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CITY OF WHITTIER
REQUEST FOR PROSPOSALS
FOR SOLID WASTE & RECYCLING COLLECTION SERVICES

City of Whittier
Office of the City Clerk
c/o: Kathryn Marshall
13230 Penn Street
Whittier, CA 90602

July 28, 2015

The Honorable Kathryn Marshall
City Clerk
City of Whittier
13230 Penn Street
Whittier, CA 90602

Dear Ms. Marshall:

This proposal is being submitted by Arakelian Enterprises, Incorporated (dba Athens Services or "Athens") to provide services pursuant to a request for proposal titled **City of Whittier, Request for Proposals for Solid Waste & Recycling Collection Services**, dated June 3, 2015.

Arakelian Enterprises, Incorporated, is a privately owned California Corporation, incorporated in the County of Los Angeles, City of Industry, CA 91746.

I am authorized by the Board of Directors of Athens Services in my capacity as President of Athens Services, to transmit and sign the proposal, negotiate a contract with the City of Whittier, and execute any agreement, assurances, and other documents related to this proposal and any subsequently awarded contract. My signature with this letter serves as a consignment, in good faith, to the RFP selection process, with no intent by Athens Services to withdraw the proposal.

I further warrant that the service and performance requirements as described in the RFP, its enclosures, attachments, and all addenda have been thoroughly reviewed and Athens Services has conducted all due diligence necessary to confirm material facts upon which the proposal is based. Athens Services is ready, willing, and able to perform the services as proposed and in compliance with RFP Attachment A, Draft Agreement.

Athens Services has received all below addenda to the RFP as issued and distributed by Sloan Vazquez:

Addendum #1 (July 23, 2015)

Informational Memorandum #1 (June 25, 2015)

Informational Memorandum #2 (July 17, 2015)

Q15 Street Sweeper (Route 1)

Q15 Street Sweeper (Route 2)

Q16 City Parcels – PDF

Q16 City Parcels – Excel

Q17 Collection Schedule – White Main Streets

Q17 Collection Schedule – Red Main Streets

Informational Memorandum #3 (July 21, 2015)

Informational Memorandum #4 (July 23, 2015)

City of Whittier Ordinance 3606

Attachment N

Price Proposal Forms (Updated)

On behalf of Athens Services, we are proud to submit this proposal and look forward to providing recycling and solid waste collection services in Whittier.

Sincerely,



President

iii. TABLE OF CONTENTS

i.	Title Page N.A.	
ii.	Cover Letter 5.2	2
iii.	Table of Contents N.A.	3
ES	Executive Summary 5.3	4
1.	Company Qualifications & Experience 5.4	6
	A. Business Structure 5.4.1	6
	B. Collection Experience 5.4.2	7
	C. Service Initiation Experience 5.4.3	11
	D. Customer Service Experience 5.4.4	20
	E. Key Personnel 5.4.5	33
	F. Legal & Regulatory Disclosures 5.4.6	37
	G. Financial Information & Requirements 5.4.7	40
2.	Programs 5.5	40
	A. SFD, MFD, Commercial and City Services Program Description 5.5.1	40
	B. Implementation Plan 5.5.2	58
	C. Solid Waste Disposal & Diversion Plan 5.5.3	67
	D. Construction & Demolition Material Disposal & Diversion Plan 5.5.4	67
	E. Employment Plan 5.5.5	68
	F. City Owned Equipment Purchase & Use Plan 5.5.6	69
	G. Enhancements 5.5.7	70
3.	Exceptions to the Draft Agreement 5.6	71
4.	Price Proposal Forms 5.7	71
5.	Options 5.8	71
6.	Proposed Innovations 5.9	73
7.	Other Proposal Forms 5.10	78
	A. Code of Conduct 5.10.1	78
	B. Anti-Collusion Affidavit 5.10.2	78
	C. Proposed Liquidated Damages 5.10.3	78
8.	Additional Information 5.11	78
	Attachments	
	Attachment C: Notarized Proposer's Code Of Conduct	
	Attachment D: Notarized Anti - Collusion Affidavit	
	Attachment 1: Financial Statements, Financial Plan, CFO Statement And Legal Counsel Letter	
	Attachment 2: Surety Made Payable To The City Of Whittier In The Amount Of \$100,000 (included as separate envelope)	
	Attachment 3: Documentation Of Demonstrated Ability To Secure A Performance Bond	
	Attachment 4: Samples Of Public Education And Outreach Materials	
	Attachment 5: Sample Customer Billings	
	Attachment N: Price Proposal Forms And Proposed Liquidated Damages (5.10)	

ES EXECUTIVE SUMMARY (5.3)

We are proud to be among the select few invited to submit a proposal to the City of Whittier and present The Athens Advantage. We are proposing a partnership with the City that will provide efficient and responsive collection and processing services to the residents of Whittier, generate revenue for the City, and provide modern, environmentally responsible recycling and solid waste solutions.

The Athens Advantage extends beyond our industry leading infrastructure, such as our state of the art facilities and collection and processing methodology. As a local family owned company, it is our commitment to our customers and communities we service that differentiates us from our competitors. Our first priority is to understand and meet the community needs. As part of this effort we propose to partner with a local Whittier nonprofit to assist us with education and outreach programs throughout the life of the contract. Our continued involvement in the City will also include financial support and working together with other community organizations. The below contributions highlight our initial investment in partnering with the City of Whittier:

- A \$5,000,000 signing fee paid to the City within ten business days of contract award;
- An additional \$5,000,000 paid to the City should the City grant Athens an automatic 6 year extension to the 10 year base term by June 30, 2018;
- Recycling revenue will be shared with the City. The City will be guaranteed \$10 per ton or an estimated \$70,000 per year of recycling revenue;
- Single family residents will receive a 15% discount off existing rates;
- Commercial and roll-off customers will receive a 5% discount off existing rates;
- Athens will purchase all existing City collection trucks, bins and carts for \$1,219,682;
- Athens will diligently pursue local purchase of containers, equipment, vehicles, and other qualifying purchases enabling Whittier to obtain initial sales tax revenue of approximately \$60,000;
- Athens will donate \$50,000 annually to social services programs, the police association and a community fund that serve the City of Whittier. This donation will include \$5,000 to the Whittier Police Officers Association, \$25,000 to be distributed by City Social Services Commission, and \$20,000 to a new Community Engagement Fund;
- City employees retained by Athens will be guaranteed employment and receive a first year potential bonus of up to \$10,000;
- Should the City be interested, Athens provides street sweeping services to 27 cities in southern California, many at discounted rates and sometimes at no cost depending on term and rates of other services provided;
- Athens will provide 335 TPD of MSW to the Savage Landfill throughout the term of the agreement.

Athens' value proposition to the City encompasses not only premium service, but necessary infrastructure and solutions to meet the challenging State requirements for landfill diversion. The City of Whittier will face major legislative mandates over the next 10 to 16 years that will require both vision and preparation to meet increasingly higher diversion rates. Athens Services is uniquely qualified to partner with the City to meet these challenges.

Athens is proposing a comprehensive recycling solution. Source separation is the first, critical step for residential and commercial sectors, but more is needed to accomplish increased recycling rates, that will achieve compliance with legislative mandates. Athens' owns and operates a high-tech Materials Recovery Facility (MRF) that is in close proximity to the City and can process source separated materials, as well as mixed waste streams from commercial and multi-family dwellings. The mere fact

that Athens can process mixed waste streams to increase the City's diversion, sets us apart from the competitors and is essential in meeting the City's regulatory requirements.

Athens also leads the way in organics recycling and meeting the requirements of AB 1826. Upon contract implementation, Athens will initiate a robust organics recycling program for green waste and food scrap recovery. We pioneered our Food Service Establishment food waste collection program for West Hollywood in 2004 and expanded services to the City of Los Angeles in 2007. Our organics collection and processing infrastructure is already in place to implement this program immediately.



In addition to processing organics at our compost facility American Organics, in the City of Victorville, we will also partner on anaerobic digestion alternatives.

The Arakelian family started collecting waste in 1957 with one truck, serving the community of Athens in Los Angeles County. Athens' founding principles were based on efficiency and customer satisfaction. Today we still uphold these principles, now referred to as "The Athens Advantage". Michael Arakelian, one of the principle owners of Athens Services, has spent 19 years residing in the City of Whittier and the entire family feels a deep connection to the City. As a local family-owned company, Athens distinguishes itself from publicly traded companies and other haulers due to its sustainability philosophy of reducing, reusing and recycling first, commitment to community, investment in people and infrastructure and for offering a solutions oriented approach to customer service. These are the principles and foundation of the "Athens Advantage."



1. COMPANY QUALIFICATIONS & EXPERIENCE (5.4)**A. BUSINESS STRUCTURE (5.4.1)**

Arakelian Enterprises Incorporated (dba Athens Services or “Athens”) was incorporated in the State of California in 1993. The following is a list of the Athens’ facilities:

- **Executive Management:**
 - 14048 Valley Boulevard, City of Industry, CA 91746
- **Materials Recovery Facilities (MRFs):**
 - 14048 Valley Boulevard, City of Industry, CA 91746
 - 11121 Pendleton Street, Sun Valley, CA 91352
- **Organics Composting Facility**
 - 2005 Shay Road, Victoreville, CA, 92394
- **Collection Operations:**
 - 1301 W. 228th Street, Torrance, CA 90501
 - 12303 Montaque Street, Pacoima, CA 91352
 - 14048 Valley Boulevard, City of Industry, CA 91746
 - 15045 Salt Lake Avenue, City of Industry, CA 91746
- **Container Operations:**
 - 127 Van Norman Road, Montebello, CA 90640
 - 1221 North Lopez Canyon Road, Sylmar, CA 97342
 - 15045 Salt Lake Avenue, City of Industry, CA 91746
- **Customer Service:**
 - 5355 Vincent Avenue, Irwindale, CA 91706

**Name, address, and telephone number of Athens’ contact for a contract**

Mr. Greg Loughnane, President, Athens Services
14048 Valley Boulevard
City of Industry, CA 91746
Telephone: (626) 336-3636

Legal name of proposing corporation to sign an agreement

Arakelian Enterprises, Incorporated (dba Athens Services or “Athens”), a California corporation.

Years Athens Services has been organized and under current structure

Athens has been doing business under its current legal structure since 1993.

Names of owners/stockholders with more than 10% of Athens Services equity

Arakelian Enterprises, Inc. (dba Athens Services or "Athens") is a fourth-generation, local, family-owned, and privately held California Corporation. The ownership includes three generations of the Arakelian family who remain involved in overseeing the business. They are the sole owners and each has greater than a 10% holding:

Ron Arakelian, Jr., *Owner / Officer*
Michael Arakelian, *Owner / Officer*
Ron Arakelian III, *Owner / Officer*

Names of All Officers:

Ron Arakelian, Jr., *Owner / Officer*
Michael Arakelian, *Owner / Officer*
Ron Arakelian III, *Owner / Officer*
Greg Loughnane, *President*
Kevin Hanifin, *Chief Financial Officer*
Tim Powell, *Chief Operating Officer*
Gary Clifford, *Executive Vice President*

Relationships with Subcontractors

Athens will be utilizing the following subcontractors to provide recycling collection and processing services.

Isidore Recycling, 1769 Naud Street, Los Angeles, CA 90012. Athens has a long-standing partnership with Isidore to collect, process and reuse e-waste material.

Free Store & Artisan Work Lab/ Whittier Free Store, project of 501(c)(3), Fiscal Sponsor Catalyst Network of Communities, C/O First Christian Whittier, 6355 Greenleaf Avenue, Whittier CA 90601. As a new member of the Whittier Chamber, we sought out a partnership with the Whittier Free Store, a local Whittier non-profit, to support bulky item collection and other reuse services.

EcoSafe Zero Waste, 3730 McClintock Avenue #131 Los Angeles, CA 90089. We have partnered with EcoSafe Zero Waste on two multi-family food scraps pilot programs in the City of Los Angeles.

Clean Up America, 2800 E. Lugo Street, Los Angeles, CA 90023. Downtown Diversion, 2424 E. Olympic Blvd., Los Angeles, CA 90021.

Athens has been working with Clean Up America and Downtown Diversion to divert inert and C&D materials from landfills achieving over 75% diversion.

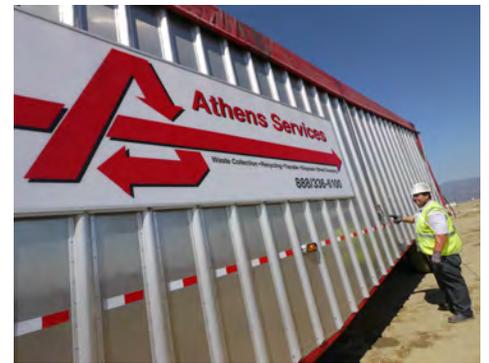
B. COLLECTION EXPERIENCE (5.4.2)

Athens provides exclusive residential, multi-family, commercial and city, recycling, solid waste, green waste and organics services for 22 local municipalities throughout the greater Los Angeles area. Athens Services is the largest independent recycling and solid waste services company in Los Angeles County. Athens is proud of the fact that it has never lost a municipal franchise once service has begun, a record today that remains unmatched. Our services include residential, commercial, multi-family, roll-off and C&D recycling and solid waste collection services. We have experience and infrastructure to source separate and process recyclable material. We also perform waste transfer, landfill disposal and street sweeping services.



Altadena (LA County)	Azusa	Bell Gardens
Covina	Glendora	Hermosa Beach
Irwindale	La Canada Flintridge	Monrovia
Montebello	Monterey Park	Palos Verdes Estates
Redondo Beach	Rowland Heights (LA County)	San Gabriel
San Marino	Sierra Madre	South El Monte
South Pasadena	Temple City	West Covina
West Hollywood		

We have over 200,000 residential, commercial, and industrial customers and a modern fleet of over 400 collection, hauling, and container vehicles. Our drivers are tenured employees with approximately 53% having 10 years or more of experience and 11% having 20 years or more. Nine of our direct line operations managers have over 175 years combined experience in waste collection and processing. Our Southern California focus translates into a labor force with personal involvement in local neighborhoods. A total of 32 Athens' employees are residents of the City of Whittier. We have the infrastructure, experience, long range plan, and proven track record to work toward California's vision of 75% recycling rate over the next four years. A total of 67% of the jurisdictions we serve have approximately 70% or greater diversion rate by CalRecycle statistics.



Reference Number One:

- 1. The name of the jurisdiction:** City of Glendora.

Commencement Date/Term: 1991 to Present.

- 2. Type of services provided:** Exclusive unlimited recycling, solid waste, and green waste service provided manually for residential, multi-family, and commercial customers including exclusive roll-off, bulky item collection, and street sweeping services. Glendora customers also receive e-waste and household hazardous waste service, as well as a sharps program and a twice annual compost give-a-way.

- 3. Name, address, and telephone number of jurisdiction representative:**

Dave Davies
 Public Works Director
 116 East Foothill Blvd.
 Glendora, CA 91741
 626-914-8260



4. Single Family Dwellings	12,926
Multi Family Dwellings	438
Commercial Customers	624
City Customers	49
Tons collected/year	50,276
Tons disposed/year	29,821
Tons diverted/year	20,455
Type and Number of Trucks dispatched	

Type:	Number:
Front loader (residential)	Recycling: 3
Front loader (commercial)	Solid Waste: 3
Scout (commercial)	Organics: 2

Reference Number Two:

1. *The name of the jurisdiction:* City of San Gabriel.

Commencement Date/Term: 1987 to Present.

2. *Type of services provided:* Exclusive franchise for automated recycling, solid waste, and green waste collection including roll-off, bulky item collection, e-waste, sharps and street sweeping services.

3. *Name, address, and telephone number of jurisdiction representative:*

Steven Preston
 City Manager
 425 South Mission Drive
 San Gabriel, CA 91776
 626-308-2802

4. Single Family Dwellings	6,055
Multi Family Dwellings	1,028
Commercial Customers	657
City Customers	25
Tons collected/year	42,382
Tons disposed/year	18,382
Tons diverted/year	24,000
Type and Number of trucks dispatched	

Type:	Number:
Side loader (residential)	Recycling: 2
Front loader (commercial)	Solid Waste: 5
Scout (commercial)	Organics: 1

Reference Number Three:

1. *The name of the jurisdiction:* City of South Pasadena.

Commencement Date/Term: 1979 to Present.

2. *Type of services provided:* Exclusive franchise for manual backyard collection service of residential recycling, solid waste, and green waste including commercial and roll-off services. Annual bulky item collection and street sweeping services also provided including a rate discount for seniors.

3. Name, address, and telephone number of jurisdiction representative:

Sergio Gonzalez
 City Manager
 414 Mission Street
 South Pasadena, CA 91030
 Phone: 626-403-7212

4. Single Family Dwellings	10,100
Multi Family Dwellings	3,027
Commercial Customers	615
City Customers	45
Tons collected/year	24,075
Tons disposed/year	13,311
Tons diverted/year	10,764
Type and Number of trucks dispatched	

Type:

Side loader (residential)
 Back Yard Service (residential)
 Front loader (commercial)
 Scout (commercial)

Number:

Recycling: 3
 Solid waste: 2
 Mixed solid waste: 1
 Organics: 1

Reference Number Four:

1. The name of the jurisdiction: City of Hermosa Beach.

Commencement Date/Term: 2013 to Present.

2. Type of services provided: Exclusive automated three-cart system for residential, multi-family, and commercial customers. We provide recycling, solid waste, and green waste collection. We also provide roll-off and bulky item collection as well as street sweeping services. Additional services include a shred day, household hazardous waste, two compost give-away days, and pricing discount for military and seniors.

3. Name, address, and telephone number of jurisdiction representative:

Tom Bakaly
 City Manager
 1315 Valley Drive
 Hermosa Beach, CA 90254
 310-318-0216

4. Single Family Dwellings	3,928
Multi Family Dwellings	1,494
Commercial Customers	383
City Customers	72
Tons collected/year	16,394
Tons disposed/year	8,247
Tons diverted/year	8,147
Type and number of trucks dispatched	

Type:

Front loader (Commercial)
 Automated Sideloader (Residential)

Number:

1 recycling/solid waste/green waste
 2 solid waste
 1 organics



C. SERVICE INITIATION EXPERIENCE (5.4.3)

The transition from one hauler to a new service provider is a concern for most cities. We understand this concern and know how to achieve a successful transition the first time. We are sensitive to the fact that poor transitions can cause residents to be frustrated and result in a large volume of calls to City Hall. Transition by Athens has consistently been achieved without impact to the City because our staffing always includes a designated, full time Senior Customer Service Representative, as well as a Customer Service Supervisor, specifically and exclusively assigned to answer and resolve transition-related inquiries from residents. We will deliver excellent planning, great communication, and the resources, knowledge, and experience to ensure a seamless transition.

No other area hauler in Los Angeles County has more experience in implementing different types of city transition situations than Athens. Our depth of experience includes successful acquisitions of other waste haulers, transitioning from an incumbent hauler to Athens, and transitioning cities from one model of waste collection and recycling to another. The following are some recent citations of successful transitions.

Citation #1:

1. *The name of the jurisdiction:* City of Redondo Beach

Time period services were provided: 2011 to Present

2. *Type of services provided:* Three cart automated services for residential, bin/container service for multi-family and commercial accounts along with bulky item collection. In addition, a residential food scraps program is provided along with a community shred-day, e-waste service and compost give-away.

Services performed: Residential recycling, solid waste, green waste, food waste, and commercial services.

Length of time to complete: Six months

3. *Name, address, and telephone number of jurisdiction representative:*

Mike Witzansky
 Assistant City Manager
 415 Diamond Street
 Redondo Beach, CA 90277
 310-372-1171, ext. 2214

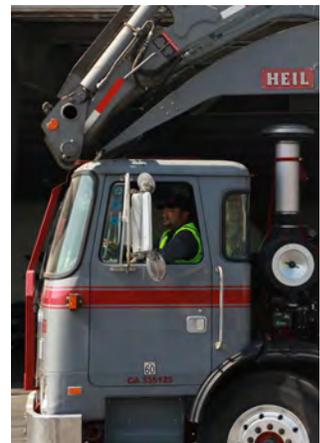
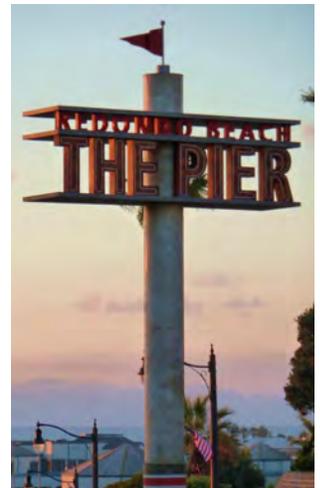
4. *Residential Customers* 17,323
Commercial Customers 673
Tons collected/year 55,624
Tons disposed/year 13,749
Tons diverted: 41,875

Type:

Front loader (Commercial)
 Automated Sideloader ASL and Curotto (Residential)

Number:

- 5 Commercial recycling/solid waste/green waste
- 1 Commercial recycling
- 5 Residential solid waste
- 4 Commercial solid waste
- 2 Organics



5. Transition Description – Redondo Beach

Athen's Services became the exclusive waste company for all residential and commercial recycling and waste collection services in the City of Redondo Beach in 2011.

Specific requirements for the procurement of vehicles and personnel

Athen's transition team developed a schedule and transition worksheet based upon a review of the new contract with the senior management and staff of the City of Redondo Beach. Schedules with specific activities, including start and completions dates were developed for procurement, outreach and education, hiring, containers, billing, and route development. These schedules were combined into a master transition timeline for both residential and commercial accounts.

Athens accomplished procurement and deployment of required vehicles and equipment in accordance with the schedule. Final vehicle preparation, DMV compliance, signage, and safety checks were implemented at Athens' Operations Facility in City of Industry, California. All vehicles were assembled, equipped, painted, labeled, and ready for deployment well before the new services start date.

Training of personnel

Athens recruited and trained qualified drivers who were ready to drive routes on the first service date. Athens' Driver Trainers were deployed to train new drivers on safety and truck loading procedures.

All new vehicles were field tested at the same time drivers received training to familiarize themselves with routes and prepare for start of services. All drivers and trainers were interviewed after dry runs of routes in order to receive their input regarding unanticipated circumstances such as hazards, safety, and other issues. Drivers and trainers made recommendations regarding route adjustments.

All new management, fiscal, customer service, and operations employees completed orientation training, job specific training, testing, and background checks prior to start of services.

Billing and fee collection services

The City of Redondo Beach, the previous service provider, and Athens Services collaborated in developing an extensive list of residential and commercial customers that will transition from the previous service provider to Athens. This information was used to develop mailing addresses, as well as email addresses that we used to communicate with all customers.

Determination of routes and operating procedures

Athens transition team completed a full audit of all residential and commercial services. The audit was used to develop specifications for equipment procurement and routes. Athens' routing experts, IT staff, operations managers, and drivers collaborated in collecting data, developing preliminary routes, and field testing routes. Billing data and collection information for each pickup location were integrated into our database. This work was accomplished on time, in accordance with our schedule.



Athens' policy is to always conduct its own assessment of each collection location to determine the exact number and locations of residential, multi-family, and small business customers. During this review Athens personnel identified potential geographic challenges such as steep driveways and narrow streets and included this information in the routing and training process. In addition, this assessment enabled Athens' staff to determine the proper service-levels for all of customers, making suggestions for increased or decreased service as needed.

All commercial accounts were contacted by the Athens transition team to determine their requirements and assess the level of waste to be collected. All customer contact information and collection locations were verified, the waste was characterized, and the team assessed the need for food waste collection. This comprehensive analysis of each account also determined the amount of recyclables to be collected, assessed the need for roll-off/compactor services, and verified access methods.

Collection details were gathered and added to the routing system, including type of customer, service details, hours, holiday collections, bulky items collections, special access methods, container sizes, and other important service elements.

The new customer database included routing data, billing information, mapping of all collection locations, and requirements in terms of fees, collection frequency, and type of collection (recycled materials, solid waste, and organic waste.)

Weekly safety and trouble-shooting sessions, as well as feedback sessions by drivers and helpers were held during start up in order to proactively identify problem areas and implement solutions. Information from customer service representatives was incorporated into revising training content, procedures, and routes.

Delivery of containers

Container deliveries and swaps were scheduled to meet collection requirements. Container keys were duplicated and numbered noting specific customer needs on daily route sheets. Extra crews were available during initial container delivery to satisfy resident needs; including delivery of extra bins, changing bin sizes, and ensuring all residents had the service they required. An Athens supervisor accompanied container delivery personnel in order to monitor the schedule and respond to customer questions and issues.

Literature with schedules, recycling information, and solid waste instructions were attached to every container. Each container was hot-stamped with identifying information and instructions regarding recycling, solid waste, and green waste.

Public education

Athens worked closely with City staff to design and distribute outreach and marketing materials. All materials were approved by the City prior to release. Athens incorporated its recycling and solid waste experience and programs into the transition plan.

Athens joined the Chamber of Commerce and made arrangements to list transition activities, dates for public orientation meetings, other timelines, and new service descriptions in all Chamber publications and throughout the Chamber's communication network.

Outreach and education included mailers, emails, community meetings, service brochures throughout the community, advertisements, and articles in local papers. This outreach supported public education during the transition.

Customer service representatives answered questions, helped set up new accounts, and responded to customer issues as they prepared for the transition.

Transition procedures to ensure a smooth transition from one company to another and one type of service to another

Preparation for smooth transition from Republic Services to Athens was accomplished through regular meetings with city staff and communication to all customers in the community via mailings and neighborhood meetings. Route information was exchanged between Athens and Republic Services through transition meetings prior to conversion. Route details included hard to service locations, and identification of disabled and elderly customers in order to meet special needs.

Athens representatives and Redondo Beach staff met several times prior to the transition date to discuss and resolve transition issues. Transition teams detailed the various topics, including coordination issues, administration, collection, customer service, operations, and IT. Meetings produced action plans and a timeline to ensure a seamless transition from the incumbent hauler.

Use of recycled content carts

All carts purchased for the Redondo Beach service had a minimum 30% recycled content.

6. Challenges Overcome

Athens' logistic team completed a full audit of all residential and commercial services; various accounts were brought to the City's attention, which were not being billed previously, therefore increasing the revenue for the City. In addition, Athens identified potential geographical challenges such as steep driveways, narrow streets, and alleys and included this information in the routing and training of our drivers. We determined the proper service levels for all of our customers, making suggestions for increased or decreased services as needed.

As part of the contract, Athens created a one-way street operating plan, which was approved by City staff and council prior to contract commencement. The Athens logistic team created a detailed plan to service one-way streets while decreasing traffic congestion and increasing efficiency. Athens also rolled out an organics compost program for both residents and commercial businesses, which called for a food waste/organics truck to service all participating customers.

Athens Advantage

Four months prior to contracts commencement, Athens was ready to respond to a special need of the citizens of Redondo Beach in March 2011, when masses of dead sardines began washing up at the King Harbor Marina in Redondo Beach. Hundreds of citizens, including city workers, firefighters and volunteers undertook a major effort to remove the fish, which threatened to rot and poison the local sea life, in what could have been an ecological disaster. By taking proactive measures and utilizing our American Organics composting facility, Athens was instrumental in collecting the fish, cleaning up the site, composting the fish, and returning the compost back to the community to enrich the soil for the City's green belt and give compost to landscaping projects.



