and regulations:
1. Handle, process, and/or move regulated articles in accordance with the ACP and HLB quarantine requirements;
 2. Follow the Program's instructions regarding the use of all permits and certificates;
 3. Maintain and make such records as the Program requires, accessible for inspection upon reasonable notice by the Program Officer. These records shall be maintained for a period of the later of two years or the resolution of any outstanding claims.
- C.** This agreement becomes effective on signing and shall remain in effect until canceled by either party on 30 days' notice to the other at the address of either appearing above. However, the Program may accelerate the notice to immediate for cause, including but not limited to the Establishment's abandonment of the procedures outlined in the attached Exhibit(s).
- D.** Establishment assumes liability, if any, arising from the way the Establishment sells, handles, or distributes any regulated host material.

NOTICE: Any signatory or employee of any signatory who violates the terms of this Compliance Agreement may be subject to Civil Penalties pursuant to California Food and Agricultural Code Section 5705.

Signed in the County of <u>Los Angeles</u> in the State of California on <u>06</u> / <u>02</u> / <u>2025</u>	
Establishment Manager/Owner	Program Officer
Print Name: Gary Clifford	Print Name: Stephanie Fragoso
Signature: <i>Gary Clifford</i>	Signature: <i>Stephanie Fragoso</i>

**EXHIBIT: GW4
GREEN WASTE – TRANSPORTER/HAULER**

COMPLIANCE AGREEMENT FOR THE USE WITH MASTER PERMITS QC 1289 AND 1337

PROVISIONS FOR THE INTRASTATE MOVEMENT OF REGULATED GREEN WASTE
ORIGINATING FROM A STATE INTERIOR QUARANTINE AREA FOR (CHECK ALL THAT APPLY)

- ☒ Asian Citrus Psyllid (3 CCR 3435) *
- ☒ Huanglongbing (3 CCR 3439)
- ☐ Sweet Orange Scab (3 CCR 3443)

**Compliance agreement not required when green waste remains within an ACP Nursery Regional Quarantine Zone or moves from Nursery Stock Zone 2 to Zone 3.*

A. Green Waste Definitions and Regulatory Movement Requirements

'Green waste' is unprocessed or processed vegetative material which contains any of the following or a mixture thereof: stems, leaves, culls, discarded fruits and vegetables, grass clippings, weeds, yard trimmings, wood/vine/processing/harvesting waste, hulls, bark, branches, logs and stumps, home garden/field/vineyard/grove/orchard residues, duff, mulch, compost, and other miscellaneous plant materials.

1. **'Unprocessed Green Waste'** is 'green waste' in the raw state. It has not undergone any mechanical procedure to lessen pest risk and is therefore a regulated item. Unprocessed green waste originating within an area regulated for the checked pest(s) above may only be moved out of a quarantine area by a hauler and to a receiver operating under a green waste compliance agreement with the California Department of Food and Agriculture (CDFA) or the local County Agricultural Commissioner (CAC).
2. **'Processed Green Waste'** is 'green waste' that has undergone some mechanical procedure to lessen or eliminate the pest risk. Depending upon the degree of processing, it may or may not be a regulated item. The movement of 'Processed Green Waste' is dependent upon the degree of processing (mulch or compost). Refer to items a and b below:
 - a. **'Mulch'** is 'processed green waste' that has been chipped, ground, or shredded. 'Mulch' is not completely processed and still poses a pest risk and is therefore a regulated item. 'Mulch' originating within an area quarantined for the checked pest(s) above may only be moved out of a quarantine area by a hauler and to a receiver operating under a green waste compliance agreement with CDFA or the local CAC.
 - b. **'Compost'** is 'processed green waste' that has been composted in accordance with California Code of Regulations, Title 14, Division 7, Chapter 3.1. 'Compost' is completely processed and no longer poses a pest risk and is therefore not a

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regulated item. The movement of 'compost' is not regulated, and it may be moved within or from any quarantine area.

B. For each of the quarantines checked above, the Establishment agrees to:

1. Establishments Under Compliance

Only transport regulated green waste out of a quarantine area to a biomass/cogeneration facility, composter, landfill, transfer station, or other CDFA or CAC approved receiver operating under a compliance agreement.

2. Safeguarded Conveyance

- a. Transport green waste in a fully enclosed vehicle or trailer, or
- b. Transport green waste in a vehicle or trailer covered in a manner, approved by the Program, to eliminate the loss of green waste while in transit.

3. Evidence of Compliance

Place and maintain a copy of the compliance agreement and this exhibit in each transport vehicle.

4. Trailer Cleaning

Ensure the conveyance used to transport green waste is thoroughly cleaned of debris after unloading and prior to leaving the approved receiving facility.

5. Direct Route

Transport green waste from origin to the approved receiving facility by the most direct route feasible, or by a route described in the special instructions below.

6. Spill Notification

Notify the local CAC of a green waste spill as soon as possible, but no later than 24 hours after a spill.

SPECIAL INSTRUCTIONS:

Gary Clifford
Printed Name (Owner/Manager)

Gary Clifford
Signature of Establishment

6/2/2025
Date

Failure to comply with any stipulation outlined above may result in civil penalties pursuant to California Food and Agricultural Code section 5705 and/or revocation of this agreement.

Exhibit 17-Contractor Documentation

Item B.22 – RNG ALTERNATIVE PROCUREMENT PLAN

This item consists of 2 pages (including this page).

Item B.22 – RNG ALTERNATIVE PROCUREMENT PLAN

Currently, California renewable natural gas (CRNG) that meets SB1383 standards and requirements, is not commercially reasonable or feasible to procure in sufficient amounts to meet the County's requirement (of procuring at least 25% of our total fuel usage for servicing the Rowland Heights area). All of Athens Services service trucks use and will continue to use CRNG 100% of the time, however, the CRNG that is used by Athens does not currently meet the SB1383 standards for CRNG.

As a result, in order for Athens to assist the County in meeting the procurement obligation for SB1383's Procurement of Recovered Organic Waste Products, we propose to carry out the following alternative plan, which is equivalent to procuring CRNG for at least 25% of our total fuel usage.

All organics collected by Athens Services in this service area are transferred to the Athens American Organics Composting Facility, where the organics are processed into reusable compost and mulch. We will procure sufficient quantities of compost and/or mulch from American Organics to meet our Procurement obligation in this area. Specifically, to meet the County's requirement to procure at least 25% for the Rowland Heights area, we will procure either 615 tons of compost, 1,060 tons of mulch, or an equal combination of both. This compost and mulch meets the procurement obligation for SB1383's Procurement of Recovered Organic Waste Products.