<p>175 tons of dead fish were transported to Athens Services' Compost Facility, American Organics.</p>	<p>The fish were separated into special windrows and covered with ground wood material.</p>	<p>Two weeks after the fish arrived at AO, they were already breaking down into high-quality compost.</p>
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CITATION #2:

- The name of the jurisdiction:* Altadena (County of Los Angeles)

Time period services were provided: 2011 to Present

2. Type of services provided: Fully automated three cart system for residential customers

Services performed: Residential recycling, solid waste, and green waste services

Length of time to complete: Six months

3. Name, address, and telephone number of jurisdiction representative:

Adriana Ornelas
 County of Los Angeles Public Works
 Contract Administrator for Environmental Services
 900 South Fremont Avenue
 Annex, Third Floor
 Alhambra, CA 91803
 (626) 458-2537
 Email: aornelas@dpw.lacounty.gov

4. Number of Residential Customers:	12,850
Tons collected/year	26,221
Tons disposed/year	12,687
Tons diverted/year:	13,534

Type	Number	
Automated Side Loaders (Residential, Solid Waste, Organics)	Recycling	2
	Solid Waste	3
	Organics	2
	Hard to Service Areas	1 (Burro small rear loader)

5. Transition Description – Altadena

We were awarded a contract three months prior to start date of September 1, 2011. During that time we obtained customer information from the County’s property tax rolls, which were replete with errors and omissions.

We conducted our own audit to develop accurate information. The audit revealed many multiple dwellings at one address (e.g. duplexes), which were not previously documented.

The County’s transition included changing from several haulers collecting a manual, single stream waste service to a franchised fully automated, three cart system.

Specific requirements for the procurement of vehicles and personnel

Athens purchased all the trucks and containers to service Altadena residential routes. We worked diligently with the County to make sure the trucks and containers had appropriate signage per the contract.

Training of personnel

We hired and trained several new employees and assigned seasoned employees to the new Altadena routes. We conducted weekly safety training classes for drivers. Supervisors prepped all drivers through actual field training, driving through Altadena on specific routes, noting issues regarding hazards and safety concerns.

Billing and fee collection services

The County of Los Angeles, the previous service providers, and Athens Services collaborated in developing an extensive list of all residential customers that will transition from the previous service providers to Athens. This information was used to develop mailing addresses, as well as email

addresses that we used to communicate with all customers. We also worked with the previous haulers, conducted route and location audits and utilized the county tax parcel list to identify customers and adjust billing information where needed. Athens provides billing services in Altadena.

Determination of routes and operating procedures

Athens assigned our most experienced drivers to test new routes. Supervisors trained drivers and familiarized drivers regarding specific, assigned routes. Additional Athens supervisors and route auditors managed the daily operations of all Altadena routes and resolved all inquiries and customer issues as they arose. Athens worked carefully with the County to create a routing system that worked in conjunction with the street sweeping schedule. The Operations Manager coordinated preparation of detailed route maps and special instructions.

Delivery of containers

Athens worked with Republic Services to coordinate the removal of old containers and the delivery of new containers prior to the start of the new services.

Daily barrel deliveries were scheduled using a delivery contractor to meet the demands of a Monday through Friday delivery completion.

We maintained extra crews following initial delivery schedule to satisfy resident needs; delivering extra carts, swapping cart sizes, and insuring all residents had the service they required.

An Athens supervisor stayed with the delivery contractor and maintained the delivery schedule while resolving customer questions and issues along the way.

Recycling and solid waste literature with schedules and recycling information was attached to each container.

Each container was permanently stamped with basic information that encouraged proper placement of recycling, solid waste, and green waste material.

The cart delivery was completed on time. We allowed residents extra time to call in for changes in their cart order. We accommodated cart exchanges prior to the start date and exchanges were ahead of schedule.

We maintained extra driver/truck crews following initial delivery schedule to satisfy resident needs, including delivering extra carts and serving accounts that forgot their collection day.

Public education

This contract required transitioning residents from manual pick-up to an automated model. We prepared residents for this transition through community meetings and mailings we developed, which were approved by County staff.

Our customer service team patiently explained the new system to customers. The early auditing process and our billing team ensured customers received easy-to-read invoices that explained their new service and the associated rates.

Each container was permanently stamped with basic information regarding trash, green waste, and recycling “do’s and don’ts.”

We placed advertising in the local newspapers notifying residents of upcoming changes in collection and recycling services. Collection schedules and contact information was provided.

An Athens’ supervisor worked in the field with the transitions team and Los Angeles County representatives to coordinate our cart deliveries and frequently monitor delivery schedules.

Other Athens employees walked the neighborhoods behind the collection trucks to greet customers and answer questions. Recycling literature was mailed to residents and passed out at community meetings.

Preparation of transition procedures to ensure a smooth transition from one company to another and one type of service to another

Preparation for smooth transition from the previous providers to Athens was accomplished through regular meetings with County staff and communication to all customers in the community via mailings and neighborhood meetings. Route information was exchanged between Athens and Republic Services through transition meetings prior to change over. Route details included hard to service locations, and identification of disabled and elderly customers in order to meet special needs.

Athens representative and County staff met several times prior to the transition date to discuss and resolve transition issues. Transition teams detailed the various topics, including coordination issues, administration, collection, customer service, operations, and IT. Meetings produced action plans and a timeline to ensure follow through.

Use of recycled content carts

All carts purchased and used in Altadena contained at a minimum 30% recycled content.

6. Challenges Overcome:

We accommodated a last-minute request from Los Angeles County to change our collection routing to better compliment the street sweeper schedule.

We encountered special challenges in developing hard to service routes. The Altadena area has many patches of private streets where our large trucks cannot access and/or have many safety issues when being serviced by large vehicles. Athens invested substantial time to audit these areas and talk to residents to ensure the best possible service and resolve access issues. We addressed one way streets, safety concerns, and prevention of damage to private roads, for example. We decided to allow some residents to have smaller containers that can be serviced by smaller trucks. We also worked with residents to maintain existing service days to minimize the changes.

Prior to the transition, some residents resisted the change from manual to automated collection. They expressed concerns about the size of the automated barrels, including whether they will be able to move them easily and if the barrel will be able to hold all of their solid waste. We brought sample barrels to community meetings and were able to demonstrate their functionality. This alleviated a great deal of concerns.

CITATION #3:

1. The name of the jurisdiction: City of Rowland Heights

Time period services were provided: 2014 to Present

2. Type of services provided: Automated three cart system for collection of residential, recycling, solid waste, and green waste.

Services performed: Residential recycling, solid waste, and green waste services

Length of time to complete: Six months

3. Name, address, and telephone number of jurisdiction representative:

Adriana Ornelas
County of Los Angeles Public Works
Contract Administrator for Environmental Services

900 South Fremont Avenue
 Annex, Third Floor
 Alhambra, CA 91803
 (626) 458-2537
 Email: aornelas@dpw.lacounty.gov

- | | | |
|-----------|----------------------------------|--|
| 4. | Number of Residential Customers: | 10,700 |
| | Tons Collected/year | 19,000 |
| | Tons disposed/year | 7,150 |
| | Tons Diverted/year: | 11,850 |
| | Type | Number |
| | Automated side loaders | Recycling 1
Solid Waste 3
Organics 1 |

5. Transition Description – Rowland Heights

Service Initiation:

We were awarded the contract three months prior to start date of July 1, 2014. The residential services included curbside automated collection, 25% Senior citizen discount, three on-call bulky items pulls per year, annual curbside cleanup event, holiday tree collection, roll-out services, five on-call excess trash bag collections per year, and distribution of smaller containers upon request. Athens used the pre-startup period to formulate our plan to make sure the transition was seamless.

Specific requirements for the procurement of vehicles and personnel

Athens purchased all the trucks and containers to service Rowland Heights residential routes. We worked diligently with the County to make sure the trucks and containers had appropriate signage per the contract.

Training of personnel

We hired and trained several new employees and assigned seasoned employees to the new Rowland Heights routes. We conducted weekly safety training classes for drivers. Supervisors prepped all drivers through actual field training, driving through Rowland Heights on specific routes, noting issues regarding hazards and safety concerns.

Billing and fee collection services

The County of Los Angeles, the previous service provider, and Athens Services collaborated in developing an extensive list of all residential customers that will transition from the previous service provider to Athens. This information was used to develop mailing addresses, as well as email addresses that we used to communicate with all customers. We also worked with the previous hauler, conducted route and location audits and utilized the county tax parcel list to identify customers and adjust billing information where needed. Athens provides billing services in Rowland Heights.

Determination of routes and operating procedures

Athens assigned our most experienced drivers to the new Rowland Heights routes. Supervisors worked with the drivers to familiarize them with their specific routes for which they were responsible. Additional Athens supervisors and route auditors managed the daily operations of all the Rowland Heights routes and resolved all inquiries and customer issues as they arose.

Route information was exchanged between Athens and United Pacific Waste through transition meetings prior to transition. Route details included hard to service locations, handicap/elderly customers, and other potential servicing issues that were identified and taken into consideration regarding type of service needed.

Our Operations Manager prepared detailed maps and special instructions, coordinated with Athens' customer service personnel, and supervised container operations.

Delivery of containers

Athens successfully distributed approximately 33,000 automated containers to approximately 110,700 residential housing locations. Daily container deliveries were scheduled over a ten day period, 10 hours per day.

Containers were delivered on the day before the customer's actual service day. The Athens supervisor accompanied the container delivery contractor and maintained the delivery schedule, while resolving customer questions and issues along the way.

Recycling and solid waste literature with schedules and recycling information were attached to each container.

Public education

Athens distributed a "Welcome Packet" to each customer. This packet included a container delivery notice, program brochure, and collection schedule.

Each container was permanently stamped with basic information regarding solid waste, green waste, and recycling "do's and don'ts." Recycling and solid waste literature with schedules and recycling information were attached to each new container. This information included a clear depiction of the material that is acceptable for each container.

Athens government affairs team coordinated, managed and attended two Rowland Heights community workshops to describe new services and address issues. In addition, Athens mailed announcements and educational literature to all new customers.

The Athens' field supervisor coordinated the activities of transition team members and Los Angeles County representatives in order to implement cart deliveries and check delivery schedules. Athens' Transition Team walked the neighborhoods behind the collect trucks to greet customers and answer questions.

Preparation of transition procedures to ensure a smooth transition from one company to another and one type of service to another

Preparation for smooth transition from United Pacific Waste to Athens was attained through close coordination and communication with the County of Los Angeles public works department. Athens also had a comprehensive roll out schedule that was reviewed and discussed daily.

Use of recycled content carts:

All carts purchased and used in Rowland Heights contained at a minimum 30% recycled content.

6. Challenges Overcome

The Rowland Heights community has several difficult to reach service areas. The difficulty was accessing and servicing barrels and bins on dirt access roads that were too narrow for collection trucks. The solution was to retrofit scout trucks with a mechanism to transport the barrels and bins and drive down the dirt roads to a staging area suitably accessible to collection vehicles.



D. Customer Service Experience (5.4.4)

Athens is committed to providing customer service of the highest quality, since we recognize that at the end of the day it is our service that is most important. Athens strives to be responsive, competent, reliable, and professional in every aspect of its business. At Athens it's every employee's job to provide excellent customer service. Our Customer Service Representatives (CSRs) are an integral part of maintaining positive rapport with our customers; they are responsible in assisting with all types of inquiries including informing customers of current services, handling customer requests, and resolving customer complaints. The larger emphasis, however, is ensuring that operations are conducted reliably, as agreed upon by the franchise agreement, and that our service standards are upheld.

Customer service is the main point of contact for our customers and our common goal is to solve all inquiries during one pleasant transaction. Our mission as a team is too effectively and efficiently service accounts in a prompt, productive and professional manner. We strive to educate customers by providing them with city information and all service options available to them per contract.

In order to meet our service metrics, we continually monitor our quality of service by reviewing our results on the following:

- Direct contact reports – goal of 100% direct contact.
- Call Volume – daily review of call volume and type of inbound calls – planning according to calendar of events (holidays, end of the month, route changes, etc.).
- Hold Time – we can track daily, weekly and monthly average hold time.
- Average call handling – track daily, weekly and monthly handling time according to the type of calls.
- Staffing – scheduled for active calendar days coordinated with other departments to handle the volume of calls (end and beginning of the month for last minute payments).
- Accuracy – reviewing of complaints.
- Reviewing multiple call reports.
- Monitoring of calls-daily for accuracy, quality and professionalism.
- Reviewing of specific complaint reports: such as the Missed Collection Report.
- Refer to supervisor reports – reviewing the reason for escalation to a Supervisor or just asking for courtesy arrangements.

1) The name, type of equipment, and software used to maintain routing and customer service information

We have a highly sophisticated VoIP phone system (Voice over Internet Protocol) Vocalcom that is capable of routing multi-media (voice, web, chat, voice-mail, and e-mail) based on call time, type of phone call, and most important hold time. The system is flexible and can be expanded to meet new business needs for the City of Whittier.

The system is capable of handling the volume of calls experienced on the busiest days. The phone system includes a telephone number recognition feature giving us the account information upon answering the call, thus shortening the length of phone call.

All incoming/outgoing calls, web chat, and emails received via our Vocalcom system are automatically tied in and documented by our Softpak data system. It documents all transaction types including account history, equipment maintenance updates, customer orders, payments; complaints, dates and time of calls and customer transactions. Our Customer Service Department interfaces with route data and billing data live by using the same Softpak system.

2) Management procedures for managing inquiries and complaints and procedures used to minimize complaints (e.g., missed pick-ups, noise, spills, etc.)

All complaints are treated as non-chargeable work orders by the Softpak system. Those that are considered to be urgent are flagged and dispatched to the field personnel in real time. Field supervisors provide additional quality assurance to ensure that urgent complaints are addressed first.

The management team continually checks the types of incoming calls by monitoring an hourly trend analysis report. These reports assist supervisors in prioritizing and routing calls to the appropriate staff to minimize any potential bottlenecks and facilitate escalation of calls.

The following are the primary responsibilities of Customer Service Supervisors:

- Manage daily call volume to ensure 90% direct contact is met within 60 seconds or less
- Manage CSR phone time/agent score cards' quality and accuracy of response
- Coordinate phone time according to trends, needs, events, billing, and end of month reporting
- Manage and schedule CSR work hours
- Conduct quality assurance by facilitating CSR feedback meetings, making random customer satisfaction verification telephone calls, analyzing reports, and making recommendations for improvement
- Take over escalated calls transferred by CSRs
- Work with City staff to respond to special circumstances
- Coordinate and implement CSR training, testing and staff development
- Implement disciplinary action
- Work with internal and City staff during transitions
- Attend ride along during route testing and attend community meetings to answer questions and provide transitional information
- Work closely with Customer Service Manager to achieve customer service goals

We have three Senior Supervisors and one full time, in-house trainer who provide daily guidance, coaching, and training to CSRs. Key components of our training program include etiquette/cultural sensitivity, computer skills, reviewing and monitoring of calls, handling escalated customer calls, and on-going rules and regulations.

3) Description of system capability and/or procedures to ensure timely accessibility of information by jurisdictions served

Phone and Customer Relationship Management (CRM) Systems

We have a highly sophisticated VoIP phone system (Voice over Internet Protocol) Vocalcom that is capable of routing multi-media (voice, web, chat, voice-mail and e-mail) based on call time, type of phone call and most important hold time. The system is flexible and can be expanded to meet new business needs for the City of Whittier. The system; Vocalcom allows us to track every live call, chatting, e-mail and voice message transaction, from beginning to end assigning and ID to every transaction. In addition, the system is capable of handling the volume of calls typically experienced on the busiest days. The phone system includes a telephone number recognition feature giving us the account information upon answering the call, thus shortening the length of phone call.



All incoming / outgoing calls, web chat and emails received via our CRM Vocalcom system are automatically tied in and documented by our Softpak data system upon accessing or setting up account information into our database. The Softpak system which is used company-wide for all Athens serviced jurisdictions gives the customer the documentation assurance of transaction types, account history, equipment maintenance updates, customer orders, payments, complaints, dates and time of calls and transactions. All activity for accounts including routing maintenance is automatically tracked by Softpak and can be accessed by billing, collections, operations, dispatch, and customer service staff in real time.

Our Customer Service Department interfaces with route data and billing data live by using the same Softpak system.

- 4) Description as to whether individual call centers are established for each service area or if customer calls are handled by a centralized call center and identification of the location of call centers

Our Softpak customer service system supports our centralized call center and is used company-wide in all jurisdictions serviced by Athens. It is located at 5355 Vincent Avenue, Irwindale, CA, 91706.

- 5) Indication as to whether the system is used company-wide or for select jurisdictions (listing which jurisdictions)

Our customer service system is used company-wide to support all of the jurisdictions we serve.

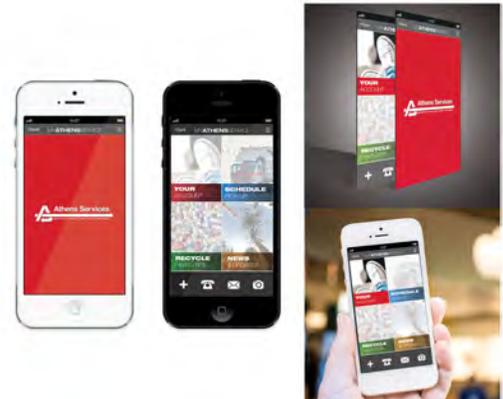
- 6) Description of customer service information interface with route data and billing data

All activity for accounts including routing maintenance is automatically tracked by Softpak. CSRs can access in real time data generated by Soft-Pak software from their computer terminal including billing, collection status, field operations, dispatch, and customer service data.



Our customers can choose to pay online, by mail, or in person at any of our facilities. We accept ACH debit payment, credit cards, cashier's checks, and money orders. We are equipped to accept credit card and checks by phone or online payments. Customers can establish recurring monthly payments.

- 7) Description of procedures used to satisfactorily respond to, record, and report common customer complaints such as: missed pick-ups; spills and litter resulting from collection; collection schedule changes; broken or missing containers; improperly prepared set-outs; noise complaints; traffic and sidewalk obstruction during collection; and, safety around collection vehicles during operations



We have a Driver Call-In (DCI) Program which requires all route drivers to immediately report any service discrepancy or potential problem. Dispatchers are trained to relay appropriate information to field staff, customers and CSRs in a timely manner.

Complaint reports are printed twice during the day for monitoring and to assure 24 hour resolution. Complaints are also emailed hourly to Field Supervisors who make contact and follow up on solving problems within 24 hours.

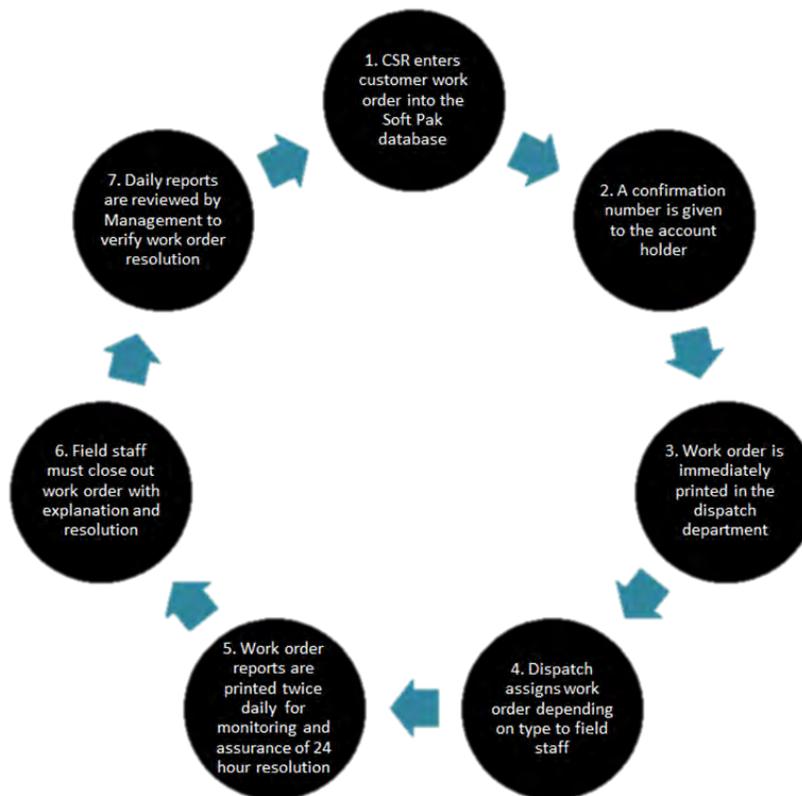
Our call center representatives are empowered to handle live calls and resolve requests by working directly with our dispatch and field personnel. Customer Service Representatives take ownership of the customer's issue and act as an advocate within the Athens system. They are trained and evaluated on their ability to handle stressful calls in a sensitive manner, be responsive to customer concerns, and utilize problem resolution skills, professionalism, and respect. CSRs receive training on how to resolve issues immediately.

Our CSRs are equipped and authorized to resolve customers issues on the first call. All complaints are automatically tracked by our Vocalcom system, including calls and emails. Our Vocalcom phone

system will automatically escalate calls that have been on hold for more than one minute by redirecting the call to a team of supervisors with the ability and authority to address the customers' request.

We do not send calls to voice mail. Information tracked by Vocalcom includes the date and time the complaint was received. It is linked to our database system, Softpak, which records the name, address and telephone number of the caller/complainant; a description of the complaint; the name of the employee recording the complaint; and the action taken by Athens to respond to the complaint.

Every customer has an account set up in the Softpak database. Every call, email and fax that we receive is recorded in the customer's account information. If the customer's question requires follow up, a work order is generated, and the nature of the question is defined by a specific service code.



Complaint Resolution

Athens maintains the highest standards in the training of CSRs. Therefore only 5% of customer inquiries have to be referred to another department. This is a more efficient way of processing customer calls and is less frustrating for the customer.

If a customer's inquiry is a service complaint and requires on site follow up, the CSR will enter an inquiry in Softpak to the operations group. This is a closed loop communication process with checks and balances. Our customer service system Softpak additionally allows us to interface all inquiries with our routing, billing and collections department.

Resolution Process

All service complaints are entered into our Softpak database upon receipt. The process for all complaints is as follows with the goal of resolving within 24 hours unless further research is necessary in order to resolve the complaint:

1. CSR enters a complaint into the Softpak database.
2. A confirmation number is given to the account holder.
3. Complaints are entered and automatically print into the dispatch department.
4. The dispatch department assigns staff for the complaint to be handled and is immediately called out to the field staff or Supervisor depending on complaint type.
5. Complaint reports are printed twice during the day for monitoring and to assure 24 hour resolution. Complaints are also emailed hourly to Field Supervisors for contact communication of complaints assuring 24 hour resolution.
6. Daily reports by complaint type are reviewed by operations management and the Customer Service Manager.
7. Daily open and closed complaints are printed the morning after reported to review the resolution and pending research. Daily complaint reports are reviewed by management.
8. In the case of a miss, in addition to management review, reports are printed in the morning by the customer service department and a courtesy call is made to customers to ensure we resolved the miss. In the event that the reported miss was a contaminated barrel, the CSR gives out rules and regulations to the resident in order to prevent any future challenges, and advises them that the barrel was tagged with the reason for the non-service. The same process is followed with any concerns about safety around collection vehicles during operations.
9. For quality assurance, customer service randomly selects closed out misses inquiries and places courtesy calls to customers to assure everything was handled satisfactory.
10. All complaints by area are reviewed weekly and monthly and checked for quality, accuracy and resolution.
11. Supervisors are responsible for all complaints being resolved in their area and are monitored by the Operations Manager.
12. In the case where a complaint was reported and not resolved or the customer is not happy with the resolution, they are escalated to management for immediate review. Calls are made to customers based on the type of complaint by field supervisors and management.
13. Spills are reported immediately and escalated to the field assigned supervisor. The supervisor does a site check and determines the best way for clean-up.
14. Noise complaints are reported and escalated immediately to the field assigned supervisor and operations management for review and prompt proper resolution.
15. Reported debris left behind follow the normal procedure and a Field Supervisor conducts the site check and review with the driver.
16. Reported missing or stolen containers are dispatched for next day delivery.
17. Exchange of equipment unless urgent (not able to utilize equipment) is done on the day of service, otherwise next day delivery is scheduled.
18. Traffic and sidewalk obstruction during collection are called into dispatch by the driver for entry into the database. Customers are educated on rules and regulations to prevent future service disruptions.
19. New starts requiring barrels are dispatched for next day delivery.
20. Improperly prepared set-outs are tagged as such and reported to dispatch for entry into the database. Customers are educated on rules and regulations in order to prevent future service disruptions.

Daily reports are printed each morning by the customer service department and a courtesy call is made to customers to give them a status report.

In the event Athens does not collect a container due to contamination or other reasons, the CSR advises the customer of the reason the barrel was tagged and not serviced. Applicable rules and regulations are

given to the customer in order to prevent any future challenges. The same process is followed when there are concerns about collection vehicle safety.

Spills are reported immediately and escalated to the field supervisor. The supervisor performs a site check and determines clean-up procedures.

Noise complaints are reported and escalated immediately to the field supervisor and operations management for review and prompt resolution.

Reported debris left behind is addressed by a Field Supervisor who conducts a site check, contacts the drivers, and orders appropriate action.

Reported missing or stolen containers are dispatched for next day delivery. Exchange of equipment (unless urgent not able to utilize equipment), is performed on the day of service, otherwise next day delivery is scheduled.

Traffic and sidewalk obstruction during collection is reported to dispatch by the driver and entered into the database. CSRs contact customers regarding rules and regulations in order to prevent future service disruptions.

New starts requiring barrels are dispatched for next day delivery.

Improperly prepared set-outs are tagged and reported by drivers to the dispatcher, who enters the information into the database. CSRs call customers to inform them of rules and regulations in order to prevent future service disruptions.

Athens will provide the City of Whittier a “service report” that lists all customer calls, emails and faxes by question type whether a complaint was valid, and describes the resolution. This report will be distributed on a schedule to be determined by the City. We can also provide on demand individual customer profiles/history.

We are able to run on-demand reports based on type of service, dates, transaction types, addresses, account numbers, complaint type, and phone numbers as required for various reporting needs. All reports are in Excel or PDF file format that will be distributed via e-mail to city staff personnel when requested.

Athens Services will hire three additional CSRs for the City of Whittier. Our rationale for our staffing is based on the workload of existing customer service staff that service customers similar to the City of Whittier. We currently serve over 22 municipalities with 40 full time customer service personnel. We will assign a customer service supervisor who will oversee answering calls and making sure the needs of our customers are met.

- 8) Description of how the company measures customer service with regard to the call center's responsiveness and accuracy of responses, as well as the quality of collection service. Identify specific response times and other performance metrics or targets your company tracks. Provide actual reports for at least 3 jurisdictions that document that actual performance level against your targets including, at a minimum, average hold times of the customer service call center and missed pickups

We do not use an automated attendant or automated answering trees. Customer service may be reached by dialing our toll free telephone number (888-336-6100) which rings at our call center and is answered directly by live CSRs during normal business hours. Athens offers personal customer service between the hours of 7:00 am – 5:00 pm, Monday through Friday, and from 7:00 am to noon on Saturdays, exclusive of holidays. Our CSRs are fluent in English and Spanish and have the ability to conference in a 175-language translation service if needed.

We maintain a toll-free number and telephone directory listings in both the English and Spanish White and Yellow pages. In addition to the toll free customer service number, the City of Whittier will be supplied with a list of emergency contact numbers for Athens personnel should the city need to contact us after hours. Athens takes its commitment to its stakeholder cities seriously. Accordingly, key City personnel will be able to contact key Athens personnel night or day 365 days a year. Incoming calls will be answered within a maximum of 20 seconds. Hold times will not exceed 60 seconds.

All requests are handled during normal business hours and response to the complaint by the appropriate Athens representative will be initiated within 1 hour of receipt by our staff. CSRs are empowered to solve problems. Less than 5% of customer inquiries will require referral to another Athens department. All complaints are resolved within 24 hours, except in those rare instances where the customer cannot be reached or the case requires further research or coordination for proper resolution of the case.

Every customer has their account set up in our Softpak Database. Every call, email and fax that we receive is recorded in the customer's profile. If the customer's question requires follow up, a work order is generated, and the nature of the question is defined by a specific service code.

1. Athens will provide the City of Whittier a "service report" that lists all customer calls, emails and faxes by question type, whether a complaint was valid, and describes the resolution. This report will be distributed on a schedule to be determined by the City.
2. We can provide on demand individual customer profiles/history.
3. The city will have immediate access to our customer service logs records and reports.

Softpak and Vocalcom systems allow summary reports to be created on demand. We are able to run reports based on type of service, dates, transaction types, addresses, account numbers, complaint type, and phone numbers as required for various reporting needs. All reports are in Excel or PDF file format that will be distributed via e-mail to city staff personnel. Athens is committed to providing the City of Whittier with transparency in all customer transactions.

9) Identify if the company has a website that its customers use to obtain customer rates and service information, and to submit inquiries or complaints. Provide website address, if applicable

Our website, www.athensservices.com, provides customer access to bill pay, order services, submit inquiries or questions, while providing recycling information and material for educational purposes. Athens Services will develop a login access page specifically for the City of Whittier customers. This website will contain information regarding available services and rates, as well as provide a conduit for customers to interact with the Athens' Customer Service team via phone and live chat.

The website will also have information regarding transition and concise descriptions of all services provided by Athens, including:

- Collection day schedules and map
- Bulky item pick-up
- Special waste
- Container information
- Order services
- Special Events
- Holiday schedule
- Hazardous and electronic waste
- Construction/demolition waste
- Pay my bill
- Commercial services
- Cart damage/replacement

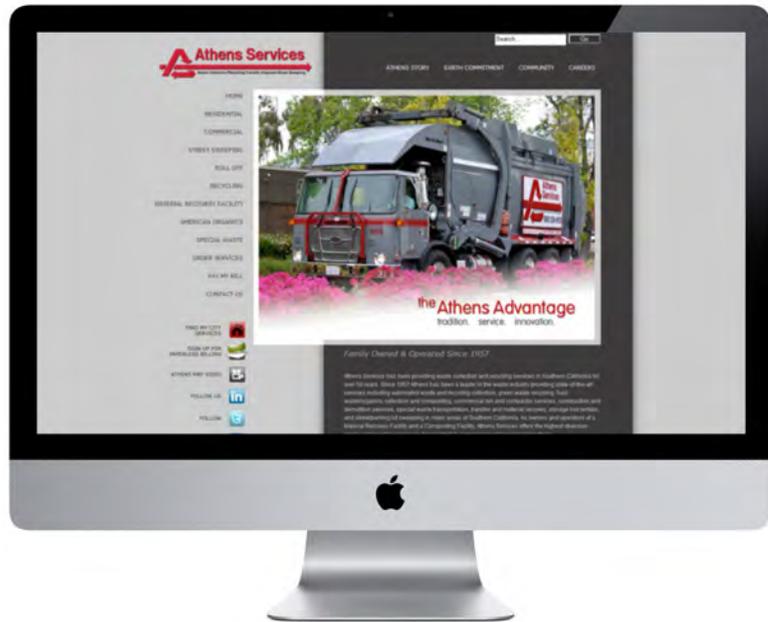
Our website offers the ability to make online bill payment at no additional charge. Customer can easily submit requests online using our user friendly forms for items such as but not limited to bulky item collection, extra pickups, service changes, account changes. All requests are automatically documented in our system for easy reference and tracking purposes.

The Athens website is managed and updated by in-house technical support team members. All requests are handled during normal business hours and confirmed within 1 hour of receipt by our staff. Customers may also contact the Customer Service Department by emailing their requests. All requests will receive an e-mail or telephonic confirmation.

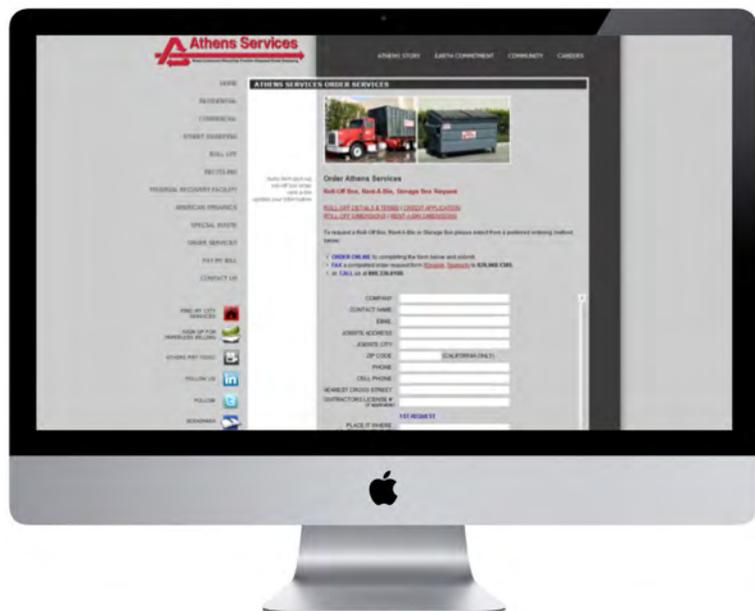
Screen Shots below are a few examples of our WEB site pages

WELCOME TO THE ATHENS HOME PAGE

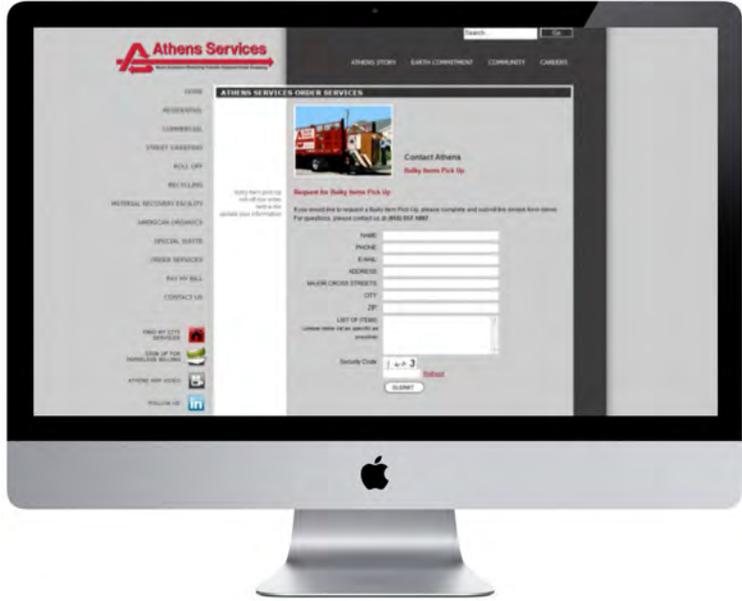
www.AthensServices.com



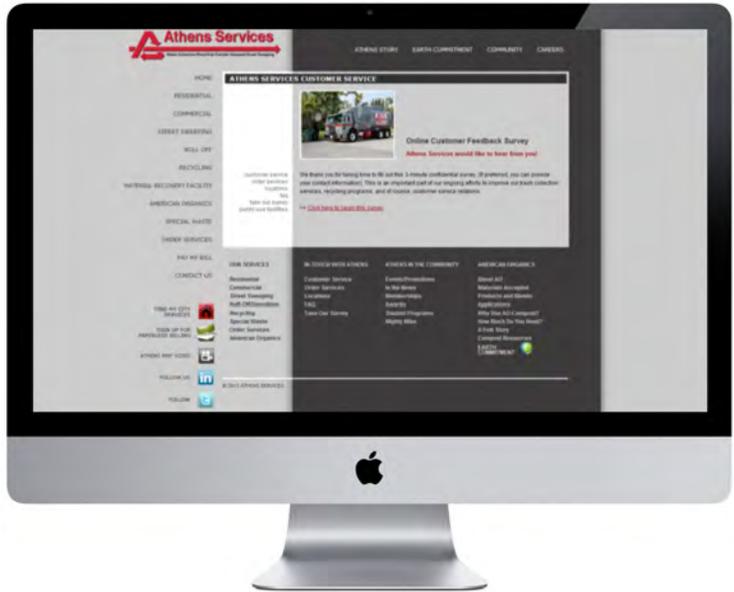
ONLINE BULKY ITEMS COLLECTION



**ORDER
ADDITIONAL
SERVICES**



**COMPLETE
SURVEY**



Billing:

The CSRs at our call center are trained to assist customers in making billing and payment arrangements. Assistance regarding changes as a result of transition will also be handled by these personnel.

Customers who do not require or do not want personal assistance can manage all aspects of billing and payment on our website.

Athens will work closely with the City to transition customer service and billing data, which will be used to develop the Athens customer service and collection database. The customer list will be audited by our field team to ensure accurate service level, route collection data along with correct account holder information prior to importing into our Softpak data system.

The required data from the City will include service/billing address, service and billing contact information, contact phone numbers, service level, special instructions, key/gate codes, current collection service days, e-mail address, etc.

Athens Services will provide automated billing data regularly to the City via email/mail.

Sample customer billings/invoices attached as attachment 8

Below are the jurisdictions where Athens provides Billing Services and the key contact's information.

LIST OF JURISDICTIONS					
City Code	City Code Description	Res (R), Com (C), Both (B)	Notes	Contact	
AZ	AZUSA CITY-430	C	City bills residential	Liza Cawte	626-812-5109
BR	BELL GARDENS RES-335	N/A	City bills residential	Veronica Sanchez	562-806-7700
CV	COVINA-120	B	Athens Bills both	Michele Saint	626-384-5482
GL	GLENDORA-420	B	Athens Bills both	Sonja Jones	626-914-8201
HB	HERMOSA BEACH-343	B	Athens Bills both	Pamela Townsend	310-318-0242
IR	IRWINDALE-440	C	City bills residential	Megan Zepeda	626-430-2222
MN	MONROVIA-370	B	Athens Bills both	Sharon Gallant	626-932-5553
MP	MONTEREY PARK-140	C	City bills residential	Tim Shay	626-307-1340
MR	MONTEBELLO RES-130	C	City bills residential	William Quan	323-887-1415
PV	PALOS VERDES ESTATES-405	B	Athens Bills both	Russell Morreale	310-378-0383
RB	REDONDO BEACH-403	C	City bills residential	Jon Emerson	310-318-0686
SE	SOUTH EL MONTE-400	C	Residential service is free	Joe Nocella	626-579-6540
SG	SAN GABRIEL-150	B	Athens Bills both	Steven Preston	626-308-2800
SI	SIERRA MADRE-165	B	Athens Bills both	James Carlson	626-355-7135 ext 803
SM	SAN MARINO-160	B	Athens Bills both	Lucy Garcia	626-300-0708
SP	SOUTH PASADENA-170	C	City bills residential	Leonna Dewitt	626-403-7240
TC	TEMPLE CITY-180	B	Athens Bills both	Bryan Cook	626-285-2171
WC	WEST COVINA-410	B	Athens Bills both	Sherri Yuasa	626-939-8458
WH	WEST HOLLYWOOD-450	C	City bills residential	Sharon Perlstein	323-848-6383

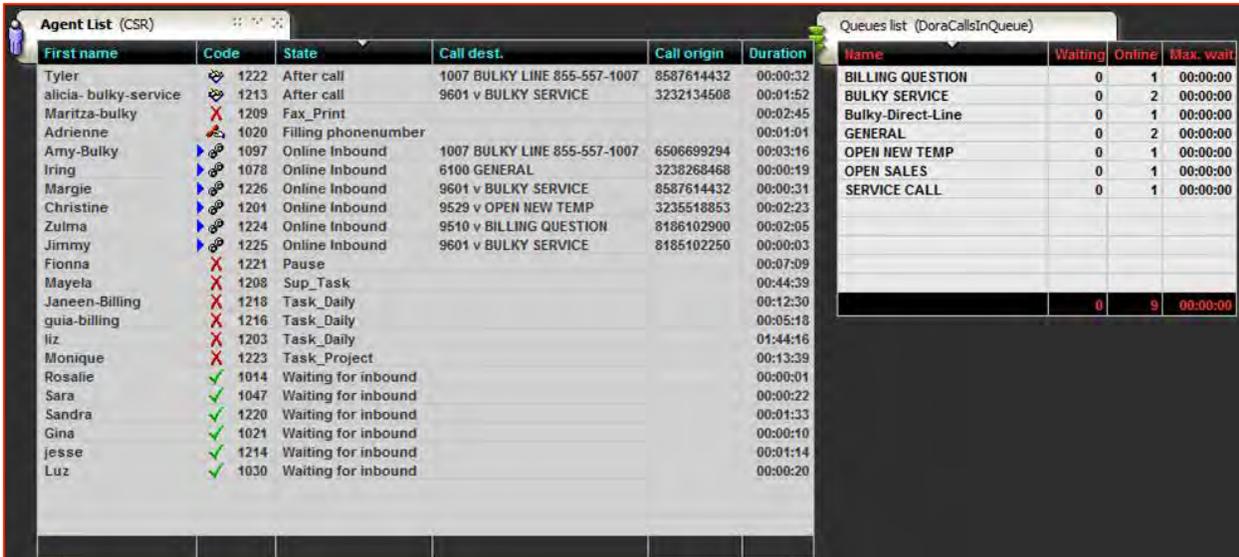
Reports:

Reporting customer information accurately is critical to service delivery.

This first report is a sample of our Customer Service tracked metrics used to measure our responsiveness and performance to meet our target goals, including average hold time.

CUSTOMER SERVICE DEPARTMENT							5/1/2015 3:03:35PM
Call Summary and Averages April 2015							
	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	MTD
CUSTOMER SERVICE	4/1/2015	4/6/2015	4/13/2015	4/20/2015	4/27/2015		Total
ACCT MAINTENANCE	215	448	407	380	335		1785
BILL PAYMENT	456	757	751	683	583		3230
BILL PAYMENT ROBO	90	126	217	99	113		645
BILLING QUESTIONS	413	1048	774	607	547		3389
GENERAL FAQ	307	511	495	572	383		2268
GENERAL R&R	39	88	94	76	56		353
HOLIDAY	4	5			1		10
SERVICE BULKY	654	1210	1261	1432	1121		5678
SERVICE MISSED	151	318	304	242	178		1193
SERVICE NOT MISSED	25	59	51	49	43		227
SERVICE REMINDER	83	118	141	120	94		556
SERVICE OTHERS	615	1056	1103	985	793		4552
REVENUE GENERATING	492	863	832	754	588		3529
TRANSFER INTEROFFICE	117	240	245	196	181		979
OTHERS	363	634	707	641	521		2866
Total	4024	7481	7382	6836	5537		31260
SALES ADMIN	4/1/2015	4/6/2015	4/13/2015	4/20/2015	4/27/2015		Total
ACCT MAINTENANCE	82	191	145	174	142		734
BILLING	6	153	123	7	31		320
COMMERCIAL LEAD	37	49	65	45	31		227
RAISE ACCEPTED	1	18	2	1	2		24
RAISE NEGOTIATED	2	17	13	5			37
RAISE PENDING	4	32	16	2	5		59
RETENTION FOLLOW UP	5	6	4	3	2		20
REVENUE GENERATING	28	56	54	64	45		247
SERVICE LEVEL CHANGE	32	49	52	40	32		205
TRANSFER INTEROFFICE	2	7	8	1	8		26
OTHERS	21	33	38	34	28		154
Total	220	611	520	376	326		2053
Voicemail Total	128	232	253	241	174		1028
Department Total	4244	8092	7902	7212	5863		33313
Handled Call Averages							
Avg Held	00:28	00:41	00:17	00:13	00:22		00:24
Avg Handle	03:57	04:03	03:55	03:47	04:01		03:56
Avg Wrap	01:22	01:19	01:00	01:02	01:10		01:10
Abandoned Rate							
Abandon	116	331	92	85	128		752
Abandon %	2.89%	4.24%	1.26%	1.27%	2.31%		2.40%
Inbound Queue Time							
Direct Contact	0.75%	0.69%	0.85%	0.87%	0.74%		0.79%
1-30 Seconds	0.10%	0.09%	0.07%	0.05%	0.09%		0.08%
31-60 Seconds	0.05%	0.07%	0.04%	0.03%	0.06%		0.05%
>60 Seconds	0.10%	0.15%	0.03%	0.04%	0.11%		0.08%

The second report is used by our Customer Service Manager and Supervisors to monitor Live Activity ensuring prompt responsiveness to our customers with minimal hold time.



The screenshot shows two side-by-side tables from a software interface. The left table is titled 'Agent List (CSR)' and the right table is titled 'Queues list (DoraCallsInQueue)'. Both tables have columns for Name, Code, State, Call dest., Call origin, Duration, Name, Waiting, Online, and Max. wait.

First name	Code	State	Call dest.	Call origin	Duration	Name	Waiting	Online	Max. wait
Tyler	1222	After call	1007 BULKY LINE 855-557-1007	8587614432	00:00:32	BILLING QUESTION	0	1	00:00:00
alicia- bulky-service	1213	After call	9601 v BULKY SERVICE	3232134508	00:01:52	BULKY SERVICE	0	2	00:00:00
Maritza-bulky	1209	Fax_Print			00:02:45	Bulky-Direct-Line	0	1	00:00:00
Adrienne	1020	Filling phonenumber			00:01:01	GENERAL	0	2	00:00:00
Amy-Bulky	1097	Online Inbound	1007 BULKY LINE 855-557-1007	6506699294	00:03:16	OPEN NEW TEMP	0	1	00:00:00
Iring	1078	Online Inbound	8100 GENERAL	3238268468	00:00:19	OPEN SALES	0	1	00:00:00
Margie	1226	Online Inbound	9601 v BULKY SERVICE	8587614432	00:00:31	SERVICE CALL	0	1	00:00:00
Christine	1204	Online Inbound	9529 v OPEN NEW TEMP	3235518853	00:02:23				
Zulma	1224	Online Inbound	9510 v BILLING QUESTION	8186102900	00:02:05				
Jimmy	1225	Online Inbound	9601 v BULKY SERVICE	8185102250	00:00:03				
Fionna	1221	Pause			00:07:09				
Mayela	1208	Sup_Task			00:44:39				
Janeen-Billing	1218	Task_Daily			00:12:30				
guia-billing	1216	Task_Daily			00:05:18				
liz	1203	Task_Daily			01:44:16				
Monique	1223	Task_Project			00:13:39				
Rosalie	1014	Waiting for inbound			00:00:01				
Sara	1047	Waiting for inbound			00:00:22				
Sandra	1220	Waiting for inbound			00:01:33				
Gina	1021	Waiting for inbound			00:00:10				
jesse	1214	Waiting for inbound			00:01:14				
Luz	1030	Waiting for inbound			00:00:20				
							0	9	00:00:00

The third report is a screen print from our Softpak Database that shows the detailed activity on an account



The screenshot shows a software interface for account activity. At the top, there are tabs for 'Cust Profile', 'Notepad', 'Work Orders', 'Services', 'Contract Price', 'S/R History', 'Sales History', 'Open Invoices', 'Sales & Adj', and 'Variables'. Below these are function key shortcuts (F21-F15). The main area is titled 'Note Entry' and contains a table of transactions with columns for Date, Time, Code, Note, and Added by.

Date	Time	Code	Note	Added by
Fri 06/12/15	15:08	+CS	ART MD CC PYMENT 101.45 CONF # 10775390	MARITZA
		+CS	ALSO REQ BULKY. AWARE R&RS W/O 1089112	MARITZA
		+CS	DECLINED AUTO	MARITZA
		+CS	*	MARITZA
Mon 04/27/15	12:29	+CS	ART CLD TO REP BULKY PU ON 04/28/15 GV R/R AN	TYLER
		+CS	D SET UP PU	TYLER
Tue 03/31/15	15:53	+CS	ART MD CC PYMT OF \$101.45 DECLINED AUTO PYMT	AMY
		+CS	OPTION	AMY
Mon 03/02/15	15:28	+CS	ART SCHD BULKY, AWARE OF R&RS	CINDY
Mon 01/19/15	14:57	+CS	ART CLLD FOR BULK PU ADV OF R&RS AND W/O	MARGIE
		+CS	DONE #641285	MARGIE
Tue 01/13/15	10:21	+CS	ART MD CC PYMT OF \$101.45	AMY
Mon 09/29/14	14:38	+CS	ART REQ BULKY ADVISED R&RS W/O 226801	JESSE
Mon 07/14/14	15:37	+CS	IRMA REQ BLKY PU	IRING

Note the time stamped transactions for any request.

There are several layers to this system; the above are the notes, which require updating for any customer contact. The other pages are private. They contain contact information, account and credit information. Other pages detail the customer's equipment type, quantity, and service frequency. Vocalcom ties these records into our service systems. Rarely will a customer ask to be transferred up to a manager, but when it has happened, the manager has the full customers history to view, and can be effective immediately.

The following are examples of monthly or annual Missed Pickup Reports provided to Cities on request. The reports give detailed customer information such as name, address, inquiry type, date of inquiry, inquiry resolution and date of inquiry resolution. This assists us in tracking all customer inquiries as well as account history and speed of resolution. Athens has the infrastructure and experience to provide city staff with reports that detail the information specifically important to the City of Whittier. Our technical team has the ability to create reporting vehicles that meet the diversity of needs of each of our stakeholder cities.

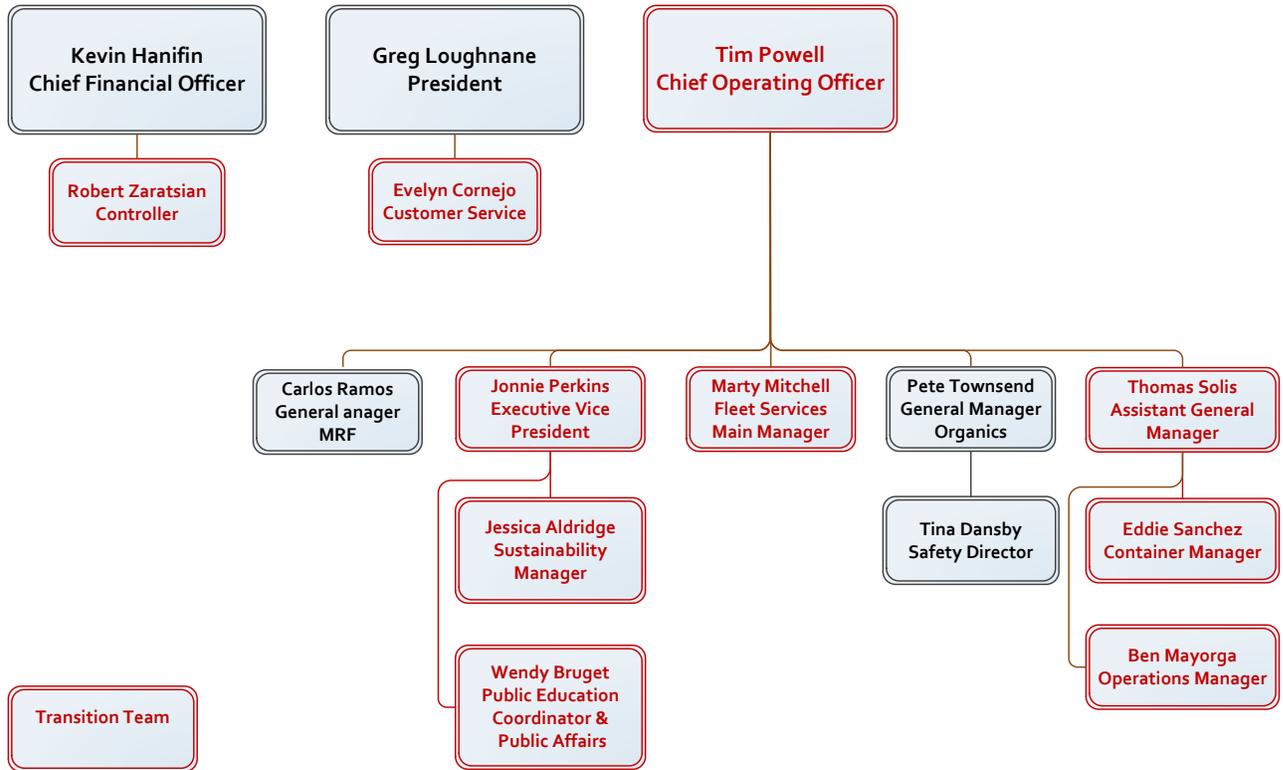
Entered	ToDoDate	Acct#	WO#	Type	Description	Resolution	Completed	CompletedBy	Address	City
4/21/2015	4/21/2015	436279	916788	MISSED	64GL G/W BBL-WEEKLY GW MISSED ON MONDAY,PLS SVC OUT NIGHT BEFORE	SVC NOT MISSED, FERN TWIGS STUCK INSIDE. DEBRIS REMOVED 4/21 @10:18.	4/22/2015	KAM	725 S JUANITA AVE	REDONDO BEACH
4/21/2015	4/21/2015	422453	916978	MISSED	64GL RECY BBL-WEEKLY CLAIMS RECYCLE BBL NOT SVC'D YESTERDAY, NO DCI REPORTED.	RECYCLE BBL HAD CARDBOARD STUCK INSIDE. ITEMS REMOVED 4/21 @10:26, SVC NOT MISSED.	4/22/2015	KAM	206 AVENUE B	REDONDO BEACH
4/28/2015	4/28/2015	436279	925634	MISSED	64GL RECY BBL-WEEKLY MISSED NO DCI	SVC NOT MISSED, RECYCLE REFILLED WITH LARGE CARDBOARD. BBL SVC AS COURTESY 4/28 @ 12:27. F/U WITH BOB, WILL MONITOR	4/29/2015	KAM	725 S JUANITA AVE	REDONDO BEACH
5/13/2015	5/13/2015	423926	995836	MISSED	96GL RECY BBL-WEEKLY2 RECYCLE BBL'S	SVC NOT MISSED, MULTI UNIT PROP RECYCLE OUT LATE. COURTESY P/U5/13 @ 13:38. F/U WITH DEE.	5/14/2015	KAM	2610 RUHLAND AVE	REDONDO BEACH
5/15/2015	5/15/2015	421140	998861	MISSED	64GL TRASH BBL-WEEKLY CUSTOMER CLAIMS SOFA/LOVE SEAT MISSED ON THURSDAY NO DCI FOUND WO#996359	SVC NOT MISSED, ITEM NOT OUT ON ORIGINAL COLLECTION DAY. DR V RETURNED & SVC 5/15 @ 14:38	5/18/2015	KAM	2204 GREEN LN	REDONDO BEACH

Entered	ToDoDate	Acct#	WO#	Type	Description	Resolution	Completed	CompletedBy	Address	City
4/4/2015	4/6/2015	506610	896567	MISSED	96GL TRASH BBL-ZERO RATE EMAILED SUPERVISORS	NOT MISSED- ADVISED VEHICLE IN THE WAY- BBL'S SERV AT 1030A AS COURTESY	4/7/2015	DAVIDM	20456 HOLCROFT DR	WALNUT
4/23/2015	4/23/2015	506526	920001	MISSED	96GL TRASH BBL-WEEKLY NO DCI,PLS SVC THIS AMS	NOT MISSED- ITEM STUCK INSIDE BARREL - SUP SPK TO JUNE WILL WAIT TILL SATURDAY WHEN CLEAN UPFOR SERV	4/23/2015	DAVIDM	3500 HERTFORD PL	ROWLAND HEIGHTS
4/27/2015	4/27/2015	502525	923476	MISSED	96GL TRASH BBL-WEEKLYTV NOT PU FOR ANNUAL CLEAN UPS	NOT MISSED- OUT LATE - P/U BY SUP AS COURTESY	4/27/2015	DAVIDM	19305 ALCONA ST	ROWLAND HEIGHTS
5/4/2015	5/4/2015	507147	983279	MISSED	96GL TRASH BBL-WEEKLYMISSED 5/01 EMAILED SUPS	NOT MISSED-BBL FULL OF DIRT-P/U AS COURTESY AT 200P	5/4/2015	DAVIDM	20512 E LAUREN CT	WALNUT
6/1/2015	6/1/2015	504070	1070936	MISSED	96GL TRASH BBL-WEEKLYCUST CLAIMS WE MISSED TRASH NO DCI'S	NOT MISSED-TRASH STUCK INSIDE BBL ROLL OUT SERV BBL RE-SERV	6/1/2015	DAVIDM	2108 CALMETTE AVE	ROWLAND HEIGHTS

Entered	ToDoDate	Acct#	WO#	Type	Description	Resolution	Completed	CompletedBy	Address	City
4/21/2015	4/21/2015	390157	916883	MISSED	35GL TRASH BBL-WEEKLY PLZ NEED SERVICED 2DAY. NO DCI FOUND. OUT NIGHT B4 & LID IS CLOSED.	SUP ON SITE/BBL MUST OF BEEN BEHIND CAR/SMALL BBL/SUP DUMPED FOR CUSTOMER	4/21/2015	RICHARDA	168 N MOUNTAIN TRL	SIERRA MADRE
5/5/2015	5/5/2015	255732	985013	MISSED	64GL RECY BBL-WEEKLY NO DCI FOUND MOUNTAIN PLEASE SERVICE OUT SUNDAY	SUP ON SITE AND SPOKE TO CUSTOMER PIZZA BOXES STUCK IN BBL/ADVISED NEED TO CUT UP BOXES	5/5/2015	RICHARDA	134 E MONTECITO AVE	SIERRA MADRE
6/2/2015	6/2/2015	256240	1074117	MISSED	64GL TRASH BBL-WEEKLY MISS FOR MON 6/1 NO DCIS	SUP ON SITE/NO ONE HOME/DUMPED BBL FOR CUSTOMER /EVERYTHING ELSE SERVICED	6/3/2015	RICHARDA	641 SKYLAND DR	SIERRA MADRE
6/12/2015	6/12/2015	258358	1089342	MISSED	96GL TRASH BBL-WEEKLY CUST REPORT NO SERV ON 90T YESTERDAY, NO DCIS	NOT MISSED, OUT LATESUP SENT DRIVER BACK TO SERVICE BBL CALL	6/15/2015	RICHARDA	684 VALLE VISTA DR	SIERRA MADRE
6/12/2015	6/12/2015	256037	1087831	MISSED	64GL TRASH BBL-WEEKLY REQ SRVC TODAY'S	DRIVER WENT BACK AND SERVICED BBLAGAIN/ONLY 1 BAG IN BBL	6/12/2015	RICHARDA	313 SYCAMORE PL	SIERRA MADRE

E. KEY PERSONNEL (5.4.5)

This is the current Personnel Organization Chart which also identifies the Transition Team.


Job Descriptions of Key Personnel
Greg Loughnane, President

Greg has worked in the Los Angeles waste industry for 26 years, starting as an Environmental Engineer in 1988. He assumed general management and executive positions in the 1990's and currently reports to the Athens Services Board of Directors. He is the senior member of the Athens Executive Team and develops corporate strategy associated with long term plans, new business opportunities, growth projections, and capital allocation. He works closely with the CFO and COO to ensure all parts of the business are working in harmony.

Tim Powell, Chief Operating Officer (COO)

Tim is an accomplished Senior Level Operations and Market Development Executive with more than 20 years of experience. Tim is responsible for ongoing management of all operating divisions, including collection, transfer, recycling, street sweeping, and disposal services. He supervises management staff responsible for day-to-day operations, customer service, sales, government affairs, and equipment maintenance areas. Tim reports directly to the Board and is a member of the Athens Executive team. As the Chief Operating Officer, he oversees the company business strategies; develops short term budgets and business strategies; manages compliance with existing contracts; and evaluates new business opportunities. Tim will serve as Executive Manager during the transition.

Kevin Hanifin, Chief Financial Officer (CFO)

Kevin is a seasoned financial professional with more than 27 years of experience in a senior management role providing leadership and direction in the areas of accounting, finance and information technology. He has filled management roles at Ernst & Young and a regional commercial bank. He has worked at Athens since 1996 as Chief Financial Officer and member of the executive management team.

Kevin is responsible for ongoing management of all financial aspects of Athens Services including budgeting, pricing, accounting, financing, fiscal controls, taxes, and fiscal information technology. He directs financial planning, forecasting and analysis, and ensures that information systems are designed to support management and external financial reporting. Kevin is integral to the decision making process related to large financial transactions, including debt financing, mergers, acquisitions, and real estate acquisitions.

Johnnie Perkins, Executive Vice President, Governmental Relations

Johnnie has over twelve years of experience in managing Governmental Affairs operations in the recycling and waste industry. His previous positions have been with Republic Services and EDCO. Johnnie directs all public and governmental relations and follows up on any city municipal requests for services. He acts as the Company's main liaison with elected officials, city managers, and commissioners in his respective cities. He will be the primary contact for the City of Whittier, a member of the transition team, and the manager of day to day implementation of the transition plan. He will be the Contract Agreement Liaison for the City of Whittier.

Robert Zaratsian, Controller

Robert has been working in the recycling and waste industry for 11 years. He has 9 years of experience working closely with the President of Athens and other members of executive management. His positions have included Business Development Director, Regional Operations Controller, and Directors of Sales. Robert will work closely with the City of Whittier personnel in order to coordinate with Athens executives and managers to ensure all fiscal issues are identified and all aspects of Athens' fiscal reporting are in compliance with contractual performance measures and other requirements. He is a member of the transition team, responsible for managing data collection related to billing and set up of new accounts before start of services.

Tomas Solis, Assistant General Manager

Tomas is an accomplished executive in the solid waste management industry with over 23 years of management experience in Los Angeles and Southern California. Tomas has a proven track record and experience working in every aspect of the waste management business, including: MSW collection, MRF processing, landfilling and composting. He also has extensive experience working in all aspects of routing and operations. He and his staff are responsible for supervising drivers, fleet support personnel, fleet services, maintenance, supplies, and payroll. He is a member of the transition team and will be responsible for management of transition training and operations at our Salt Lake Operations Facility, which is the facility that will service the City of Whittier.

Ben Mayorga, Operations Manager

Ben has been an employee of Athens since 2005, assuming increasingly greater responsibilities. He is currently an Operations Manager, responsible for refuse collection, routing, auditing routes, interface with customer service, and collection and analysis of route data. Ben works closely with the Assistant General Manager to provide ongoing management of field staff ensuring personnel operate equipment efficiently, safely and according to schedule. He is a key member of the transition team responsible for implementation of transition plans related to deployment of containers and collection of waste.

Carlos Ramos, General Manager

Carlos is the General Manager of the City of Industry MRF. He has 20 years of experience in Plant/Operations Management, including 14 years in the Recycling/Waste industry. Carlos has worked in the capacity of General Manager in Southern California, Northern California, and Mexico. Carlos has

extensive experience in all aspects of operations: processing, transportation, and sales. He is responsible for ongoing management of the City of Industry MRF including operational efficiency; evaluation and productivity improvements; data collection/ reporting; supervision of employees; repairs and supplies; time keeping and payroll; and trouble shooting.

Pete Townsend, Organics General Manager

Pete has over 30 years of ongoing management experience in operation, maintenance and management. He is the General Manager of our American Organics facility in Victorville, California. He has proven ability in all aspects of business development, construction management, personnel training, budget, facility operation, equipment maintenance and plant management. He is experienced in both municipal and industrial facility operations. Pete is responsible for ongoing management of all aspects of our organics program, including collection and processing of organic materials.

Eddie Sanchez, Container Facilities and Operations Manager

Eddie has worked in the capacity of Container Facilities and Operations Manager for Athens for 11 years. Eddie is responsible for management of containers, including storage, repair, retrofitting, installation, maintenance, and transport. He is a key member of the transition team and will ensure all City of Whittier customers have the containers they choose that are adequate to meet their needs.

Wendy Bruget, Public Education Coordinator

Wendy brings over fifteen years of experience as a public relations manager, developing effective legislative strategies at the local and state level. Wendy will work with City staff and the Executive Vice President to address all issues related to recycling, including outreach, public education, and collections. Wendy will also be the Athens representative at various community and public events held in Whittier during the term of the agreement. She is a member of the transition team and will be the permanent Public Education Coordinator through the term of the contract. She will be responsible for coordinating with the City in order to implement public events and address outreach and public education issues.

Marty Mitchell, Maintenance and Fleet Services Manager

Marty has 33 years of experience managing truck and equipment maintenance, plant equipment and facility maintenance. Marty began his career in the waste industry working as a maintenance supervisor in 1981, progressing to a Director in 1988. Marty is responsible for writing specifications; procurement; and on-time delivery of waste collection, hauling, and other trucks. He supervises overall maintenance of the entire Athens fleet. He is a key member of the transition team, responsible for procuring, equipping and testing all vehicles and equipment required to serve the City of Whittier.

Jessica Aldridge, Environmental Sustainability Manager

She has worked for the City of Burbank Recycle Center as a Zero Waste Event Coordinator/ Programs Assistant and is the Executive Director of the Burbank Green Alliance. In 2011, Jessica became a Professor of Recycling & Resource Management at Santa Monica College. She has been the Athens' Sustainability Manager since 2012.

Jessica is responsible for implementation and ongoing management of environmental sustainability programs and practices at Athens. She is responsible for creating solution-oriented outreach and education materials and programs for customers. She works closely with cities, schools, non-profit organizations, and businesses to create educational material and site specific recommendations. She also assists in placing hard-to-recycle items either through reuse or specialized recycling options. She is a key member of the transition team and will work closely with the Executive Vice President to ensure Whittier customers are informed regarding sustainable practices around resource management.

Evelyn Cornejo, Customer Service Manager

Evelyn's accomplished career includes over twenty year's business experience in customer service, call center management, project management and coaching. Evelyn has over 11 years' experience in the recycling and solid waste management industry in Los Angeles and Southern California. In 2003, Evelyn joined Athens Services as the Customer Service Manager.

Evelyn provides ongoing management of all customer service personnel. Evelyn is responsible for hiring, training, and development of 40 Customer Service Representatives and Supervisors. She prepares customer/resident inquiry reports and makes sure that supervisors are informed and able to respond to customers' special needs. She is responsible for achieving high performance standards related to customer service benchmarks to ensure a high level of customer satisfaction. She is a member of the transition team, responsible for coordinating customer service activities with operational staff, especially as it pertains to helping customers receive the services they need during startup. She will serve as the Service Liaison for the City of Whittier.

Tina Dansby, Safety Director

Tina has 25 years of experience in risk management, including with 15 years in the recycling and solid waste industry. She provides ongoing management of all Athens Services safety programs. She reports to the Chief Operating Officer and will provide support for employee training and compliance related to safety practices.

Key Personnel and Municipal References

Athens Position	Name	% Time	Reference Information	Phone
President	Greg Loughnane	2%	Enrique Zaldivar Title: Director, Los Angeles Sanitation Department enrique.zaldivar@lacity.org 1149 South Broadway, 9th Floor Los Angeles, CA 90015	213-485-2210
CEO	Tim Powell	5%	Internal responsibilities only	n/a
CFO	Kevin Hanifin	2%	Internal responsibilities only	n/a
Vice President, Operations Manager	Johnnie Perkins	30%	Sergio Gonzalez City Manager South Pasadena sgonzalez@southpasadenaca.gov 414 Mission Street South Pasadena, CA 91030	626-403-7212
Controller	Robert Zaratsian	15%	Ardashes Kassakhian City Clerk City of Glendale akassakhian@ci.glendale.ca.us	818-434-8076
Assistant General Manager	Tomas Solis	40%	Adriana Ornelas Contract Administrator, County of Los Angeles aornelas@dpw.lacounty.gov 900 S. Fremont Avenue Annex, 3 rd Floor Alhambra, CA 91803	626-458-2537
Supervisor	Ben Mayorga	50%	Patty Pena Contract Administrator, San Gabriel ppena@sgch.org	626-308-2806

			425 South Mission Drive San Gabriel, CA 91778	
MRF General Manager	Carlos Ramos	2%	Jose Reynoso Local Enforcement Agency (LEA) 5050 Commerce Drive Baldwin Park, CA 91706	626-430-5540
Organics Manager	Pete Townsend	2%	Dana Armstrong Solid Waste Manager darmstrong@victorvilleca.gov City of Victorville Victorville, CA	760-955-5086
Container Manager	Eddie Sanchez	5%	Internal responsibilities only	n/a
Public Education Coordinator	Wendy Bruget	30%	Enrique Zaldivar Director, Los Angeles Sanitation Department enrique.zaldivar@lacity.org 1149 South Broadway, 9th Floor Los Angeles, CA 90015	213-485-2210
Customer Service Manager	Evelyn Cornejo	20%	Veronica Sanchez Contract Administrator, Bell Gardens vsanchez@bellgardens.org 8327 Garfield Avenue Bell Gardens, CA 90201	562-806-7700
Safety Director	Tina Dansby	3%	Internal responsibilities only	n/a
Fleet Services/ Maintenance Manager	Marty Mitchel	5%	Internal responsibilities only	n/a
Sustainability Manager	Jessica Aldridge	10%	Adriana Ornelas Contract Administrator, County of Los Angeles aornelas@dpw.lacounty.gov 900 S. Fremont Avenue Annex, 3 rd Floor Alhambra, CA 91803	626-458-2537

F. LEGAL AND REGULATORY DISCLOSURES (5.4.6)

1. Criminal Proceedings

Athens has **not** been involved in any criminal proceedings that are currently pending or were concluded within the past five (5) years, nor has any affiliate, director, or officer of Athens, nor any of the individuals identified as Key Personnel in this Proposal.

2. Civil Litigation

The Company is involved in various legal proceedings, which are considered routine and in the normal course of business. In the opinion of management and advisors, the resolution of these matters will not have a material adverse impact on the Company's financial position or results of operations. The following cases meet the criteria of the RFP.

Name of Claim	Court	Case No.	Disposition
FLORES VS ARAKELIAN ENTERPRISES, INC, ET AL	Los Angeles	BC333940	Dismissed
FRANCO VS ATHENS SERVICES, ET AL	Los Angeles	BC369201	Pending
TORRES VS CITY OF MONTEBELLO ET AL	Los Angeles	B250851	Settled and Dismissed
CITY OF MONTEBELLO VS VASQUEZ ET AL	Los Angeles	B245959	Pending
CITY OF RIVERSIDE VS ARAKELIAN ENTERPRISES, ET AL	Riverside Court	RIC10022417	Defense verdict
OCEGUEDA VS MANNY SOON, ET AL	San Bernardino	DS1406140	Pending
THOMAS FITZPATRICK VS MIGUEL RAY YNIGUEZ ET AL	Los Angeles	BC552727	Pending
HARVEY TEMPEL AL VS EDISON, VERIZON, ET AL	Los Angeles	BC559648	Pending
RICHARD FAEH ET AL VS ARAKELIAN ENTERPRISES INC ET AL	Los Angeles	BC527756	Pending
YEN YU CHEN VS ARAKELIAN ENTERPRISES, INC	Los Angeles	KC056885	Judgment paid in full
SCOTT WIESE, ET AL VS ATHENS DISPOSAL COMPANY INC	Glendale	GC044216	Judgment paid in full
BRIAN ROBERT RUSCH VS. JULIO ALVARENGA, ET AL	North Valley	PC052325	Settled and Dismissed
JUAN GARCIA MIRANDA VS JOSE CARLOS LOPEZ LEON ET AL	Los Angeles	BC524016	Settled and Dismissed
MARION CAMPBELL ET AL VS ATHENS SERVICES ET AL	Los Angeles	BC516664	Settled and Dismissed
CEVALLOS, SHELLEY VS ARAKELIAN ENTERPRISES INC ET AL	Los Angeles	BC508634	Settled and Dismissed
MARIA ELENA COREAS VS FRANCISCO BAUTISTA ET AL	Los Angeles	BC422920	Settled and Dismissed
NGO, PHACH-KALINE VS ARAKELIAN ENTERPRISES INC ET AL	Los Angeles	14K16613	Settled and Dismissed
OLIVARRIA, JORGE VS ARAKELIAN ENTERPRISES INC ET AL	Los Angeles	14K04724	Settled and Dismissed
GAIYAN, NARINE VS ARAKELIAN ENTERPRISES INC ET AL	Los Angeles	BC569345	Settled and Dismissed
PHANG, ANNIE KU VS ARAKELIAN ENTERPRISES INC ET AL	Los Angeles	BC486443	Settled and Dismissed
IKE, BASIL VS ARAKELIAN ENTERPRISES INC ET AL	Los Angeles	YC067156	Settled and Dismissed
FERNANDO CATALAN VS ALL SERVICE DISPOSAL ET AL	Los Angeles	BC562181	Pending
COSTA VS ARAKELIAN ENTERPRISES INC ET AL	Los Angeles	BC505810	Settled and Dismissed
GONZALEZ VS ARAKELIAN ENTERPRISES INC ET AL	Los Angeles	BC530030	Settled and Dismissed
KALBAKLIAN VS ARAKELIAN ENTERPRISES INC ET AL	Los Angeles	BC534066	Settled and Dismissed
GARCIA VS ARAKELIAN ENTERPRISES INC ET AL	Los Angeles	BC511130	Settled and Dismissed

3. Administrative Proceedings

Athens has **not** been involved in any administrative proceedings initiated by federal, state, or local regulatory agencies that are either currently pending or were concluded within the past five (5) years. Athens operates 5 hauling yards, 3 waste processing facilities and a landfill system, employing nearly 1,400 people. Company management works diligently to insure compliance with all rules and regulations governing safe and environmentally compliant operations.

4. Payment Of Liquidated Damages

Athens has **not** been assessed any liquidated damages that are currently pending or were concluded within the past five (5) years in an amount greater than \$50,000.

5. Work Safety

2010:

Incident rate = 7.22
 DART rate = 3.47 (*Days away, restricted or transfer*)
 LTC rate = 1.13 (*Lost time cases*)
 EMR = 0.75 (*Experience modifier rate*)

2011:

Incident rate = 7.12
 DART rate = 4.00
 LTC rate = 1.09
 EMR = 0.95

2012:

Incident rate = 7.98
 DART rate = 4.41
 LTC rate = 1.44
 EMR = 0.89

2013:

Incident rate = 8.22
 DART rate = 5.80
 LTC rate = 2.10
 EMR = 0.86

2014:

Incident rate = 5.40
 DART rate = 4.46
 LTC rate = 1.87
 EMR = 0.72

California/Occupational Safety and Health Administration (Cal/OSHA)

Arakelian Enterprises, Inc., dba Athens is a heavily regulated company. We have had many inspections from OSHA over the years with only the following violations that are currently pending or were concluded within the past five (5) years. Athens took all actions to immediately remediate the violations and abate them on the noted dates. There have been no further issues since those dates

Inspection Number	Open Date	Close Case	Final Penalty	Establishment Name
316210103	11/14/2012	4/30/2013 (Close Conference)	\$7,150	American Organics, Div. of Athens Services
314862848	08/14/2012	1/29/2013 (Close Conference)	\$6,500	Arakelian Enterprises Inc. dba Athens Services
314858267	11/23/2010	05/7/2011	\$400	Arakelian Enterprises Inc. dba Athens Services
313380719	04/30/2010	12/15/2010	\$1,125	Arakelian Enterprises Inc. dba Athens Services

6. Customer Service

Athens has **not** been involved in any deficiencies in compliance with contractually stipulated customer service requirements within the past five (5) years, or **ever**.

Additionally, it should be noted that there are no recent or any other issues that will have any impact on our ability to provide the services described in this proposal.

G. FINANCIAL INFORMATION AND REQUIREMENTS (5.4.7)

- 1) **Financial Statements – Financial Plan:** Athens' Financial Statements and Financing Plan including the Chief Financial Officer's Statement regarding Finance are attached.
- 2) **Surety & Performance Bond:** The Surety Bond and demonstrated ability to secure the Performance Bond are included as attached.



2. PROPOSED PROGRAMS (5.5)

A. SFD, MFD, COMMERCIAL AND CITY SERVICES PROGRAM DESCRIPTION (5.5.1)

The collection routing in the City of Whittier will be designed to ensure operational, financial and environmental efficiencies. Athens will design new routes and collections schedules from the perspective of a City-wide collection system. This approach will result in each collection vehicle operating at maximum efficiency, which will significantly reduce daily operating costs.

We will start by servicing existing routes in order to minimize disruptions and maximize smooth transition during startup. This approach will provide time for Athens to implement new signage changes at no cost to the City. We are currently starting the process of conducting our own due diligence to determine the most efficient route designs for the new, consolidated waste collection program and will have this review completed prior to contract award.

Our routing strategy begins with the pre-routing process. We will analyze the current haulers' existing routes and City routes, and perform field audits for each one of our customers in order to clearly identify their individual service needs. New route design will be coordinated with the City's street sweeping program.

We use RouteSmart, GPS based routing software that is a critical step in developing routes that are subsequently reviewed in detail by routing professionals and management to ensure a proper balance in terms of service times, safety and efficiency. We will respect the established collection frequencies and specified service times for all customers.

This is the same routing strategy we have successfully implemented in other areas that will also meet the unique service requirements of the City of Whittier.

Our strategy for designing all collection routes is to establish collection times that minimize problems associated with traffic, noise, air pollution, wear and tear on public streets, and other problems having the potential to adversely affect public health, safety or the environment.

Route planning involves step- by-step procedures to develop, review, and refine each type of collection route, tabulate daily tonnage for each route, and determine route times and schedules based on population, density and geography.

We will distribute lifts, weight volume, and time across our designated fleet to create well balanced and geographically compact truck territories. This analysis will help us determine the maximum amount of locations for each route that can realistically be served each day. This approach will decrease miles (footprint) while improving safety and productivity.

All of our routes balance personnel and equipment utilization with service and safety concerns. We have successfully implemented this routing strategy in other areas.

RouteSmart is also used to compile a database for generating daily route sheets for drivers. Route sheets reports include various metrics reviewed by managers in order to monitor operations. Route adjustments are made as needed to maintain route optimization as customers, service frequencies and volume changes occur. An important part of our review process is driver feedback and suggestions regarding route changes that will promote safety and service efficiency. Area supervisors conduct weekly reviews of routes to ensure that loads and hours are compliant with all applicable regulations.

Solid waste collected from the City will not be commingled with solid waste from other jurisdictions. Our collection plan focuses on the number of automated collection trucks assigned to the areas needed to complete the collection of recyclables, solid waste and green waste each day with sufficient contingency.

New vehicles to be purchased

Year	Fuel	Vehicle Type	Chassis	Quantity	Unit Price	Total
2016	CNG	Auto Side Loader	3 Axle	10	\$330,000	\$3,300,000
2016	CNG	Commercial Front Loader	3 Axle	3	\$352,000	\$704,000
2016	Gas	Burro Truck	1 Axle	1	\$100,000	\$100,000
TOTAL						\$4,104,000

Single Family Dwelling And Multi Family Dwelling Cart Collection

Rationale for Technical Approach

Our technical approach was developed by carefully reviewing the requirements of the City of Whittier Request for Proposal and RFP Attachment A – Draft Agreement. This information was integrated with information regarding our routing strategies, collection methods, and equipment selection and other information unique to Athens. The rationale for our technical approach to every service component is to plan a program with an emphasis on quality, safety, efficiency, customer service, and responsiveness to the City.

The vehicles described below will be used for regular collection routes. In addition, on-call cleanup for all routes will be use the Silverado 2500 described below. Also a second Silverado 2500 from our existing fleet will be used by the field supervisor and serve as a backup for on call services.

SFD Collection Methods, Crew Size and Proposed Vehicles

1. **Vehicle and Crew:** We will use side loader vehicles, a rear loader burro truck for hard to service areas, and a rear loader and stake bed truck for bulky material collection. Bulky collection will require a two-person crew. Other services will be performed by a single-person crew.



2. **Number of and description of the collection vehicles to be utilized**

- a. **Vehicles:** Ten automated side loader vehicles.

Manufacturer and Description: Autocar, Model ACX64. Right hand drive, 3 axle chassis powered by a Cummins ISL-G (Compressed Natural Gas), with an Allison 4500 series automatic transmission, body – HEIL Automated Side Loader.

- b. **Vehicle:** One rear loader vehicle for hard to service areas.

Manufacturer and Description: Ford F-550 left hand drive, 2 axles truck, chassis powered by V10 (Gasoline), with Ford transmission and Diamondback series body – Rear Loader Burro with 1 tipper.

- c. **Vehicle:** One rear loader vehicle and stake bed (bulky collection).

The City's existing vehicles will be utilized.

3. **Cost:**

Side Loaders: \$330,000 each. \$3,300,000 total
 Rear loader burro: \$100,000 each
 Front loader: \$352,000 each
 Scout truck: \$ 40,000 each

4. **Capacity:**

- Side loader: 30 cubic yards or 10 tons with a full eject body
- Rear loader: 6 cubic yards or 2.5 tons
- Front loader: 40 cubic yards or 10.5 tons
- Scout truck: 3 cubic yards or 1.0 ton

5. **Age:**

- AutoCar side loaders: 2016 (New)
- Ford F-550 Burro rear loader: 2016 (New)
- AutoCar Model ACX64 front loader: 2016 (New)
- Chevrolet Silverado 2500: 2016 (New)

6. **Lease or ownership arrangements:** Owned and operated by Athens Services



Equipment And Containers

Equipment and containers: Rehrig Pacific Roll Out Carts

Dimensions:	96 Gallon	64 Gallon	32 Gallon
Height with lid:	45.13 inches	40.58 inches	39.13 inches
Width:	28.70 inches	26.70 inches	20.20 inches
Depth	33.73 inches	28.11 inches	22.98 inches

List of jurisdictions serviced by Athens that use the same make and model of cart:

The same make and model of carts are used in City of Redondo Beach, City of Hermosa Beach, County of L.A. Rowland Heights, City of Monrovia, City of Sierra Madre, and City of Montebello. Athens services all of these cities.

Routing Strategy and Productivity Assumptions:

We are assuming the City of Whittier has a total of 20,525 single family dwelling units. Our collection plan will deploy ten automated trucks to complete the collection of recyclables, solid waste, and green waste each day, using an improved and more efficient routing system. We will use the 2009 McNelius REL listed on City asset documents to collect bulky items.

For MFD, we will use approximately 1,100 carts with 300 gallon capacity, to be purchased from the City of Whittier. Other containers available are 64 GL, 96 GL, 1YD, 2YD, 3YD and 4YD steel dumpsters for trash and recyclables.

MFD Source Separation Recycling Note And Pricing:

In addition to MSW service specified. Athens will offer all multi-family residences a 96 gallon recycling and/or green waste cart each at 75% of the trash rate specified in our proposal.

Single-Family Accounts And Multi-Family Cart Accounts:

We will service all single family and multi-family carts utilizing 6 trash routes, 2 green routes, and 2 recycling routes.

Routing Strategy and Productivity Assumptions:

We are assuming the City of Whittier has 8,880 multi-family dwellings of 2+ units. Our routing strategy is to reorganize the collection schedule of all green waste and recycling carts with the same vehicles that provide service collection single family dwellings, green waste, and recycling. This will reduce the number of vehicles required to serve to all MFD locations. Athens Services will route the trash collection services as efficiently as possible by dedicating the 2 vehicles to the MFD collections. In addition the scout truck described above (See SFD Collection) and the roll off truck described below under City Services Collection will be used as needed to also serve MFD locations.

Multi-family accounts:

We will service all 300 gallon carts and recycling utilizing the ASL's specified above.

Commercial And Multi Family Dwelling Bin Collection

Rationale for Technical Approach

Large accounts will receive additional support because of their very high potential for impacting the diversion rate. Large organizations such as hospitals, major corporations, factories, and public facilities will be assigned an Account Manager who will assist customers in reducing the amount of solid waste delivered to landfills. This assistance is described in Section 5.7 Programs, Part C. Solid Waste Disposal and Diversion Plan.

Commercial Collection Methods, Crew Size and Proposed Vehicles

1. **Vehicle and Crew:** We will use front-end loader vehicle with a one person crew and a scout vehicle with a one person crew.
2. **Number of and description of the collection vehicles to be utilized**
 - a. **Vehicles:** Two front-end loader vehicle
AutoCar Model ACX64. This truck is powered by a Cummins ISL – G (Compressed Natural Gas) engine, and an Allison 4500 series automatic transmission. The body is HEIL.
 - b. The Silverado scout vehicle will be share with SFD, MFD, and City Services.
3. **Cost:** Front-end loader: \$352,000
4. **Capacity:** Front Loader: 40 cubic yards or 10.5 tons
5. **Age:** 2016 (New)
6. **Lease or ownership arrangements:** Owned and operate by Athens Services

Commercial and multifamily bin services will share the scout vehicle described above (See SFD Collection) and the roll off truck, described below (See below, City Services Collection). These vehicles will be deployed on an as needed basis.

Commercial Equipment and Container Specifications

Dimension of Containers Bins and Carts					
Size	Front Hght	Back Hght	Width	Length	Est Qty
1.5 yd	29.5"	34.5"	29.5"	72"	102
2 yd	34.5"	41.5"	34.5"	72"	130
3 yd	41.5"	50.5"	41.5"	72"	400
4 yd	46"	57"	50.5"	72"	100
*96 gal					200
**300 gal					200
* Same type of containers specified in SFD					
**Same type of containers specified in MFD					



Routing Strategy and Productivity Assumptions

Commercial lifts per route per day: We will service all MFD and commercial accounts utilizing two (2) commercial routes per day Monday through Saturday.

CITY SERVICES COLLECTION

Rationale for Technical Approach

City Services Collection Methods, Crew Size and Proposed Vehicles

1. **Vehicle and Crew:** We will use a front loader, side loader, roll off and scout vehicle for City services collection. All services will be provided in response to service requests by the City. We will also work with the City to develop routes and scheduled collections responsive to the requirements of the City. The roll off truck will be dedicated to support City services. All other trucks are shared with other service types. A description of the roll off truck follows.
2. **Number of and description of the collection vehicles to be utilized**
 - a. **Vehicle:** One roll off truck

AutoCar: Autocar, Model ACX64. Left hand drive, 3 axle chassis powered by a Cummins ISL-G (Compressed Natural Gas), with an Allison 4500 series automatic transmission, HREM Roll Off.
3. **Cost:** Autocar roll off truck: \$233,000
4. **Capacity:** 8.5 tons legal carry weight
5. **Age:** 2015
6. **Lease or ownership arrangements:** Owned and operate by Athens Services

City Services Equipment and Containers

Athens will use multiple size containers including to collect small volumes as well as large volumes such as construction and demolition debris. Containers will be able to handle dirt, rock, concrete landscape debris, etc. Our current inventory includes: 40 -40yd, 35-30yd, 30-20yd and 40-10yd.

Dimensions:

- 10 YD front height 2 ft., width 8 ft. and length 16 ft.
- 20 YD front height 3 ft., width 8 ft. and length 18 ft.
- 30 YD front height 4 ft., width 8 ft. and length 22 ft.
- 40 YD front height 6 ft., width 8 ft. and length 22 ft.

Routing Strategy and Productivity Assumptions

Our MRF facility for processing recyclables, solid waste, green waste, and organics is located within 10 miles from the City of Whittier. Our operations and container facility is less than eight miles from Whittier. We will respond to any same day request within 2 hours.

Roll off boxes containing C&D material will be sent to Clean Up America or Downtown Diversion for recycling achieving 75% to 80% recycling.

City Services - Facility Routes per day

Routes and scheduled pickups will be determined through joint planning with the City. Services will be in response to specific requests by the City.

ORGANICS COLLECTION AND PROCESSING PLAN

Athens has proposed organics recycling as part of our proposal although it is presently not a required or mandated program. Athens possesses the infrastructure to accept food waste and green waste for composting and is excited to be able to offer a variety of programs to the City depending on City needs and desires for the program. We are happy to discuss these options further if there is interest in this service.



Currently, Athens Services provides food waste collection and/or composting for both municipalities and food service establishments throughout Los Angeles, Riverside, and San Bernardino counties. As a certified processor for the City of Los Angeles, Commercial Food Waste Recycling Program; Athens helps businesses divert their food discards from landfills into valuable soil amendment.

Currently, Athens Services provides food waste collection and/or composting for both municipalities and food service establishments throughout Los Angeles, Riverside, and San Bernardino counties. As a certified processor for the City of Los Angeles, Commercial Food Waste Recycling Program; Athens helps businesses divert their food discards from landfills into valuable soil amendment.

In 2004, Athens began its restaurant food waste collection program starting with West Hollywood and expanded services to the City of Los Angeles in 2007. The food waste is collected separately, processed at our recovery facility in the City of Industry, and subsequently transported to American Organics where it is prepared for agricultural end users.

American Organics permitted capacity is 700 tons per day of organic material. American Organics processes the following types of organic material: green waste, wood waste, sod chipped wood, food waste, manures, and non-hazardous liquids. American Organics makes blends of compost to fit the need of agricultural, residential, and/or commercial customers. The site is one of very few facilities in Southern California permitted by state and local government to accept food waste for processing.

Green Waste & Organics Collection and AB 1826

Athens will provide cart, bin, and roll-off service for green waste collection and processing for MFD, commercial, and City facility accounts. SFD customers will be provided curbside automated collection for green waste.

Pursuant to the requirements of AB 1826 Athens will provide organics and food scrap recycling to all applicable commercial accounts and City facilities. Athens will work with MFD customers to provide or confirm AB 1826 compliance as it applies to green waste recycling. If the MFD or commercial accounts self-hauls their organics through a third party, like a gardener, we will provide the customer information on the compliance requirements and delivery options. As part of current revisions of AB 1826, Multi-Family Dwellings are no longer required to participate in a food scrap recycling programs. In addition to meeting the minimal requirements under the law, Athens proposes to develop and implement a pilot program for MFD, food scrap recycling for the City of Whittier. Details on this proposal can be found in the Enhancements Section.

Athens has full knowledge and recognizes the requirements for the City of Whittier under the new legislation AB 1826 requiring mandatory commercial organics recycling. In fact, a member of the Athens Executive Team was involved in writing the State regulations.

Athens' organics management, education, and outreach strategy utilizes Athens experience and knowledge of running successful food scraps and organics collection programs. Athens has already created and

developed a robust education and outreach program for implementing said services with commercial customers, specifically food service establishments.

Since 2007, Athens has been providing food scrap collection for restaurants in Los Angeles. We will use our experience and successful outreach and education programs to expand this service to all food service establishments and business that must adhere to AB 1826 requirements. Our programs include, but are not limited to bilingual training, customized signage and containers, education material, follow-up, and monitoring. Athens is also currently working on two pilot programs in the City of Los Angeles that require organics recovery - a MultiRes Organics Recycling program and Zero Waste EDU program. These pilots will provide working models and collateral that can be utilized in future programs.

Identification and initial outreach to customers

To identify customers required to participate in organic waste recycling, Athens will conduct customer surveys and onsite waste assessments, which will start shortly after award of contract.

Athens will produce, keep current, and provide public information on AB 1826 specifically outlining our recycling plan and a breakdown of who is affected by the legislation. This information will be available on our website, be mailed in an annual publication, and included in our brochure. Every commercial customer and MFD account will receive information on AB 1826 and how to recycle organics. Availability of organics collection will be promoted through our website, phone app, mailers, billing inserts, email content, online announcements, brochures distributed at community events, annual distribution of Athens' brochure, and/or through other social media outlets. The education and outreach for organics management will include commercial business, city facilities, and multi-family dwellings.

Upon initial implementation, Athens will work with MFD and commercial customers to identify accounts that create large amounts of green waste, such as hotels, business parks, and those with significant landscaping. In response to the AB 1826 food scrap requirements, our initial targeted customer types include all properties that have food service operations such as restaurants, grocery stores, hospitals, hotels, corporate cafes, bakeries, etc. Athens' Account Managers will reach out to commercial accounts' to introduce the program and conduct initial assessments of onsite needs. Athens' will train employees (servers, food preparers, hospitality, and maintenance) using an approach that accommodates employee turnover and different shifts. Food service establishments will be encouraged to implement both recycling and organics collection programs concurrently. Visual waste audits of commercial and multi-family accounts will be conducted to evaluate the organics service requirement, as well as the current level of service.

The following initial outreach will be provided to participating customers:

- Provide Recycling and Organics Tool Kit including Step by Step process; Athens' Power Point; guidelines for new employee training; "do's and don'ts" of separation; signage examples; source reduction suggestions; links to online City programs/resources, Good Samaritan Law definition; information on environmentally preferable purchasing policies; and resource list of sustainability programs and toolkits from trade organizations like National Restaurant Association and US-Composting Council Curb to Compost Toolkit and/or government agencies like the EPA toolkit for Reducing Food Waste and Packaging and FTC Guidelines on compostable and degradable claims.
- Provide indoor and outdoor container options and signage
- Help identify customer's "startup team" to implement the program and provide long term support
- Conduct free, comprehensive, in-house, bilingual trainings with kitchen and janitorial staff
- Follow-up and monitor to ensure successful participation, which will include visual audits and additional training when necessary.
- Create solutions for the identified challenges and waste stream specifics
- Connect customers with food donation programs where applicable

Ongoing Outreach And Organics Programs

To ensure that our organic waste, recycling program continues to meet and exceed the requirements of AB 1826 and to assist in increasing diversion and reducing contamination, Athens will also provide the following:

- *Community Workshops*
Athens will provide outreach and education to the community at large regarding organic and food waste reduction, recovery, and collection for home and business. Workshops will be available for residents, community organizations, civics groups, business groups, neighborhood councils, club associations, and others. We will also utilize our community based, compost giveaway events to educate the public.
- *Preferred Compostables Database*
Athens is building a Preferred Compostables Database because we recognize that the use of compostable dining-ware and liners will increase with organics collections. To ensure this material is suitable for composting at our organics facilities, Athens is creating a list of materials that have passed our decomposition tests. Our preferred materials list, the US Compost Council Curb to Compost Toolkit, and an explanation of the FTC Guidelines on compostable and degradable claims will be made available to customers.
- *Food Scrap Reduction, Donation, and Recovery Toolkit (by 2017)*
In partnership with Global Green, Athens is currently designing a Food Service Establishment toolkit for Food Scrap Reduction, Donation, and Recovery. (Currently this program is being created for the City of LA and we plan to expand it so that it can be utilized by all our contracted cities.) We will be researching, developing, and implementing a customized toolkit for food scrap reduction, commodities donation, and organics recovery. This program will redirect edible food to valuable “upstream” uses instead of collection for digestion or composting. This toolkit will also include contacts and information for local food banks and other charities, animal feed collectors, onsite food processors, local harvesting groups, pantries, food rescue programs, shelters, and antipoverty organizations, etc. Additional resources to communicate with residents and businesses include the USEPA toolkit for reducing waste food and packaging, EPA resources on food rescue program, EPA Food Recovery Challenge, Food Recovery Network (for college campuses), and Food Recovery Certification (for restaurants, grocery stores and other food businesses).
- *Window Decals*
To incentivize organics recycling, Athens will issue window decals to those food service establishments who compost or divert their food waste. These education and outreach programs will operate continuously throughout the contract.

Collection Methodology

We will first inspect sites that have potential for organics collection. We will meet with the business operators and talk to the account holder at these sites in order to create a detailed operational plan for collecting organics. This step is part of the initial outreach as described in the Container Plan Timetable.

Routes and collection schedules will be developed that include unique or special needs for each location. We plan to accomplish this step by August 1, 2016, although some customers may start receiving services on a demand response basis on July 1, 2016.

Containers To Be Used

We will use the same type of containers utilized for commercial collection. Collection bins and/or carts will be identified with “food waste/organics only” labels.

Type Of Vehicles And Proposed Collection Schedules

Athens will determine based on customer participation which type of vehicle to be deployed. If there is a combination cart and bin recycling program, Athens will deploy a commercial FEL that has a fork attachment with a barrel grabber. Athens may also deploy an ASL.

Facilities To Be Used

Athens initially will take all green waste to the Puente Hills MRF for recycling. Athens also has the

American Organics facility available for composting.

Food waste will be taken to the Valley MRF in the City of Industry for initial sorting and transferred to American Organics in Victorville, CA for processing into compost. To further increase organics recycling, we are also proposing in the future that food waste be delivered and processed by Anaergia, which is further discussed in Proposed Innovation Section 5.9.

Athens' operating contract for the San Bernardino County Landfills provides an additional opportunity for diversion for the City of Whittier. Our landfill team processes over 170,000 tons per year of curbside green waste and C&D debris for use as alternative daily cover. This is a 100% beneficial reuse of material that can be used by Whittier. Since Athens commenced its landfill contract operations, the processing rates for all gate volumes have increased from 35% to over 50%. Athens will utilize the San Bernardino County Landfills and the Whittier landfill to direct haul green waste and wood waste.

On January 1, 2020, with implementation of AB 1594 – Elimination of Diversion Credit for Green Waste Used as Landfill ADC, Athens will guarantee 100% diversion of City green waste by utilizing American Organics or other composting facilities at pricing to be negotiated based on market conditions.

ON-CALL BULKY WASTE AND E-WASTE COLLECTION

Athens will provide on-call MFD collection of bulky waste and e-waste using a method suitable for the location and agreed upon by the customer and/or property manager.

Collection Events for Single Family and Multi-Family Dwellings

Athens will provide four (4) total collection events of Bulky and E-waste items for Single Family Dwelling (SFD) and Multi-family Dwelling (MFD) customers.

- 1. Bi-annual E-Waste, Clothing, and Toy Collection Drive:* Two quarterly events per year will include the combination of an e-waste, clothing, and toy drive, where residents can drop off their materials to a designated location. Athens will contract with third party e-waste collector, Isidore Recycling, which will manage separation and recycling of all commodities that can be feasibly recovered and who can also restore still usable electronics for reuse. Athens will deliver the clothing and toys to a local, charitable organization, such as a mission or faith based group. It is our goal to identify a choice that will take the entire donation and will not resell the items, but instead give them away, free of charge, to benefit the community. If said choice is not available, Athens will identify a local nonprofit, thrift store. As an example, for our County of LA, Altadena contract we deliver the clothing to the LA Mission or San Fernando Valley Rescue Mission.
- 2. Annual, Curbside Cleanup:* Athens will provide SFD and MFD residents with a Curbside Cleanup Event. Athens will provide free removal of bulky items such as furniture, appliances, and up to 2 car/truck tires; electronic equipment (light bulbs and/or batteries not accepted); bagged yard waste and bundled tree branches (48" max length); extra bagged trash, and more. Household Hazardous Waste will not be collected as part of this cleanup. Athens will collect the material in such a way that potential reusable goods are not damaged and Freon or other gasses are not released. In order to help separate out electronics that are no longer in working condition, residents will be asked to place a sign on the item that designates if it is usable or not; this request will be communicated by customer service and on mailers and other marketing materials.
- 3. One Additional Collection Event:* Athens will provide one additional bulky item collection event for SFD and MFD customers (for a total of 4 collections events per year). The event type will be at the discretion of the City; we will work with the City to assess the community's bulky item collection needs and provide an appropriate event such as bulk paper shredding or donation drives for toys, books, and/or bikes.
- 4. Bulky Collection, Reuse Site:* During the annual curbside cleanup event and at the City's discretion, Athens will partner with local, NPO *Whittier Free Store* to manage a designated, temporary reuse site

where collected material will be made available for reuse or recycling to the City of Whittier and Whittier residents at no cost. Athens will work with the City to donate any remaining items that are still usable. For further details on the *Whittier Free Store*, see below section titled “Maximize Reuse and Recycling.” When additional staff is needed to assist with the reuse site event including cataloguing and managing of the materials, Athens will work with Whittier Free Store to source temporary job opportunities with local veteran service organizations and/or workforce investment agencies.

On-Call Collection for SFD and MFD Customers

In addition to the collection events, Athens will also provide SFD and MFD customers with on-call collection service of bulky and e-waste items. For MFD customers, Athens will provide on-call collection using a method suitable for the complex and agreed upon by the customer and/or property manager.

Customers are entitled to the free collection of twelve (12) total items per dwelling per year, in any combination of collection days and items, at no additional charge. Items will be collected on the Customer’s regular collection day. Athens will provide free removal of bulky items such as furniture, appliances, and up to 2 car/truck tires; electronic equipment (light bulbs and/or batteries not accepted); bagged yard waste and bundled tree branches (48” max length); extra bagged trash, and more. Household Hazardous Waste will not be collected as part of the on-call pickups. Residents will be asked to place a sign on electronic items that are no longer in working condition; this request will be communicated by customer service and on mailers and other marketing materials. Athens will collect the material in such a way that potential reusable goods are not damaged and Freon or other gasses are not released.

Athens Services will work with local charitable organizations and/or thrift stores to take those items that are still usable; material not claimed for reuse will first be recycled for scrap value and then disposed if no other option is available.

Maximizing Reuse and Recycling

Athens will first encourage reuse and then recycling of all durable goods and will not dispose of bulky material until we follow the RFP hierarchy chart for reuse as is, disassemble, recycle, and then disposal. We will divert at least 50% of the tonnage collected through collection events and on-call bulky waste service. Athens will keep records of the material collected, what was reused and landfilled, how it was diverted, and the corresponding weights (in tons).

To make sure bulky items are not landfilled or disposed of prematurely, Athens will partner with local nonprofit Make Space: Free Store & Artisan Work Lab (hereby known as Whittier Free Store) to create a robust, locally based reuse program. Whittier Free Store is legally known as Catalyst Network of Communities, a 501(c)(3) nonprofit social impact organization in Long Beach, Whittier, and Santa Ana. Whittier Free Store is the flagship program of Catalyst's Whittier branch.

Athens will work with *Whittier Free Store* will help create and/or oversee the below programs.

1. *Whittier Waste Diversion Network:*

The Whittier Free Store will create the Whittier Waste Diversion Network with organizations and businesses that will redistribute bulky waste, for reuse as-is. The Whittier Waste Diversion Network will include thrift stores and charitable missions, as well as re-homing groups such as homeless transition organizations, veterans’ service organizations, and domestic violence shelters. Whittier Free Store will market the Annual Bulky Collection event and Reuse Site to the community and Network members to encourage participation. They will also help in setting up any necessary partnerships to collect any remaining material from on-call pick-ups.

Whittier Free store will develop and implement a survey to map Network members' pick-up / intake capacity, current intake volume / potential for increased volume, and donation needs. To help the Whittier Waste Diversion Network conceive of itself as a network, at the end of the first year, Athens will commission an artist rendering and print a full-color map poster of all Network locations (e.g., Thrift Stores of Whittier). The poster will be available online for download and copies will be distributed to local City office, Network members, and other key stakeholders.

2. *Annual Waste Diversion and Reuse Network Awards*

To raise awareness around the city's diversion efforts and incentivize reuse at the commercial level, annually Athens and the Whittier Free Store will recognize one network member and one commercial business that have shown exemplary involvement in the City's reuse program. We will partner with the City to decide how the awards will be presented publicly either during a ceremonial event, City press conference, Chamber event, etc. To build upon the importance of the city's efforts, we will encourage attendance from City Council Members, Department of Public Works staff, City officials, Whittier Waste Diversion Network members, and other stakeholders. The inaugural awards ceremony will include the unveiling of the Whittier Waste Diversion Network map. Athens and Whittier Free Store will present year-end project outcomes, best practices, and Network achievements.

3. *Reuse/Upcycling Workshop and Repair Café*

Quarterly, Athens will support the Whittier Free Store to host reuse workshops and/or Repair Cafés. Further information can be found in 5.5.7 Enhancements Section.

Athens will promote reuse options, the Whittier Waste Diversion Network, collection events, and on-call pickup service through newsletters, billing statements, website, local online calendars, 2,000+ subscribers of the Sustainable Whittier e-newsletter, Whittier Daily News, and other identified communication methods in the City. Newsletters and email will also include instructions on how to safely set-out bulky and e-waste material on the curb.

On-call bulky waste and e-waste collection – commercial services

Athens will provide on-call collection of bulky waste and e-waste for commercial customers using a method suitable for the commercial premises and agreed upon by the customer and/or property manager. Commercial generators will pay a bulky item collection fee as approved by the City.

Athens in partnership with local NPO *Whittier Free Store* and as part of the *Whittier Waste Diversion Network* (as described above) will develop a resource guide for businesses to help them donate goods for reuse. When commercial customers call to schedule a pickup, this information will be made available and callers will be encouraged to first donate their materials before placing it out for collection. Athens in collaboration with the *Whittier Free Store* will identify opportunities to donate said goods that are picked up at the curb.

On-call bulky waste and e-waste collection – city services

Athens will provide on-call collection of bulky waste items and e-waste when requested by City within 24 hours of call at no charge. Athens in collaboration with the *Whittier Free Store* will identify opportunities to donate said goods that are picked up from City Facilities.

Annual Holiday Tree Recycling Collection

Athens will provide SFD and MFD customers with free, curbside pickup of holiday trees. Collection will commence on December 26 and continue till the third Saturday in January. Customers will be notified of the program and specific collection details via Athens' newsletter. General information about the event will be included in the Annual Collection Service Notice, which will be sent out each contract year.

Household Hazardous Waste Collection

Athens will provide SFD and MFD customers two (2) citywide Household Hazardous Waste (HHW) collection events at no additional charge. Dates and locations of the event will be coordinated with Whittier City staff,

taking into consideration other events happening in the City. Customers will be notified of the HHW events and specific collection details via Athens' newsletter. EVENT RECYCLING – COLLECTION AND SERVICE

Event recycling – collection and service

City Sponsored Events

When requested by organizers of City sponsored events, Athens will provide collection service and containers for recyclable, refuse, and green waste material; they will also assist the venue and organizers with collection logistics (like container placement and collection frequency), recycling plans (as described below under Large Venue Events Recycling), and reporting data. Containers can include wheeled carts (available in sizes 64 and 96 gallon), bins (available in sizes 1, 2, 3, 4, and 6 cubic yards), and/or roll-off boxes (including 10 to 40 cubic yards). Special event boxes and liners, along with signage to indicate proper recycling and/or location of recycling containers/resource recovery stations will be made available upon request. At the minimum, Athens will provide the above event services to the following four events: Police Department Open House/Health Fair, the Summer Concerts in the Park (six at Central Park and six at Parnell Park), Eggstravaganza, and the Annual Community Theatre Clean-Out.

Large Venue Events Recycling

As mentioned above, Athens will provide recycling services for City Sponsored Events which can include special events or large venue events. For these events, we will assist City staff or its designee in the planning, coordination, and implementation of a "waste reduction and recycling plan," including but not limited to vendor guidelines for Zero Waste events, Resource Recovery Stations set up, proper signage, marketing and public engagement ideas, review of purchasing choices, and training. A "waste reduction and recycling plan" will be prepared and submitted to the City prior to an event and within 30 days following the event Athens will submit a waste characterization report listing the amount of each material collected for disposal and recycling. (Athens will provide four (4) full waste characterizations per year for large events.) When additional staff is needed to assist onsite diversion efforts during the event, Athens will source temporary job opportunities with local veteran service organizations and/or workforce investment agencies.

Shared Compactors Owned by the City

1) Evaluation Of Service Needs Of Current Customers

Each compactor site will be inspected and business operators will be interviewed by a Recycling Coordinator to determine container requirements and schedule.

2) Operational Plan To Service Accounts

We plan to purchase the five (5) shared Compactors that are located around the uptown area of Whittier. Athens will provide service to these compactors twice per week and will adjust collection schedules as needed. We propose to perform preventative maintenance on the compactors, including checking fluid levels, lube/grease, check wiring, etc.

3) Proposed Rate Methodology

The city rate structure will be in accordance with our pricing forms

1. Public Education And Outreach

Athens will develop and distribute public education, outreach, and promotional materials to SFD, MFD, and Commercial accounts at inception of the new program and during the term of the Agreement. We will fund all aspects of the new services roll-out, transition, and ongoing public education campaign.

Athens will present information in practical and easy to read segments. It will be presented simply and colorfully, and yet motivational and educational. It will always include an emphasis on environmental issues.

Contractor Representative/Public Education Coordinator

Athens' Representatives will routinely visit civic groups, school assemblies, homeowners' associations, multi-family complexes and businesses to promote and explain recycling and other programs in the contract and participate in demonstrations and civic events.

The following Athens' employee will be dedicated to serve as a liaison to the City for planning, implementation, coordination, and review of all public education and outreach strategies and materials:

Public Education Coordinator: Wendy Bruget, Government Affairs Director

30% dedicated to Whittier

70% dedicated to all other municipalities/customers

City Meetings

Athens Services will prepare an annual public education plan and budget for the City and will review the plan with City staff for coordination and approval. In addition, Athens Services will meet at least quarterly with City staff to discuss all outreach materials and implementation of the outreach strategy which will include coordination of additional public education activities, such as mailings, brochures, newsletters, etc. and review costs related to the development, printing, mailing, and distribution of the educational materials.

Public Education and Information Activities Summary Report

Athens will prepare monthly and annual public education activity status reports. The annual reports will summarize the public education and information activities undertaken during the prior twelve months and also contain adjustments to current and ongoing event calendars. The annual report will include distribution of mailings, collection notification tags, community information and events, tours, and other activities related to provision of collection services. The report will discuss the impact of these activities on recycling program participation and include amounts collected from residential, multi-family, and commercial customers and recycling education and outreach and documentation as required in AB 341 and AB 1826.

On-Going Education

Athens will provide an ongoing strategic approach and materials to educate, inform, and motivate customers on how to increase recyclables and organics diversion and reduce landfill of solid waste. Prior to any public dissemination of material, City staff will review and approve messaging, content, and visual presentation. New customers will also receive education and outreach materials during the term of the agreement.

Athens' education and outreach programs have proven successful including community workshops and presentations, event/exhibit tabling, online outreach, quarterly newsletters, restaurant/food waste trainings, and compost giveaway.

As part of our on-going public education program, Athens will also provide information on and encourage customers to first participate in reduction and reuse methods, utilize environmental purchasing (such as buying recycled products and products with "take-back" programs), and how to bring these methods into their home and place of work. We also support the incorporation of Extended Producer Responsibility methods in commercial businesses.

Materials

Athens will develop the following public educational materials. Samples of previous outreach materials are attached (Tab 10). A proposed budget for these materials and a schedule for initial program roll-out activities and for ongoing public education follows this section.

Outreach and education materials and methods will be customized to meet cultural, linguistic and demographic characteristics. Athens' experience and knowledge with municipal service transitions, has resulted in an appreciation and understanding in meeting their customers' demographic and cultural

needs. At Athens, we pride ourselves on listening to the customer and, as such, have developed multi-lingual materials. Educational material is developed to ensure customers of various languages and backgrounds feel at ease and are able to understand the service, as well as whom to contact with questions or comments regarding service levels. In addition, our Customer Service department offers translation services for over 175 languages.

- *Program Literature* – Athens will provide all customers a detailed “Welcome Packet” with delivery of new carts. This packet will include a brochure that will be the official City guide for recycling and solid waste. Details of the packet can be found above under the Section titled Public Outreach and Education Staffing and Implementation.
- *Newsletters for SFD & MFD* – Quarterly, Athens will prepare and distribute a newsletter for all single-family and multi-family residents. Information will include annual holiday tree recycling, twice annual household hazardous waste events, bulky and e-waste services and collections events, acceptable for the Recycling Collection Program, tips on recycling and organics diversion, upcoming events, holiday schedules, and other recycling education content. Hard copies will be included in the corresponding billing statement. An electronic version will be available on the Athens’ website.
- *Newsletter for Businesses and Multifamily Property Managers* – At least once per year, Athens will prepare and distribute a printed and electronic newsletter for businesses and multifamily property managers, which will include information on AB 341 and AB 1826 requirements.
- *Annual Collection Service Notice* – Annually, Athens Services will distribute a notice to all residential customers regarding residential collection programs. The notice will include at a minimum:
 1. Definitions of the materials to be collected
 2. Procedures for setting out the materials
 3. Service rates and discounts
 4. Maps of the service area indicating the days when collection of residential solid waste, recycling and, green waste will be provided
 5. The days when bulky waste will be collected
 6. Customer service phone numbers

The notice will be in English and in other languages as directed by city and will distributed no later than June 1st, 2016 and no later than June 1st of each year after.

- *Recycling Magnet* – Athens will create a magnet with recycling “do’s and don’ts” that will accompany the brochure. This magnet will also be available at community events and at City Hall. Information for residential customers will include the importance of diversion as described under AB939, information on organics management of food scraps and green waste, a link to online recycling and waste reduction tips, instructions on how to sign up online to receive outreach materials electronically, and service/collection details.

Commercial customers will receive a brochure describing service levels and collection information, including important information regarding solid waste collection, recycling as required by AB341, organics management and requirements under AB1826, a link to online recycling and waste reduction tips for businesses, and instructions on how to sign up online to receive outreach materials electronically.

- *Website* – Athens Services will continue to use the power of our website, www.AthensServices.com, to promote environmental programs to our customers. We also include a significant number of resourceful tips and links on environmental sustainability, recycling, and resource management. City of Whittier SFD, MFD, and Commercial services will be provided a dedicated location on our website under “Find My City Services.” Each dedicated



section will be tailored to said City service including information on collection day services and operating hours; holiday schedule and upcoming events; bulky item pickups; hazardous waste identification and collection; electronic waste identification and collection; special waste identification, collection, and permitting; construction and demolition services; approved container content; additional services like pick-up events, compost giveaway events, senior programs, downloadable forms and educational material; online bill pay; additional service orders; and links to the City website and resources. Ongoing messaging regarding recycling, organics, and solid waste services will be provided through the City website, as well as available on the Whittier section of the Athens' website.

Community Meetings and Workshops – Athens will work with City staff to provide the following ongoing education and outreach programs and community engagement activities for single-family, multi-family, and business customers.

- *City Council Updates* – At least once a year, Athens will present to the Whittier City Council program updates, current services, and industry and legislative updates which may impact the City.
- *City Events and Tabling* – Athens will assist with developing City event recycling plans to increase community recycling participation and increase diversion results. We will also staff a booth at City events and distribute promotional and educational materials, as requested by the City Staff. For more information please refer to Sections titled City Sponsored Events and Large Venue Events Recycling.
- *Community and Association Workshops* – On an annual basis, Athens will conduct community-based workshops on recycling and resource management strategies, tailored to specific audience needs. Athens and City staff will identify at least four (4) events per year to target including community festivals/events, neighborhood clusters, business group meetings, and other events. Experience has shown this to be a great way to engage the community and answer questions.

Ongoing Outreach and Education			
Quarterly staff meeting	Quarterly	The public education coordinator will meet quarterly with City staff to review public outreach activities	N/A
Public Education Activity Status Report	Monthly/Annually	Monthly reports to be submitted to City staff. The annual report will summarize the prior 12 months and also contain adjustments to current and ongoing event calendars	N/A
Fall Newsletter Includes: -HHW Notice -Annual, Curbside Cleanup Notice	Included in Fall billing	All Customers (hard copy printed to mailed bills, soft copy emailed and available online)	29,000 Customers: Printing & Postage TOTAL \$14,500.00
Winter Newsletter Includes: -Holiday Tree Collection Notice -Additional Bulky Item Collection Notice	Included in Winter billing	All Customers (hard copy printed to mailed bills, soft copy emailed and available online)	29,000 Customers: Printing & Postage TOTAL \$14,500.00
Spring Newsletter Includes: -HHW Notice -Compost Giveaway Notice -E-Waste, Clothing, Toy Drive Notice	Included in Spring billing	All Customers (hard copy printed to mailed bills, soft copy emailed and available online)	29,000 Customers: Printing & Postage TOTAL \$14,500.00
Summer Newsletter Includes: -E Waste, Clothing, Toy Drive Notice	Included in Summer billing	All Customers (hard copy printed to mailed bills, soft copy emailed and available online)	29,000 Customers: Printing & Postage TOTAL \$14,500.00
Newsletter for Businesses and Multifamily Property Managers	Annually	Athens will prepare and distribute a printed and electronic newsletter for businesses and multifamily property managers, which will include information on AB 341 and AB 1826 requirements.	9600 Multi-Family & Commercial Newsletter Printing & Postage TOTAL \$7,000.00
Billing Statement Message	Quarterly (included in Spring, Summer, Fall and Winter billing)	Athens will include messages and tips on recycling and organics diversion, upcoming events, holiday schedules, and/or	N/A

		collection updates	
Public Education and Outreach Program	Annually no later than March 30	Annually, submitted to the city along with a budget. The program includes 4 campaigns per calendar year.	N/A
City Council presentation	Ongoing, at least once a year	Athens shall make a presentation to the City Council regarding program, updates current services, industry and legislative updates	N/A
Multi-Family Dwellings Organics Collection Services (Enhancement)	Pilot Program Starting commencing 2019 One year Option to extend	Pilot program MFD Food Scrap Program implemented for 2 multi-family dwellings. Commencing third year with options to extend program	Program cost:\$2500.00 x 2 TOTAL \$5000.00
Community based workshops on recycling and resource management strategies	Quarterly	Athens and City staff will identify at least 4 events per year.	(4) Events \$500.00 each TOTAL \$2000.00
Whittier Waste Diversion Network	Annual	Athens will partner with the <i>Whittier Free Store</i> . The Whittier Free Store will create the Whittier Waste Diversion Network to redistribute bulky waste for reuse. The network will create a resource guide for businesses to donate goods.	Program development + Contractor fee TOTAL \$4,500.00
Compost Giveaway Program	Annually during Spring	One Compost Giveaway City-wide Event (Marketed and open to all Whittier residents)	Spring Newsletter Mailing
Residential E-Waste, Clothing, and Toy Collection Drive	Bi-annually (Will work with City Staff to identify most appropriate dates)	Twice annually, Athens will host a residential E-Waste, Clothing, and Toy Collection drive	Spring and Summer Newsletter Mailings
Curbside Cleanup & Bulky Collection Reuse Event	Annual To be determined by City	Athens will coordinate with the City staff a Citywide Curbside Cleanup Free removal of bulky items	Fall Newsletter Mailing
Additional Bulky Item Collection event	Annual To be determined by City	Athens will provide one additional bulky item collection drive to be determined by the City	Winter Newsletter Mailing
Annual Collection Service Notice	Annually distributed by June 1 st of each contract year	Athens will distributed the notice to all residential customers	Fall Newsletter Mailing

		regarding residential collection programs	
Reuse/Upcycling Workshop and Repair Café (Enhancement)	Quarterly	Athens will support the Whittier Free Store by hosting quarterly workshops/repair café events which promote reuse and upcycling of recyclable materials.	TOTAL \$3000.00
Athens will issue window decals to those food service establishments who compost or divert their food waste.	Throughout the term of the agreement	All applicable Food Service establishments	\$1000.00
			TOTAL \$80,500.00

Sample Public Education And Outreach Materials Are Included As Attachment 7

IMPLEMENTATION AND TRANSITION PLAN (5.5.2)

As the transition develops, Athens will develop accurate customer lists, conduct timely customer notifications, implement strategic advertising, and respond promptly to inquiries. The timeline for this work is provided below in the container plan timetable.

Athens will provide the following services during the initial implementation and through the term of the agreement:

1) A timeline showing the duration and completion date of major milestone events:

Vehicle purchase and testing

Athens will procure and deploy, and purchase 10 new CNG collection vehicles and one unleaded gas scout vehicle as described in Section 2.A. SFD, MFD, Commercial and City Services Program Descriptions.

During the transition period three side loaders and one front end loader truck will be available to provide backup collection and respond to unanticipated circumstances.

All hardware and software will be installed on all trucks on the first day of collections. Athens has an ongoing process for developing truck specifications, procurement, delivery, and deployment of replacement and new trucks. This process is implemented under the supervision of the Athens Fleet Manager and routinely requires six months.

Truck specifications and purchase orders will be completed by December 10, 2015. Athens will take delivery of trucks by May 6, 2016. All vehicles will be badged and equipped by May 20, 2016. Dry run field testing of vehicles and their communications equipment will be conducted the week of May 23, 2016, at the same time new drivers receive their field test and route driving training. All drivers are compensated for their time during training.



Container purchase, assembly and distribution

We will begin exchange of SFD containers and containers needing repair/replacement on July 1, 2016. See the container plan below timetable for details.

All container support operations will be provided by our Salt Lake Operations and Container Facility located in the City of Industry, in close proximity to the City of Whittier.

Athens will refurbish or purchase all containers used by customers in accordance with the City of Whittier RFP instructions and the below proposed container plan timetable.

All containers will be retrieved, relabeled and retrofitted as needed to meet City of Whittier specifications. Temporary labels with the Athens name and telephone number will be affixed to all existing containers that will continue to be used. Containers that cannot be retrofitted will be sold to a scrap recycling company.

We will duplicate container keys and add specific customer needs on daily route sheets. Extra crews will be deployed during the initial delivery schedule to satisfy resident needs; including delivery of extra bins, changing bin sizes, and ensuring all residents have the service they require. An Athens supervisor will accompany container delivery personnel in order to monitor the schedule and respond to customer questions and issues.

Literature with schedules, recycling information, and solid waste instructions will be attached to every container. Customers will also receive a notification letter prior to start of services that has the same information. New containers will be hot-stamped with identifying information and instructions regarding recycling, solid waste and green waste disposal. Existing containers will receive temporary labels that include the Athens name and phone number.

Container Plan Timetable (all dates are approximate)	Begin 11/01/15	End 07/01/16
1. Contact the previous service providers to request information regarding containers inventory, account list, collection site locations, schedules/routes, keys, access codes, remote controls, etc.	12/1/15	12/2/15
2. Obtain City of Whittier collection accounts list and related information.	12/1/15	12/5/15
3. Develop and finalize account holder and business operator mailing lists and accounts database.	12/5/15	1/4/16
4. Generate mailing lists in order to communicate with account holders and send initial notifications to account holders including a request for completed subscription checklist forms.	1/15/16	4/15/16
Estimate volume of new or refurbished containers that will be needed (if any) based upon site inspections and inventory of existing containers.	3/1/2016	5/2/16
Obtain City approval of container specifications.	3/1/16	3/15/16
Every collection location will be personally examined to ensure full compliance with City requirements and responsive to the needs of the customers. The Customer Service Teams will contact each customer to discuss transition procedures, schedule, and each customer's specific requirements.	3/15/2016	5/1/16

Mail notification letters to all account holders and business operators requesting completion and return of the subscription checklist. The checklist allows customers to indicate container types and sizes to be furnished by Athens. The notification will also provide information on the transition schedule, required changes, how to reach Athens' customer services, and recycling education.	5/10/16	6/10/16
Refurbish/Retrofit and label containers in the Athens inventory in compliance with City of Whittier container specifications. Temporary labels will be used on existing containers that are not replaced in order to include the Athens name and phone number. Permanent, hot stamped labels will be affixed to all replacement containers.	4/5/16	5/15/16
Meet with current haulers to coordinate exchange and/or collection date of containers owned by others that will not be used by Athens.	5/1/16	5/30/16
Exchange existing containers/carts and retrofit containers as needed to meet City specifications. New, sealed Athens' containers will be delivered three days prior to start of services and placed in service on of the services effective date. Scout vehicles will follow collection trucks on the first day of services in order to provide new containers and collection old containers at locations with inadequate space to store two sets of containers.	6/27/16	7/1/16
New labels are affixed on all containers and comply with City requirements. Each container will be hot-stamped with identifying information and instructions regarding trash, green waste, and recycling.	4/1/16	8/1/16
Contact existing account holders who did not respond to the notification letter. Schedule a time to meet with customer (if necessary) to verify requirements, and conduct a collection site inspection. Revise database to included updated information.	6/15/16	8/1/16

Timetable Personnel hiring and training

Activity	Start	Complete
Finalize additional staffing needs based on contract award.	12/1/15	12/14/15
<ol style="list-style-type: none"> 1. Administration: Management, human resources, supervisors, and information technology (IT). 2. Fiscal: Accounting, information, IT, payroll. 3. Operations: Drivers, vehicle maintenance, field workers, dispatch 4. Facilities: Mechanics, shop, safety officers, separators, fleet managers 5. Sales, Customer Service, Outreach and Education: Customer service representatives and supervisors, sales representatives, information technology (IT), claims representatives. 		
Human resources prepares announcements for each job classification and disseminates announcements internally and externally through advertisements, online job boards, First Source job postings, Cal Jobs, and other employment recruiting websites.	1/20/16	2/15/16

Activity

Athens will conduct a job fair for displaced workers in March 2016 and make offers of employment following the job fair to all those meeting Company employment prerequisites. Preference will be given to current employees of the City and outgoing contractors. Preference will also be given to qualified applicants who are residents of the City of Whittier

Start
Complete

3/1/16

5/1/16

Make emergency hires through promotions and the existing applicant pool for high priority jobs such as transition-related positions and additional customer service and outreach/education personnel

3/15/16

4/5/16

Managers and Supervisors make tentative selections. Licenses and certifications are verified

3/15/16

4/15/16

Managers approve hiring selections and job offers are made

3/15/16

5/1/16

Human Resources Department refers applicants to appropriate Managers and Supervisors for job interviews

3/15/16

4/31/16

Departments check references, order drug screening, conduct background checks, and make referrals for physicals as appropriate

3/15/16

5/15/16

Applicants complete application form and attends the prescreening interview by the Human Resources Department

4/6/16

5/15/16

Conduct new employee orientation and training

5/1/16

5/15/16

Conduct job specific training, safety training, and on the job training

5/15/16

6/1/16

Job performance testing to verify training and job readiness

6/1/16

6/15/16

All employees are hired and prepared to perform their jobs

7/1/16

Timeline for Customer service and billing database development and implementation

The above Container Plan Timetable and the following Section titled Public Education and Outreach Timeline and Budget describes how Athens will develop the Athens customer service and collection database during the transitions period.

The customer list will be audited by our Account Managers to verify the accuracy of service level, route collection data, and account holder information. All of this information will be imported into our Softpak customer service system described in detail in the Customer Service section of this proposal.

Customer account information will include service/billing address, service and billing contact information, contact phone numbers, service level, special instructions, key/gate codes, current collection service days, e-mail address, etc.

Athens Services will provide automated billing data regularly to the City via email/mail.

Public Education and Outreach Timeline and Budget

Athens is proposing the following public education and outreach strategy implementation schedule and budget. We will work with the City to review and approve all elements and confirm dates taking into special consideration other City and community events and activities, festivals, holidays, and more. The budget is subject to change.

1. **Initial Letter** – “Welcome to Athens” communication letter will be distributed to all City of Whittier customers (residential/multi-family and commercial) designed specifically to inform residents of the upcoming program changes, route changes, and important dates regarding the transition. Information will include an Athens’ company description, services to be provided, and contact information. This outreach will occur within 30 days following contract award.
2. **Public Meetings** – Prior to service initiation, a presentation to the City Council, as well as two public workshops/meetings will be scheduled and information will be provided on how the service transition will work, timing of service delivery, service days/hours, material describing the do’s and don’ts of recycling, and other program information. The dates, times, and locations of the workshops will be included in the “Welcome to Athens” communication letter.
3. **Initial Mailing/Cart Options** – Athens will mail to all customers a “Subscription Order Form,” which will contain the following information: standard service information, senior discount information, household hazardous waste collection, bulky and e-waste collection, special collections, special services, holiday service schedule, and other new contractual services. The mailer will contain a “return postcard,” which customers will complete if they would like to change their current level of service. If no postcard is received, the customer’s current service level will remain the same.
4. **Post Card Mailing** – Customers will receive a post card prior to their new carts being delivered informing them of the cart delivery schedule and instructions on what to do regarding their old carts.
5. **“How-To Packet”** – Upon delivery of new carts and bins all customers will receive a detailed “Welcome Packet” of information regarding the specifics of the program including cart, container, and bin service details. This outreach will include instructions on which materials are appropriate for recycling and which are not, hours of operation/collection, scheduled service day(s), whom to contact at Athens regarding service questions, holiday schedule, and a brief summary of Athens and its recycling and solid waste service experience. The welcome packet will serve as the official City guide for solid waste and recycling informational brochure. All contractual requirements regarding customer programs, services, holiday schedules, special waste recycling, customer service inquires, website access, etc. will be included in the City program brochure.
6. **Communication Methods** – During the transition phase, Athens will also leverage other avenues in order to effectively communicate with customers regarding the new service requirements. Use of social media, the City and Athens’ website, articles in the local publications, and advertisements on local cable access will be incorporated into the public education and outreach strategy during the transition phase.
7. **Corrective Action Notice** – For instances where customers set out materials inappropriately for collection, Athens will deliver a corrective action notice (or red tag) that explains the appropriate manner for disposal of such items.



8. *Community Outreach* –Athens will work with local groups when they request transition information or assistance. This includes outreach to and working with community groups, civic organizations, nonprofits, professional associations, neighborhood clusters, and businesses. Athens has identified the following potential outreach opportunities: Kiwanis, Rotary, Lions, Soroptimists, Greater Whittier Area of AAUW American Association of University Women (AAUW) , Assistance League, UNA-USA Whittier, Whittier Area Environmental Coalition, Whittier Area Peace & Justice Coalition, The Just Love Coalition, etc., Whittier College, Rio Hondo Community College, Southern California University of Health Sciences, Whittier Chamber of Commerce, Whittier Area Gay & Lesbian Business Alliance, Whittier Area Clergy Association, Whittier Area Interfaith Council, Whittier Area Evangelical Ministers Alliance, and Whittier Uptown Association.



Outreach	Date	Notes	Budget
Transition Outreach and Education			
City Council Presentation	November 2015	Presentation to city council of a calendar of an overview of new services and transition calendar	N/A
Outreach to and working with community groups, nonprofits, civic organizations, neighborhood clusters, and businesses.	Ongoing during transition	Athens will work with local groups when they request transition information or assistance.	\$500 For printing costs or miscellaneous costs for speaking with community groups, nonprofits, civic organizations, neighborhood clusters, and businesses.
"Welcome to Athens" communication/letter distributed to all City of Whittier customers Single-Family, Multi-Family, Commercial	This outreach will occur within 30 days following contract award.	All Customers	Quantity 29,600 Printing \$4,500.00 Postage \$1,500.00 TOTAL: \$6,000.00
Articles in local media outlets	November 2015	Publish two announcements/ads in the local news outlets announcing important transition dates. Dates for public workshops included. Utilize social media, and City media resources	Whittier Daily News, City Newsletter, Local advertising TOTAL: \$1,000.00
Community Transition Workshops	Early January 2016 & April 2016	Two community workshops highlighting new services and transition information. Also serves as a Q&A for customers regarding transition	Cost for hosting two Community Workshops Site Rental Audio/Visual Equipment Food/Drink Equipment (table/ chairs) etc. TOTAL \$1500.00
Subscription Order Form / Return Postcard	May 2016	Mailed to all customers. Return service requested if customer wishes to change current level of service.	Quantity 29,600 Printing \$10,000.00 Mailing Postage: \$5000.00 TOTAL \$15,000
Postcard mailer announcing cart delivery date and instructions	Before CART/BIN DELIVERY	Mail to all customers	Customers: 29,600 Printing \$4,000 Postage: \$1,100 TOTAL \$5,100.00
Corrective Action Notice	Ongoing	Athens will create a corrective action notice	Printing Quantity 1500

		(red tag) that explains the appropriate manner for disposal of such items.	TOTAL \$500
Account Managers reach out to businesses regarding AB 1826 and conduct visual audits.	Focus on initiation of contract to develop list of customers, then ongoing throughout life of contract		N/A
Welcome (How to) Packet (includes brochure and magnet)	(CART DELIVERY) Ongoing, for life of the contract	All Customers will receive packet with delivery of new carts and bins.	Delivered to all 29,600 customers during barrel transition TOTAL \$8,500
City Council Presentation	July 2016	Transition Report Presentation to City Council regarding the transition program	N/A
			TOTAL \$37,600.00

2) Assumptions regarding the participation of City staff.

We will work closely with the City of Whittier to facilitate review and approval of the public education plans and outreach strategy.

Athens Services will offer employment to the current and qualified employees of the City of Whittier and other outgoing collection services in order to facilitate a smooth transition.

3) Expectation of cooperation with current Contractor(s) regarding routing, billing and other factors.

We will reach out to the current haulers to discuss exchange of containers; obtaining routing and billing data and statistics; and hiring currently assigned personnel. We will ask the City to assist us in making contact and establishing working relationships. Working relationships with the current service providers can be very helpful; however we always operate on the assumption that cooperation may be minimal; therefore we always prepare to develop information using our own resources.

4) Identification of common problems that can occur in service initiation and strategies for preventing or managing such problems.

Each transition presents unanticipated problems. We proactively address this issue by conducting pre-routing audit of each commercial and multi-family customer in order to identify any unforeseen service challenges. Typical issues that we address through this process include key/remote control needed for access; locations requiring scout services; safety concerns such as low hanging wires; tight corners, etc. Our customer service department works closely with field personnel to respond to customers' needs and new service requests.

Athens make every effort to communicate with all groups involved in transition. We will coordinate weekly meetings with City staff, current haulers and key community groups in order to identify issues and refine transition strategies and activities. We will also conduct community workshops to identify and address transition issues and solve problems.

5) Procedure for residential and commercial customers to select container size(s) and service frequency.

See the above section titled Equipment – Container Plan for a full description of the process for customers using our subscription checklist to select container size(s) and collection frequency.

6) Contingency plans for all aspects of implementation.

- a) Athens Service has several alternative disposal sites that can be utilized to receive and transfer collected materials. They are: La Puente Landfill, Central LA Recycling and Transfer Station (CLARTS), Chiquita Canyon Landfill, San Bernardino Landfill.
- b) We maintain spare pool of collection trucks, and the ability to reassign employees from throughout the company to respond to emergency situations.
- c) Employees are cross trained in a number of functions to respond to emergencies. We will develop specific contingency plans for the City of Whittier.
- d) A member of Athens' management team will be available to the City 24 hours a day, seven days a week.
- e) Athens Services constantly maintains several thousand gallons of fuel in our storage tanks to assure continuing service in the event of a major disaster.
- f) Additionally, the Athens Services MRF is designed to transfer trash without using electricity.
- g) At the city's request, Athens Services will also provide solid waste collection and disposal services in the event of a major disaster, such as an earthquake or fire. We can provide roll-offs or front-load container services to the city or the public at mutually agreed rates.
- h) Athens has multiple resources that can ensure continued operation and have the ability to assist the City in emergency conditions. This capability means we are able to provide emergency response when one site is no longer operating. We can dispatch vehicles from multiple locations.
- i) We have emergency response plans for all of our facilities that include redundant communications systems, backup generators, computer fail-safe technology, and vehicle tracking systems, etc.
- j) Athens Services facilities feature standardized operating protocols to ensure business continuity and disaster recovery. Athens Business Continuity Plan (BCP) is an operational document which is continuously updated to reflect our on-going business operations. Activation of the BCP is the responsibility of the General Manager at each facility and his operations team. The BCP is tested each year and the results are reviewed by the senior management team.
- k) System testing is conducted on a regular basis in order to verify functionality of critical communications and computer systems in the event of an emergency. Backup communication between facilities is tested. Verification of remote login to the database is conducted; backup hard copies of reports are tested and verified; transfer of dispatch systems is also verified. The company's data files are backed up daily and stored off- site.

The Section titled Service Initiation Experience (5.4.3) describes our contingency plans in the event we are unable to obtain adequate or complete information from an incumbent hauler.

B. SOLID WASTE DISPOSAL AND DIVERSION PLAN (5.5.3)

List of Disposal and Diversion Facilities to be Used:

Description	Name	Location	Fees Price/Ton
1. Mixed Solid Waste (MSW) Processing	Athens MRF	City of Industry	*
2. Processing of residential Recyclables	Athens MRF	City of Industry	Included in price forms
3. Processing of commercial source-separated recyclables	Athens MRF	City of Industry	Included in price forms
4. Curbside green waste	Puente Hills Landfill	City of La Puente	\$39.50
5. Organics Processing	Athens MRF	City of Industry	*
6. Organics disposition	American	Victorville	*
7. C & D	Clean Up America Downtown Diversion	Los Angeles Los Angeles	\$53.00
8. MSW disposal	Savage Canyon	Whittier	\$43.32

*See Section 5.8 Options

Athens will deliver 335 tons per day (Monday through Friday, and on any Saturday where an observed holiday falls on a work day) of MSW to Savage Canyon Landfill. The MSW may be from the City of Whittier or other locations. All deliveries will be by refuse collection vehicles.

C. CONSTRUCTION AND DEMOLITION MATERIAL DISPOSAL AND DIVERSION PLAN (5.5.4)

Athens is well qualified to manage and service construction and demolition (C&D) accounts. Today, we collect C&D material and utilize both Clean Up America and Downtown Diversion to process the materials.

Athens is actively engaged in ensuring that C&D material is properly diverted and supports the intent of the Construction Waste Management Credit which is to divert construction trash, demolition, packaging and land clearing debris from disposal in landfills or incinerators; to redirect recyclable recovered resources back to the manufacturing process; and to redirect reusable materials to appropriate sites.

Today, Athens provides service to customers delivering results such as; a current worksite in Los Angeles requires 50% diversion, but our program has resulted in an 75% to 80% diversion rate. This high diversion will allow the general contractor to receive a return on the bond required to initiate the job which mandated the 50% diversion requirement.

Athens will comply with the City's building codes, including Part 11 California Green Building Standards Code which mandates 50% diversion from all construction and demolition materials generated at a C&D site.

Athens currently possesses the capacity to meet this diversion rate and other “Green Building” requirements. We have successfully assisted current customers that require very high diversion rates greater than 80%. They include the City of West Hollywood and numerous large organizations.

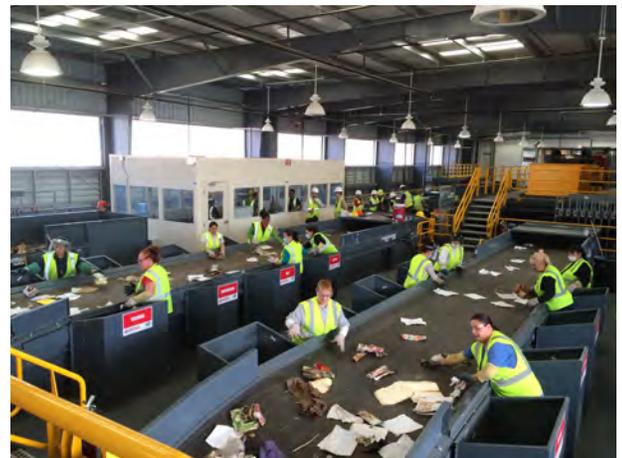
The below organizations have demonstrated tremendous leadership and commitment to recycling and waste diversion. They have joined with Athens to achieve diversion rates of 70% or higher:

- | | | | |
|---------------------------|-------------------------------|-----------------|-----------------|
| -Kaiser Permanente | -UCLA | -Fox Studios | -CBS Television |
| -Sunset Bronson Studios | -Paramount Studios | -Universal City | -ESPN X-Games |
| -Occidental Entertainment | -Raleigh Studios* | -CBS Television | -Getty Museum |
| -Sunset Gower Studios | -Miller Coors | -USC | -Cal Tech -LA |
| Coliseum | -Valley Presbyterian Hospital | | |

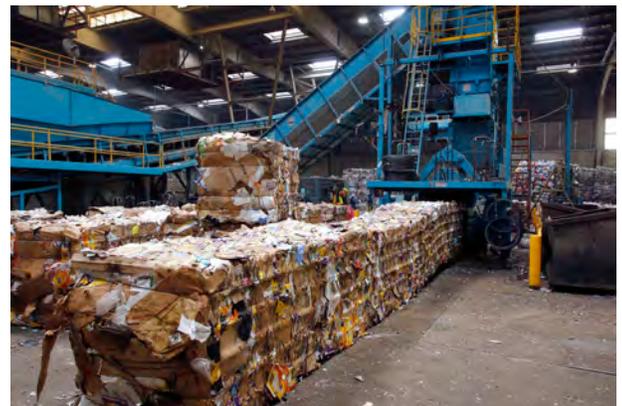
*Organics only

D. EMPLOYMENT PLAN (5.5.5)

The Athens’ model of excellence is called “The Athens Advantage”. It is the foundation of our corporate culture that values investment in our employees, their careers, families, and well-being. All employees are respected and valued for the contributions they routinely make to improve our operations and customer service. Our corporate, family-style approach permeates the entire organization. Athens has 32 employees who reside in the City of Whittier. And, one of the Company’s owners, Michael Arakelian, has maintained his primary residence in Whittier for over 15 years and the Arakelian family owns numerous properties in the City.



Our commitment to local workforce development includes stable jobs, attractive wages, and generous benefits that translate into achieving high employee retention. This is “The Athens Advantage.” Athens drivers are tenured employees with approximately 53% having 10 years or more of experience and 11% having 20 years or more.



Athens will hire members of the current recycling and solid waste collection workforce, who meet the company qualifications for positions that ensure the City receives the highest level of customer service possible. The current drivers and other employees already have detailed working knowledge of the geography, demographics, and other community characteristics that is essential to ensure first-class service delivery.

Employment by Athens to work in the City’s recycling and solid waste collection workforce will be guaranteed to all employees with a signing bonus. Employees of the City of Whittier who reside in Whittier will be given priority in hiring as a result of a new contract with Athens Services. All new Athens employees will be offered and provided the following benefits:

- Signing bonus of \$10,000 (\$1,500 day 1; \$3,500 at day 90; and \$5,000 at 1 year anniversary)
- Retain current employee seniority levels for wage and vacation compensation
- Employees will be transferred at their current rate of pay and eligible for annual adjustments on their employment anniversary date
- Health insurance paid in full for employee + family

- Safety bonuses and quarterly recognition onsite events
- All equipment, boots and uniforms purchased by Athens
- Training and onboarding
- Larger opportunity for advancement intra company
- Delta Dental Insurance
- EyeMed Vision Insurance
- 401K Retirement savings – Athens contributes annually
- Paid Bereavement
- Paid Jury Duty
- Sick Leave
- Paid Vacation
- Life Insurance
 - Athens paid Basic Life Insurance
 - Voluntary Supplemental Term Life/AD&D Insurance
 - Voluntary Whole Life Insurance
 - Voluntary Critical Illness Insurance
 - Voluntary Hospital Indemnity Insurance
 - Voluntary Short Term Disability

The current City workforce is joining a company that allows for professional growth and advancement throughout the Southern California region. Our success depends on a well-qualified workforce that is trained and knowledgeable of the customers and communities we serve. We are committed to enhancing the value of our company by creating and encouraging an environment that inspires all employees to work with enthusiasm and dedication.



E. CITY OWNED EQUIPMENT PURCHASE AND USE PLAN (5.5.6)

Athens will purchase all existing City collection trucks, bins and carts for \$1,219,682.

Athens will purchase, own, and take possession of collection vehicles and containers including residential carts, front-load bins and compactors, and roll-off boxes, owned by the City (listed in Attachment L – Vehicle Listing), upon execution of an agreement.

The City will leave the bins purchased by Athens at each customer's service location. Athens will coordinate with the City to transition from City-provided carts to Athens-provided carts.

Athens will sell the collection equipment previously owned by the City or use the equipment to provide services in other jurisdictions. Athens will not be using any city collections trucks to provide service in Whittier.

Athens may use bins previously owned by the City or to replace such bins if existing bins do not meet City or Athens' standards. When previously-owned City containers are replaced Athens reuse, recycle, or properly dispose of the container. All painting schemes and/or labeling identifying the City will be removed prior to any reuse.



F. ENHANCEMENTS (5.5.7)

Sales Tax Revenue

Athens will make every effort to generate additional sales tax revenue for the City of Whittier. We will establish a point of sale in the City for the purchase of new containers, vehicles, and other items subject to sales tax.

We estimate the sales tax revenue to the City from the initial purchase of containers and vehicles to be over \$60,000.

Athens will complete and submit any reports or forms necessary to ensure that the City receives credit for our purchases. Athens efforts will be undertaken in accordance with applicable law, and the City will not be required to undertake any actions. Athens will assume liability related to sales tax payment and distribution.

Community Partnerships

Athens will make an annual contribution of \$25,000 to the City's Social Services Commission to fund non-profit organizations in the City of Whittier. The Whittier City Council will be the final authority on award of these funds.

Athens will make a \$5,000 annual contribution to the Whittier Police Officers Association and an additional \$20,000 for a Community Engagement Fund for distribution in the community for local events such as the 4th of July and other venues approved by the City.

Athens will offer to develop an annual Community Scholarship program of \$5,000 to be awarded to 10 students (\$500 each) to grant financial support to high school seniors seeking higher education.

Seniors and active military will receive a 10% discount on monthly fees and billings.

Walk-Out service for residents with disabilities will be provided at no charge.

Compost Giveaway Program

Athens offers a compost giveaway program to help provide local organizations, community gardens, school gardens, nonprofits, City events and beautification projects with nutrient rich compost free of charge. Athens will work with the City to provide at least one communities based, compost giveaways per year. At no cost to the City, Whittier residents can fill up their containers on a first-come, first-served basis. Athens is also offering free compost (100-cubic yards annually) to the City for use in their parks, parkways, and other areas for beautification. The compost giveaways can also be in conjunction with other City events or provide space for the City and Athens to educate the public on recycling and composting. Our compost giveaways are greatly successful! Since 2010, we have hosted over 8,000 guests and have donated over 1000 tons of compost. Recently in Temple City, 45 yards of compost was collected by 1,000 attendees. Our giveaways can also act as service projects for Boys Scouts to help them earn merit badges.

Reuse/Upcycling Workshop and Repair Café

Athens will sponsor four (4) Reuse Workshops or Repair Cafés hosted by the *Whittier Free Store*. For the Reuse/Upcycling Workshop, they will recruit art teachers to work with youth and adults to divert waste into new objects. The Repair Café provides an opportunity for residents to meet where tools and handy volunteers are available to assist with fixing broken appliances, devices, clothing, jewelry and more. Athens will assist in the marketing of these events through their newsletters, website, and billing statements.

EXCEPTIONS TO THE DRAFT AGREEMENT (5.6)

Athens has no exceptions to the draft agreement.

3. PRICE PROPOSAL FORMS (5.7)

Price proposal forms are attached as attachment 9. We are submitting both paper and electronic copies of the Price Proposal Form.

4. OPTIONS (5.8)

Athens Services is offering the following options for city consideration that are not required in the RFP. Many of these services are provided in other Athens communities and are available to the City of Whittier and its residents. These additional services are available at discounted rates and can be accepted individually or incorporated into the agreement during negotiations.

- **MRF Processing Of Mixed Waste** – Athens will provide MRF processing of mixed waste (Commercial and MFD) at the City's option should the City desire to obtain higher diversion standards. The rates charged for this service will be 12.5% higher than the maximum commercial rates shown on Form 7.14-2. The pricing is valid as of up to the time of the award of the contract. (see detailed description of program under Innovations Sec 5.9 – Black Bin Processing for Multifamily and Commercial accounts)
- **Organics** – Athens possesses the infrastructure to accept food waste and green waste for Composting and is excited to be able to offer a variety of programs to the City depending on City needs and desires for the program. We are happy to discuss these options further if there is interest in this service.
- **Graffiti Removal** – Maintaining the environmental viability and vibrancy of a community is important to visitors, businesses and homeowners. Athens will remove graffiti and other blight City buildings, sidewalks, and other property.
- **Curbside Composting (Single-Family Dwellings)** – This residential organics program allows residents to recycling food scraps which will then be processed and returned to our communities as compost.
- **Battery Recycling** – A program will be developed to provide for containers that store, label and ensure safe collection of batteries. Drop off locations throughout the city will be established for safe management of batteries used in the city.
- **Power Washing – Sidewalks: (Subterranean Parking Stairwells)** Athens has experience in providing power washing in other communities that include washing of City sidewalks and subterranean parking stairways.
- **Street Sweeping** – Athens is the largest provider of street sweeping services in Southern California. We exclusively service 27 cities with our own fleet of alternative fuel sweepers. Should the City have interest, Athens provides street sweeping services to many cities at discounted rates and sometimes at no cost depending on term and rates of other services provided.
- **Landfill Management (Savage Canyon)** – Athens currently operates and manages the San Bernardino County landfill system handling 2 million tons per year of MSW. Below is a summary of a suggested option for us to consult, manage and operate Savage Canyon landfill should the City be interested in discussing.

SAVAGE CANYON LANDFILL

The landfill is a Class III solid waste facility permitted to accept up to 350 TPD, with an overall capacity of 19.34 million cubic yards, and estimated closure date of May 2055. It is a canyon fill facility with current disposal activities occurring in the lined cells at the north end of the site. A leachate collection and recovery system (LCRS) is in place to collect and treat leachate from the lined portions of the landfill, which is then released into an offsite sewer system. The facility also has landfill gas (LFG) collection and control system used to capture methane and produce electricity at an offsite LFG to energy facility.

Generally, daily operations consist of:

1. Acceptance of residential and commercial solid waste – commercial haulers and public (City Residents);
2. Load-checking for hazardous materials;
3. Compaction of solid waste;
4. Placement of daily cover soil and/or use tarps as an alternate daily cover (ADC);
5. Maintenance of cover soil, drainage systems, and access roads;
6. Operations and Maintenance (O&M) of LCRS and LFG systems.

QUALIFICATIONS

Athens Services operates five (5) Class III municipal solid waste landfills in San Bernardino County, with average volumes ranging from 150 TPD to 3,800 TPD. Daily operations include implementation of a comprehensive load-checking process, compaction of solid waste, placement of intermediate cover soil and ADC (tarps, processed green waste, and processed C&D), and maintenance of cover soil, drainage systems and access roads. Athens also coordinates O&M efforts for the LCRS and LFG systems with the County of San Bernardino.

Athens implements the County-wide Comprehensive Disposal Site Diversion Program (CSDSP) at each landfill, which includes the identification, sorting, separation and processing of recyclable materials from waste brought to the landfills. Materials sorted for recycling and reuse are scrap metal, commingled recyclables (plastic, OCC, etc.), mattresses, e-waste, u-waste, tires, white goods, wood waste, green waste, C&D debris and inert materials. Each of these is either sent offsite for recycling or used onsite for beneficial reuse as ADC. Our landfill team processes, recycles and reuses over 170,000 tons annually.

Athens Services also provides site maintenance services for over thirty (30) inactive landfill sites. Maintenance activities include:

- Grading and erosion control;
- Drainage system installation and repair;
- Access road maintenance;
- Weed abatement;

TRANSITION AND SERVICE INITIATION

Transition of landfill service required Athens to procure and delivery heavy equipment, trucks and ancillary equipment for five sites; interview, hire and train all prior vendor employees; prepare operating manuals and procedures in compliance with each individual site permit requirements.

Athens purchased \$30M in new heavy equipment and trucks with the latest air emission control technology, which led to **the reduction of 260 tons of pollutants annually from the facility operations**. The County of San Bernardino was able to receive sales tax credits for these vehicles as they were purchased through local vendors. Athens Services also worked with the prior vendor to ensure a smooth transition process that did not negatively impact the County's services to its residents.

The new heavy equipment included CAT compactors and CAT bulldozers, which has allowed Athens to achieve greater compaction densities and more efficient landfill performance. One notable result from our first year of operation was a 7% increase in compaction density as compared to the prior operations contractor. This increase **saved 224,000 cubic yards of landfill space** for placement of future waste and thereby extended the service life of the landfill system.

REFERENCE:

Gerry Newcombe
Director of Public Works
County of San Bernardino
825 E. Third Street
San Bernardino, CA 92415
(909) 387-7906

5. PROPOSED INNOVATIONS (5.9)

Anaerobic Digestion Facility for Organics Recycling

In addition to processing food scraps at our compost facility at American Organics in the City of Victorville, we will also partner on an anaerobic digestion options. In 2016, Athens, in collaboration with Anaergia, will install Anaergia's Organics Extrusion Press (OREX) at the City of Industry MRF to provide approximately 150 TPD of organics that will be delivered Anaergia's Rialto anaerobic digestion facility.

1. We are proposing this anaerobic option as an additional innovation service approach to processing organics. It would apply to all organic waste collection and recycling which includes MFD (5-units and more) accounts and food service establishments. Customer participation only includes their separation of organic waste. Estimated tonnage levels of organic waste in the City is around 7,700 tons per year and we expect that this process will help target 50% of the organics stream that is captured for processing.
2. Collection methodology would be the same for all other green waste and organics collection as stated in section 5.5.1.
3. Equipment to be utilized would be the same for all other green waste and organics collection as stated in section 5.5.1.
4. The organic material would be delivered to our City of Industry MRF and then transferred to our compost facility, American Organics, for processing.

ANAEROBIC DIGESTION PROJECTS IN PROGRESS

Athens and Anaergia are working to provide Southern California with the capacity to process 750 tons of organics a day (200,000 tons per year) by developing the below facilities:

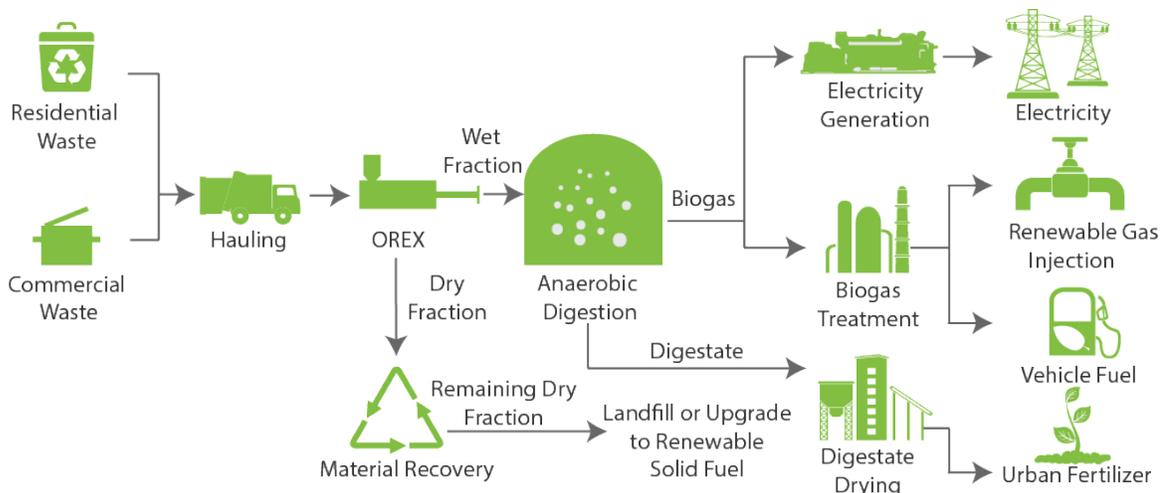
Rialto Bioenergy Facility (RBF) – RBF is a redevelopment site of a former biosolids drying facility in Rialto that Anaergia purchased to pursue two opportunities; (1) organics digestion and (2) digestate management for organics infrastructure. Anaergia is currently refurbishing the existing facility to dry biosolids. Digestate from Anaheim Energy (described below) will be dried at RBF to create a nutrient-rich fertilizer that can be utilized in urban environments. The site has all permitting in place including a solid waste permit for up to 1,080 tons per day. This allows RBF to easily add high solids digestion capacity for the planned Athens Services OREX processing line scheduled to be installed in late 2016. In addition the facility will produce biogas to create a closed loop for energy recovery with the intent of operating a net zero energy facility. Anaergia and Athens are targeting this facility to process 300 TPD of wet organic fraction from organic extrusion presses at the City of Industry MRF.

Anaheim Energy – Anaheim Energy is an organic waste to energy project developed by Anaergia to help the City of Anaheim increase diversion and generate renewable energy using wet organic commercial and multifamily waste processing. Anaergia has already executed the Power Purchase Agreement with the City of Anaheim that will facilitate additional biogas injection into the pipeline. Anaergia and Athens are targeting this facility to process 450 TPD of wet organic fraction from organic extrusion presses at the City of Industry MRF.

Planned Capacities - We project digestion infrastructure at buildout will support approximately 750 TPD of organic wet fraction from OREX processing lines. Anaergia is developing new technologies to convert dried organic product to biochar that will improve energy recovery from digestion and produce a superior fertilizer product as compared to dried biosolids/digestate.

5. No additional marketing would be necessary. If the City would like to inform the residents where their green waste and organic material is being processed, we can add this as an article in a quarterly newsletter.
6. By offering an anaerobic option to process food and organic waste, Athens is increasing our collection capacity and helping the City meet the requirements of AB 341 and other organics recycling legislation. We do not see any potential challenges related to this service innovation.

Extrusion press technology recovers up to 95% of the putrescible organic material in organic rich waste while capturing the low grade plastics and other contaminants. Dry fraction material as well as post-MRF residual waste can be thermally converted to energy. Organic material is used to create biogas. This process is illustrated below.



7. Anaergia Inc. is a global leader in the recovery of resources and renewable energy from waste streams. With 13 offices globally and 20 years of experience, Anaergia has installed over 1,600 waste conversion and renewable energy (biogas) projects across North America and Europe. Anaerobic digestion is not a new or experimental technology. Anaergia has a proven portfolio of facilities that have operated for 20 years, earning them a reputation for providing solutions that are highly versatile, efficient and reliable.

Anaergia was recently selected by the Calumet Recycling Reclamation Plant in Chicago to design a 300 TPD Organic Waste Receiving and Processing Facility at its wastewater treatment plant. Anaergia has recently been awarded a contract to manage Maui's waste stream with mixed waste

processing and conversion technology. Anaergia is currently developing an organics digestion infrastructure for the Los Angeles basin with their organics digestion projects in Anaheim and Rialto.

8. Pricing and rates will be determined by discussions with the city regarding the service components, type of program and collection services desired.

Black Bin Processing For MFD and Commercial Accounts

One of the unique proposal features that Athens can provide is a diversion “safety net” by processing the black bin, as well as the blue bin at our City of Industry MRF. It is impossible to achieve 100% participation of MFD and commercial businesses given inevitable challenges of turnover, lack of interest, and confusion that can happen no matter the level of outreach and education. Black bin processing allows Athens to recover recyclables from customers that are not correctly separating their material. Another great feature to our black bin processing is that Athens will be able to monitor the effectiveness of Single Stream programs by viewing the recycling content of the black bins and recording the results.

The following is a description of this program as outlined in this RFP section:

1. The black bin feature will be available for all MFD and commercial accounts, which includes an estimated 763 MFDs and 4009 commercial business establishments. The current estimated waste tonnage for these accounts is 7,767 tons per year for MFD and 8,322 tons per year for commercial establishments (excluding bulky tons) for total of 16,089 tons per year. According to CalRecycle’s 2009 Waste Characterization Report, over 38% of what is disposed of in commercial accounts could be recycled and 35.9% in Multifamily accounts.
2. Collection methodology would be the same as stated in section 5.5.1.
3. Equipment to be utilized would be the same as described in section 5.5.1. The only significant change is the delivery location, for black bin processing the contents would be delivered to our City of Industry MRF versus direct haul to the landfill.
4. The material would be delivered to our City of Industry MRF for processing.
5. No additional marketing would be necessary. If the City chooses to only implement a city-wide, three bin collection system, we don’t encourage promoting this aspect as it may disincentivize source separation behavior.
6. The City will benefit from black bin processing by increasing the City’s diversion rate through capturing recyclable material that would have otherwise been landfilled.
7. We have successfully implemented this program in Redondo Beach and Pasadena.
8. Athens will provide MRF processing of mixed waste (Commercial and MFD) at the City’s option should the City desire to obtain higher diversion standards. The rates charged for this service will be 12.5% higher than the maximum commercial rates shown on Form 7.14-2. The pricing is valid as of up to the time of the award of the contract. (see detailed description of program under Innovations Sec 5.8 – MRF processing of mixed waste)

Wet And Dry Collection for MFD and Commercial Accounts

Given Athens’ experience providing organics collection for food service establishments, we have created a successful approach to Wet/Dry container collection and processing. Contents for wet containers include all organics such as green waste, food scraps and approved compostable serving-ware, soiled paper, wood waste, sod, chipped wood, and non-hazardous liquids. Dry contents include all remaining recyclable and landfill materials. Instead of receiving three (3) separate containers, accounts would only need to be concerned with proper use of a two (2) container system.

1. The wet/dry feature will be available for all MFD and commercial accounts, which includes an estimated 763 MFDs and 4009 commercial business establishments. The current estimated waste tonnage for these accounts is 7,767 tons per year for MFD and 8,322 tons per year for commercial establishments (excluding bulky tons) for total of 16,089 tons per year. According to CalRecycle's 2009 Waste Characterization Report, commercial accounts dispose over 38% recyclable material and 30.4% organics material. For Multifamily accounts, of the disposed material 35.9% is recyclable and 42.1% is organic material.
2. Collection methodology would be the same as stated in section 5.5.1.
3. Equipment to be utilized would be the same as described in section 5.5.1. The only significant change is that the recycling and landfill material would be collected in the same vehicle; the organics vehicle would stay the same.
4. Contents of both trucks would be delivered to our City of Industry MRF, versus the black bin contents being hauled directly to the landfill. Organic material would then be sorted and transferred to our compost facility, American Organics, for processing.
5. Our education and outreach strategy (including marketing materials) would stay the same as proposed in Additional Information, but include additional information on the two (2) bin system and explanation of benefits.
6. The benefits of a two (2) container system includes the potential of lessening cross contamination (from organic material in the recycle container or recycling material in the landfill or green container); increasing recovery rate from the dry bin (as the potential for recyclables in the landfill container is no longer an issue); supporting accounts with space constraint issues; helping to decrease customer confusion, which increases participation rate; and creating easier to understand educational approaches and materials. A larger scope, environmental benefit could be the removal of extra trash collection vehicles, which can result in lower fuel needs and carbon footprint.

Potential challenges are minimal and include communicating clearly to the community the economic, societal, and environmental benefits for a two (2) container system. We will achieve this by supplementing our conversations and outreach at community meetings, city council updates, workshops, and in our outreach material and other educational approaches.

7. We have successfully implemented a wet/dry collection system as part of food scrap recycling program to restaurants and food service establishments in Los Angeles and West Hollywood.
8. City should reference cost discussion of black bin processing and organics above.

Food Scrap Recycling Program for Multi-Family Dwellings

In 2014, Athens initiated two (2) MultiRes Organics Recycling pilots, the City of Los Angeles' largest multifamily organics diversion program, with the goal of expanding the program. In the third year of the contract with Whittier, Athens will identify at least two (2) multi-family complexes to participate in a food scrap recycling program. If the City decides to adopt this as an ongoing MFD program following the pilot, Athens will enter into discussions with the City regarding expanding the program.

1. Athens will design a pilot program to target two (2) contrasting MFD contracts based on number of residents, size of building, waste collection setup, and tenant demographics. For the City of Los Angeles, Athens piloted the program in a 70-unit, eight-story building that has a trash chute infrastructure and onsite janitorial service and a 16-unit, two-story building with a central, outside waste disposal location and no janitor service. When we conducted our survey 25% of the residents responded and 68% of them stated they are participating in the program. The overall diversion rate

(with recyclables and organics) is above 60% and 71% of the organics container can be processed for composting. If the City of Whittier decides to implement a long term program, Athens will work in collaboration to identify the number of MFD residents this program could target. The current estimated waste tonnage for MFD accounts is 7,767. According to CalRecycle's 2009 Waste Characterization Report, over 42% of what is disposed of by MFDs is organic material.

2. Container collection from MFD would be the same as section 5.5.1. Athens proposes specific, onsite resident based collection options that are described below.
3. The equipment to be utilized for collection purposes will be the same as organics collection as described in section 5.5.1. To ensure a successful program, Athens proposes onsite collection equipment for residents and maintenance. Each resident will be given a kitchen caddy and starter bag and will be responsible for transporting the full compost bag to the central organics collection container. In order to control contamination, a compostable bag dispenser system will be mounted on the wall directly next to the central organics collection container. The resident simply drops their full bag in the organics container and grabs a "refresher" bag off the dispenser.
4. The organic material would be sorted at our City of Industry MRF and then transferred to our compost facility, American Organics, for processing.
5. In order to maintain participation, an engaging education and outreach program will be conducted including emails and flier distribution announcing kickoff event, onsite tabling to give out kitchen caddies and introduce the program, follow up with the tenants and management, consistent check of bin contents, and starter kits for new tenants. To increase tenant engagement incentive based methods with rewards will be tested, which can include surveys, a contest to create organics signage for the central container or organics bin, and a photo contest of people engaged in the food discard program. We are working with EcoSafe Zero Waste which manufactures and sells a range of certified compostable bags and recycling containers that will be helpful in supporting this program.
6. Our MultiRes program is designed to simplify organics diversion by creating solutions to the challenges associated with apartment style composting, including diverting food scraps from residents' home to the central organics collection cart, contamination, and motivating participants. Increasing organics recycling and potentially reducing the contamination of recyclable material will result in increased diversion rates for both recycling and organics.

Multi-family organics programs are not without their challenges; it is a difficult program that needs a lot of hands out attention and outreach per building. Our pilot programs have been essential in identifying issues and testing solutions. The most difficult challenge involved our first building; a new management company took over right when we started the pilot. They increased the rent significantly on the tenants, which forced most of them to move out over the period of a year. Every vacant apartment was renovated, which resulted in large amounts of waste and overfull trash bins. Although tenants expressed their interest in the organics program, they were instructed by management to not place waste on the ground; this resulted in the green waste bin being contaminated. Management did not want to pay for an additional mixed bin, so to control excessive contamination we are working with them to restart the program and repeat the initial education and outreach once the renovations and high tenant turnover is complete. Other challenges we have faced include maintenance turnover and the need for more training, the "yuck" factor and smell issues, and the lack of resident participation. For maintenance and management communication we have created a Maintenance Instruction Manual for Food Scrap Recovery to be used for new hires and ongoing training; we have also asked management to inform of us of any changes in staff, so we can provide new training. When we initially started the program, we discovered that maintenance was only changing the bags once a week which attracted flies and increased the smell. Once the containers were emptied every one to two days, the issue decreased significantly. Per resident request, we are now posting the pick-up schedule above the containers, this way residents can wait to put out their organics and help in reducing smell and fly issues. To encourage tenant participation we surveyed the residents to get

an idea of what they liked, what didn't work, and what they thought we could do to make the program more successful.

7. Athens contracted with EcoSafe Zero Waste and Global Green to strategically and successfully implement their MultiRes Organics Recycling pilot. Both partners have demonstrated exceptional expertise and performance in reaching out to multifamily customers and creating successful programs, implementing similar projects in San Francisco and New York. They have provided support in the areas of third party research, program design enhancements, best practices, educational curriculum and outreach, training, and diversion achievement.

8. The cost of each pilot program is \$2,500 for a total of \$5,000 and includes kitchen caddies, compostable bags, bag dispensers, 32 gallon containers (if necessary for inside trash chute rooms), organics collection bin, outreach materials, and onsite education. The pilot program is already accounted for in the education and outreach budget and does not change the cost of service. If the City decides to implement a long term program following the pilots, Athens will enter into discussions on a cost proposal.

6. OTHER PROPOSAL FORMS (5.10)

A. Code of Conduct (5.10.1)

The Code of Conduct form is attached.

B. Anti-Collusion Affidavit (5.10.2)

Athens Services is submitting the Anti-Collusion Affidavit, signed and notarized (see Attachment D – Anti-Collusion Affidavit.) The Anti-Collusion Affidavit is signed by the designated representative of Athens Services authorized to bind the company as documented on the Secretary's Certificate.

C. Proposed Liquidated Damages (5.10.3)

The Proposed Liquid Damages form is attached.

7. ADDITIONAL INFORMATION (5.11)

Athens is not submitting any additional information.

Attachments C

Notarized Proposer's Code Of Conduct

7.3 ATTACHMENT C – PROPOSER'S CODE OF CONDUCT

The City of Whittier is planning to request and receive proposals for the collection and processing of refuse, recyclable materials and green waste within the jurisdiction of the City.

The members of the City Council are obligated to comply with the Political Reform Act of 1974 ("PRA") and the Brown Act (Government Code §56950 et seq.).

The City has a desire to maintain a process free from any undue influence and the appearance of impropriety. The City prepared this "Proposer's Code of Conduct".

A potential proposer is defined as any individual or entity involved in making a proposal to the City under the Contractor Selection Process ("Potential Proposer").

Each Potential Proposer is individually responsible for ensuring compliance with the following Code of Conduct. The Potential Proposer's responsibility to comply with this Code of Conduct shall extend to the Potential Proposer's employees, agents, consultants, lobbyists, or other parties or individuals engaged for the purposes of developing or supporting the Potential Proposer's proposal.

The Proposer Code of Conduct is presented below:

1. Ex Parte Prohibited

From **June 3, 2015**, and prior to the City of Whittier City Council selection of Contractor or **October 13, 2015**, whichever comes later, Potential Proposers are prohibited from having any verbal or written communications (ex parte contacts) with any City Council Members related to any matter related to the RFP process or Contractor Selection process, except in the course of a legally noticed meeting of the City Council, or any subcommittee of the Council, or in conjunction with an ex parte contact arranged by and involving the City staff and/or consultants.

If any such unauthorized ex parte contact occurs, the Council member shall disclose its occurrence at the next meeting of the City Council that next follows the said ex parte contact.

2. Gift and Compensation Prohibited

From **June 3, 2015**, to prior to City Council selection of Contractor or **October 13, 2015**, whichever comes later, Potential Proposers are prohibited from giving any gift of any monetary value, or compensation of any kind (as defined under the California Political Reform Act) to a City Council Member or any City staff member or consultant.

Please be aware that any Council Member who accepts such a gift or compensation may be subject to censure by the City Council. Any City staff member who violates this policy may be subject to discipline including termination of services, and any consultant who violates this policy may be subject to termination of services. Any Potential Proposer who violates this policy as to gifts or compensation may be subject to disqualification by the City Council from the Contractor Selection Process.

3. Collusive Activities Prohibited

From June 3, 2015, to prior to City Council selection of Contractor or October 13, 2015, whichever comes later, collusive activities among Potential Proposers are expressly forbidden and will likely result in immediate disqualification from the Contractor Selection Process. If two or more Potential Proposers are developing a joint proposal, the Potential Proposers must notify Sloan Vazquez, LLC in writing no later than thirty (30) days prior to the deadline for submission of proposals. This notification will be kept confidential until after submission of all technical and cost proposals.

Executed under penalty of perjury on this 28 day of MAY, 2015 at 0945 ; LALO.

SIGNED BY: [Signature]

TITLE: EXECUTIVE VICE PRESIDENT

Subscribed and sworn to before me this _____ day of _____, 2015 at _____

Notary Public

My Commission expires:

See Attached Jurat

CALIFORNIA JURAT WITH AFFIANT STATEMENT

GOVERNMENT CODE § 8202

- See Attached Document (Notary to cross out lines 1-6 below)
- See Statement Below (Lines 1-6 to be completed only by document signer[s], not Notary)

~~_____

_____~~

Signature of Document Signer No. 1

Signature of Document Signer No. 2 (if any)

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

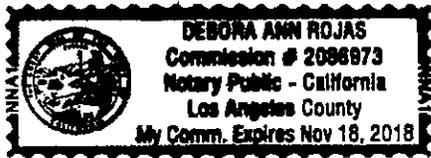
Subscribed and sworn to (or affirmed) before me

on this 28th day of May, 2015
 by Date Month Year

(1) Gary M. Clifford
 (aff'd (2) _____),
 Name(s) of Signer(s)

proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Signature Debra Ann Rojas
 Signature of Notary Public



Seal
 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 City of Whittier
 Title or Type of Document: Attachment C-Proposers Code of Conduct Document Date: 5/28/15
 Number of Pages: 2 Signer(s) Other Than Named Above: 0

Attachments D

Notarized Anti - Collusion Affidavit

7.4 ATTACHMENT D – ANTI-COLLUSION AFFIDAVIT

The following affidavit is submitted by proposer as a part of this proposal:

The undersigned deponent, of lawful age, being duly sworn, upon his oath deposes and says: that he has lawful authority to execute the within and foregoing proposal; that he has executed the same by subscribing his name hereto under oath for and on behalf of said proposer; that proposer has not directly or indirectly entered into any agreement, express or implied, with any proposer or proposers, having for its object the controlling of the price or amount of such proposal or proposals, the limiting of the proposals or proposers, the parceling or framing out to any proposer or proposers or other persons of any part of the agreement or any part of the subject matter of the proposal or proposals or of the profits thereof, and that he has not and will not divulge the sealed proposal to any person whomsoever, except those having a partnership or other financial interest with him in said proposal or proposals, until after the said sealed proposal or proposals are opened.

Deponent further states that the proposer has not been a party to any collusion among proposers in restraint of freedom of competition; by agreement to make a proposal at a fixed price or to refrain from submitting a proposal; or with any state official or employee as to quantity, quality, or price in the prospective agreement; or in any discussions between proposers and any City of Whittier official concerning exchange of money or other things of value for special consideration in the letting of an agreement; that the proposer/Company has not paid, given or donated or agreed to pay, give or donate to any official, officer or employee of the City of Whittier directly or indirectly, in the procuring of the award of agreement pursuant to this proposal.

Executed under penalty of perjury on this 24th day of July, 2015

at CITY OF INDUSTRY

SIGNED BY: [Signature]

TITLE: PRESIDENT

Subscribed and sworn to before me this _____ day of _____, 2015

at _____

See Attached
Jurat

Notary Public

My Commission expires:

CALIFORNIA JURAT WITH AFFIANT STATEMENT

GOVERNMENT CODE § 8202

- See Attached Document (Notary to cross out lines 1-6 below)
- See Statement Below (Lines 1-6 to be completed only by document signer[s], *not* Notary)

1 _____
 2 _____
 3 _____
 4 _____
 5 _____
 6 _____

Signature of Document Signer No. 1 Signature of Document Signer No. 2 (if any)

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.

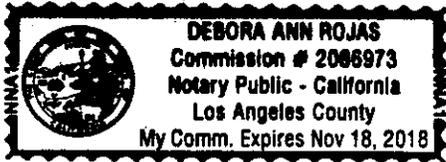
State of California
 County of Los Angeles

Subscribed and sworn to (or affirmed) before me
 on this 24th day of July, 2015,
 by Date Month Year

(1) Greg Loughrane
 (and (2) _____),
 Name(s) of Signer(s)

proved to me on the basis of satisfactory evidence
 to be the person(s) who appeared before me.

Signature Debra Ann Rojas
 Signature of Notary Public



Seal
 Place Notary Seal Above

OPTIONAL

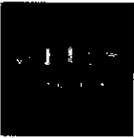
Though this section is optional, completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: Anti-Collusion Affidavit Document Date: July 24, 2015
 Number of Pages: 1 Signer(s) Other Than Named Above: 0

Attachments 1

Financial Statements, Financial Plan, CFO Statement And Legal Counsel Letter
(Included As Separate Sealed Envelope)



Mt. Diablo Commercial Banking Office
2175 North California Blvd., Suite 700
Walnut Creek, CA 94596
Tel: (925) 942-2360

July 24, 2015

City Clerk
13230 Penn Street
Whittier, CA 90602
Attn: Kathryn Marshall

RE: City of Whittier trash collection service

Dear Ms. Marshall:

Athens Services has been a client of Wells Fargo Bank, N.A. (the "Bank") since 1995. The Bank provides Athens with a credit facility under the terms of a duly executed Credit Agreement. As of the date of this letter, the Company has sufficient capacity available under the credit facility to fund the capital requirements for the City of Whittier contract. In addition, the Company has excess capacity under the credit facility to meet its operating and capital requirements in addition to the requirements specific to the City of Whittier contract.

In conjunction with its credit facility with Wells Fargo, Athens Services provides us with quarterly financial statements and annual audited financial statements. We have reviewed Athens' audited financial statements for the most recent fiscal year. Athens has satisfied all of its past and current financial obligations to Wells Fargo Bank. Based on its satisfactory past financial performance, we are not aware of any impediments that would prevent Athens from fulfilling any reasonable financial requirements under any and all of the services proposed for the City of Whittier.

Please feel free to contact me with any questions (925) 942-2360.

Sincerely,

Felix Miranda
Senior Vice President

ATTACHMENT 1: FINANCING PLAN

City of Whittier

Financing Plan

Sources and Uses of Funds

Sources:

Existing Wells Fargo Bank credit facility	\$ 13,806,090
---	---------------

Total	<u>\$ 13,806,090</u>
--------------	----------------------

Uses:

New Equipment (Trucks & Containers)	\$ (7,586,408)
-------------------------------------	----------------

Purchase of City Equipment (Trucks & containers)	\$ (1,219,682)
--	----------------

Additional Payments to the City	\$ (5,000,000)
---------------------------------	----------------

Total Uses	<u>\$(13,806,090)</u>
-------------------	-----------------------

<u>Net change in cash</u>	<u>\$ -</u>
----------------------------------	-------------

Attachments 2

Surety Made Payable To The City Of Whittier In The Amount Of \$100,000
(Included As Separate Envelope)

BID BOND

KNOW ALL MEN BY THESE PRESENTS: That we, ATHENS SERVICES, as Principal, and the FEDERAL INSURANCE COMPANY, a corporation organized and existing under the laws of the State of INDIANA, and authorized to do business in the State of California as Surety, are held and firmly bound unto CITY OF WHITTIER as Obligee, in an amount equal to ONE HUNDRED THOUSAND AND NO/100 DOLLARS of the total amount bid not to exceed (\$100,000.00) DOLLARS, lawful money of the United States of America, to the payment of which sum well and truly to be made, the Principal and Surety bind themselves, and each of their heirs, executors, administrators, successors and assigns, jointly and severally by these presents.

The condition of this obligation is such, that, if the Obligee shall make any award to the Principal for:

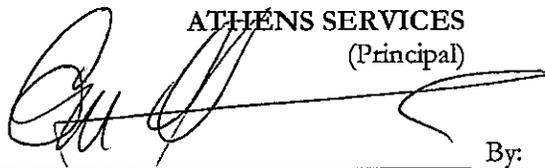
SOLID WASTE & RECYCLING COLLECTION SERVICES

Bid Date: JULY 28, 2015

According to the terms of the proposal or bid made by the Principal therefore and the Principal shall duly made and enter into a contract with the Obligee in accordance with the terms of said proposal or bid and award and shall give bond for the faithful performance thereof, with the FEDERAL INSURANCE COMPANY, as Surety or with other Surety or Sureties approved by the Obligee; or if the Principal shall, in case of failure so to do, pay to the Obligee the damages which the Obligee may suffer by reason of such failure not exceeding the penalty of this bond, then this obligation shall be null and void; otherwise it shall be and remain in full force and effect.

Should the Principal be awarded the above referenced contract, the performance and payment bond required in response to the low bid shall be subject to an annual bond form(s).

SIGNED, SEALED, DATED: JULY 8, 2015

By:  **ATHENS SERVICES**
(Principal)

By:  **FEDERAL INSURANCE COMPANY**
(Surety)
DENNIS LANGER, Attorney In Fact

DIRECT CORRESPONDENCE TO:
FEDERAL INSURANCE COMPANY, 15 MOUNTAIN VIEW ROAD, WARREN, NJ 07059
PHONE (908) 903-4607 • FAX (908) 903-526

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 JULY 8, 2015 before me, SARAH E. CAMPBELL, NOTARY PUBLIC
Date Here Insert Name and Title of the Officer

personally appeared DENNIS LANGER
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(x) whose name(x) is/xxx subscribed to the within instrument and acknowledged to me that he/xxxxxxx executed the same in his/xxxxxx authorized capacity(x), and that by his/xxxxxxx signature(x) on the instrument the person(x), or the entity upon behalf of which the person(x) 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
SARAH E. CAMPBELL, 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: BID BOND Document Date: JULY 8, 2015

Number of Pages: Signer(s) Other Than Named Above: NONE

Capacity(ies) Claimed by Signer(s)

Signer's Name: DENNIS LANGER

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:

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE § 1189

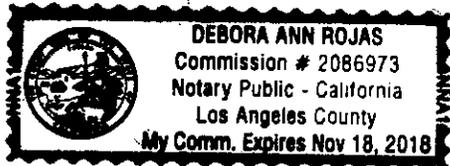
A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California)
County of Los Angeles)
On July 10, 2015 before me, Debora Ann Rojas, Notary Public,
Date Here Insert Name and Title of the Officer
personally appeared - Gary M 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 Debora Ann Rojas
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: Bid Bond - Athens / City of White Document Date: 07/08/15
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: _____



**Chubb
Surety**

**POWER
OF
ATTORNEY**

**Federal Insurance Company
Vigilant Insurance Company
Pacific Indemnity Company**

**Attn: Surety Department
15 Mountain View Road
Warren, NJ 07059**

Know All by These Presents, That FEDERAL INSURANCE COMPANY, an Indiana corporation, VIGILANT INSURANCE COMPANY, a New York corporation, and PACIFIC INDEMNITY COMPANY, a Wisconsin corporation, do each hereby constitute and appoint Paul Boucher, Michelle Haase, Dennis Langer, Thomas G. McCall, Janina Monroe and Timothy Noonan of Los Angeles, California

each as their true and lawful Attorney-in-Fact to execute under such designation in their names and to affix their corporate seals to and deliver for and on their behalf as surety thereon or otherwise, bonds and undertakings and other writings obligatory in the nature thereof (other than bail bonds) given or executed in the course of business, and any instruments amending or altering the same, and consents to the modification or alteration of any instrument referred to in said bonds or obligations. In Witness Whereof, said FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY have each executed and attested these presents and affixed their corporate seals on this 28th day of July, 2014.

David J. Edwards, Assistant Secretary

David B. Norris, Jr., Vice President



STATE OF NEW JERSEY
County of Somerset

ss.

On this 28th day of July, 2014 before me, a Notary Public of New Jersey, personally came David J. Edwards, to me known to be Assistant Secretary of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY, the companies which executed the foregoing Power of Attorney, and the said David J. Edwards, being by me duly sworn, did depose and say that she is Assistant Secretary of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY and knows the corporate seals thereof, that the seals affixed to the foregoing Power of Attorney are such corporate seals and were thereto affixed by authority of the By-Laws of said Companies; and that she signed said Power of Attorney as Assistant Secretary of said Companies by like authority; and that she is acquainted with David B. Norris, Jr., and knows him to be Vice President of said Companies; and that the signature of David B. Norris, Jr., subscribed to said Power of Attorney is in the genuine handwriting of David B. Norris, Jr., and was thereto subscribed by authority of said By-Laws and in deponent's presence.

Notarial Seal



**KATHERINE J. ADELAAR
NOTARY PUBLIC OF NEW JERSEY
No. 2316685
Commission Expires July 16, 2019**

Notary Public

CERTIFICATION

Extract from the By-Laws of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY:

"All powers of attorney for and on behalf of the Company may and shall be executed in the name and on behalf of the Company, either by the Chairman or the President or a Vice President or an Assistant Vice President, jointly with the Secretary or an Assistant Secretary, under their respective designations. The signature of such officers may be engraved, printed or lithographed. The signature of each of the following officers: Chairman, President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary and the seal of the Company may be affixed by facsimile to any power of attorney or to any certificate relating thereto appointing Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such power of attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding upon the Company with respect to any bond or undertaking to which it is attached."

I, David J. Edwards, Assistant Secretary of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY (the "Companies") do hereby certify that

- (i) the foregoing extract of the By-Laws of the Companies is true and correct,
- (ii) the Companies are duly licensed and authorized to transact surety business in all 50 of the United States of America and the District of Columbia and are authorized by the U.S. Treasury Department; further, Federal and Vigilant are licensed in the U.S. Virgin Islands, and Federal is licensed in American Samoa, Guam, Puerto Rico, and each of the Provinces of Canada except Prince Edward Island; and
- (iii) the foregoing Power of Attorney is true, correct and in full force and effect.

Given under my hand and seals of said Companies at Warren, NJ this **JULY 8, 2015**



David J. Edwards, Assistant Secretary

IN THE EVENT YOU WISH TO NOTIFY US OF A CLAIM, VERIFY THE AUTHENTICITY OF THIS BOND OR NOTIFY US OF ANY OTHER MATTER, PLEASE CONTACT US AT ADDRESS LISTED ABOVE, OR BY Telephone (908) 903-3493 Fax (908) 903-3858 e-mail: surety@chubb.com

Attachments 3

Documentation Of Demonstrated Ability To Secure A Performance Bond



CHUBB GROUP OF INSURANCE COMPANIES

15 Mountain View Road
P.O. Box 1615
Warren, NJ 07061-1615

July 8, 2015

City of Whittier
13230 Penn Street
Whittier, California 90602

Re: Athens Services, Inc.
Request for Proposals For Solid Waste & Recycling Collection Services

To Whom It May Concern:

We have proudly written all of Athens Services, Inc.'s bonds for the past 7 years. In our opinion, they are most capably staffed and properly financed. The management of the Company is most impressive, in whom we have the highest confidence.

We have supported bonds for Athens Services, Inc. in excess of \$10,000,000.

If Athens Services, Inc. were to be awarded a contract and they were to request that we provide the necessary Performance Bond, we would be pleased to provide the bonds subject to our acceptable review of the contract terms and conditions, bond forms, appropriate contract funding and any other underwriting considerations at the time of the request.

Our consideration and issuance of bonds is a matter solely between Athens Services, Inc. and ourselves, and we assume no liability to third parties or to you by the issuance of this letter. Federal Insurance Company, a member of the Chubb Group of Insurance Companies, is A.M. Best rated A++XV and listed on the Department of Treasury's Listing of Approved Sureties with an underwriting limitation of \$1,315,625,000 on a per bond basis. Federal Insurance Company is also approved by the California Department of Insurance to transact business in the State of California.

Sincerely,

FEDERAL INSURANCE COMPANY

Robert A. Walsh
Regional Surety Manager

Attachments 4

Samples Of Public Education And Outreach Materials



Athens Services

SAMPLES: Brochures



P.O. Box 60009
City of Industry, CA 91716-0009

IMPORTANT INFORMATION

NEW CART DELIVERY BEGINS JUNE 17TH

**DO NOT PLACE NEW CARTS OUT
FOR COLLECTION UNTIL JULY 1st**

Collection of customer owned barrels will begin July 1st

**Reminder: Place the “recycle me” stickers
on the barrels you want collected**

**Collection services will be uninterrupted and your
collection day will remain the same**

♻️ Printed on recycled paper



Residential Refuse Collection and Recycling Guide



www.AthensServices.com



The City of Hermosa Beach and Athens Services have partnered to provide enhanced refuse and recycling services to the community. At Athens Services we value each and every customer. We are committed to providing proactive, high quality collection services to the residents of Hermosa Beach. The following guidelines and program details are provided to assure that you receive the full benefit of your solid waste management services.

General Information

ATHENS SERVICES

14048 E. Valley Blvd., City of Industry, CA 91746

P.O. Box 60009, City of Industry, CA 91716

Phone: (888) 336-6100

Fax: (626) 968-1365

www.athensservices.com

Office Hours: 7:00 A.M. - 5:00 P.M. (Monday–Friday)

7:00 A.M. – 12:00 Noon (Saturday)

HERMOSA BEACH CUSTOMER CARE OFFICE

1035 Valley Dr. Hermosa Beach CA 90254

(located in the Community Services Building)

Hours: 8:00 a.m. to 5:00 p.m. (Monday–Friday)

Excluding Holidays

Customer care office location opens July 1

Customer Service is Our Priority!

Our customer service staff is specially trained to respond quickly to your needs and special service requests. Simply call (888) 336-6100 for our customer service center.

- Tell us how we are doing. Your comments are appreciated and valued. We want to hear from you! Please visit our web site to complete our survey.
- Order temporary services: Roll-off boxes and 3-yard bins for collection of construction debris and/or household clean ups can be ordered on our website.
- Contact us via our website to ask a question or to review the services provided to your community at www.athensservices.com.

Holiday Collection Schedule

Collection may be delayed one day for the remainder of the week after the following holidays: Thanksgiving Day, Christmas Day, New Year's Day, Memorial Day, Independence Day (4th of July), Labor Day. If the holiday falls on a Saturday or Sunday there will be no delay in service.

Please Note: During holiday weeks, if your collection falls on a street sweeping day, place your carts on the curb, not in the street.

Holiday Tree Recycling: Trees Are 100% Recyclable!

Athens Services collects Holiday Trees on your normal pickup day from the day after Christmas Day and for the next 3 pick up days following the holiday each year. Please remove stands, nails, ornaments, lights, and tinsel so we are able to recycle your tree. If your tree is over 6 feet in height please cut into lengths less than 6 feet. Please place the trees next to your regular curbside carts. Trees with flocking or fire retardant are acceptable. If you prefer your tree can be dropped off at the following location:

- 800 Block of Valley Drive, (across from the Clark Building)

Bulky Items and Electronic Waste

Athens Services encourages the reuse or donation of bulky items whenever possible.

Residential customers receive two free Bulky Item Pickups per calendar year. Bulky item pickup is done on your collection day. Examples of acceptable items include: couches, chairs, washers, dryers, water heaters, mattresses, refrigerators, rugs and tree trunks. **As part of the enhanced services, electronic waste (e-waste) such as televisions, VCR's, cell phones, monitors, microwaves or other items considered e waste will now be collected as Bulky Items.**

To schedule a pickup

- Call 24 hours in advance of your normal collection day to Athens Services at: **(888) 336-6100** or visit www.athensservices.com
- Place your bulky items curbside next to your cart by 7:00 a.m. on your collection day.
- Items collected per pickup is limited to three cubic yards. Individual items may be no more than 8 feet by 4 feet or 150 pounds.
- No single item that cannot be handled by two (2) workers will be accepted

Hazardous substances or waste will not be collected as a bulky item.

COLLECTION SERVICES

Collection Hours: 7:00 A.M. - 6:00 P.M.

Carts should be placed at the curb one (1) foot apart. Please make sure they are accessible and not blocked by any obstacles such as vehicles or excess waste.

Your participation in the Hermosa Beach residential recycling program is vital to its success. The following information is provided to ensure all recyclables are recovered.

Refuse & Recycling Collection Services

The refuse and recycling program consists of three automated carts. Single family or multi family homes (up to 5 units) can sign up for a 96 gallon, 64 gallon or 34 gallon cart for refuse, recycling and green waste (optional). You may request additional carts as needed.

Place your carts at the curb or on the sidewalk or adjacent alley on your collection day (by 7:00 a.m.), spaced about 1 foot apart, placed side-by-side. Barrels should be returned to your storage location by sunset the day of collection.

Note: Automated collection vehicles require access to the carts for proper service, please make sure they are not blocked and are accessible.

Collection Container Provision and Placement



Please place trash, recyclables, and green waste carts and barrels at the curb or adjacent alley on your collection day. Cart wheels should be placed against the curb, with carts spaced 1 foot apart.

Please use containers supplied by Athens. All containers are provided for free. Charges are based on the size and number of **trash** and **green** waste containers you use. All recycling is free.



Black = Trash

The black cart or barrel is for the collection and disposal of non-recyclable materials including: diapers, bathroom waste, cigarette butts, palm fronds, yucca leaves, succulents, kitty litter, dog waste and other solid waste materials considered by generator to be spent, useless or worthless. (If you do not order green waste service (below) you may place all yard trimmings in the trash cart).

Blue = Recyclables

The blue cart or barrel is for the collection of recyclable materials: mixed waste paper (including newspaper, ledger, writing and copier paper, computer, junk mail, magazines, glossy paper, paperback books, cereal boxes, paper grocery bags, wrapping paper, phone books), corrugated cardboard, aluminum foil and cans, glass jars and bottles, steel (tin) food cans, scrap metal, coat hangers, bi-metal beverage cans, juice boxes and milk cartons, plastics 1-7, soda bottles, and all other recyclable materials.



Green = Organics

Note: Optional Green Waste (Organics) Recycling Collection

The green cart is for the collection and recycling of yard trimmings, Yard trimmings include grass clippings, leaves, brush, branches, tree trimmings, wood stumps, flowers, dead plants and other forms of organic materials generated from landscapes or gardens. **Do not use plastic trash bags in the green cart. Compostable bags can be used. NO PALM FRONDS, YUCCA, CACTUS, SUCCULANTS OR TREE TRIMMINGS LARGER THAN SIX (6) INCHES IN DIAMETER OR FORTY-EIGHT (48) INCHES IN LENGTH ARE ALLOWED IN THE GREEN CART.**



Reduced Size Cart – A 20-gallon reduced size cart is available to residents that generate a very limited amount of refuse. You will be limited to one 20-gallon refuse container with this option (plus recycling and green waste containers of the sizes you select). Please contact us at (800) 336-6100 for more information regarding the rate and limitations of this service option.

Please do not overload the carts. Cart lids should not be open more than 3 inches and should not exceed a weight limit of 150 lbs. Auto parts, hazardous waste, construction debris such as cement, dirt, rock, gravel, sand, bricks, concrete or other heavy materials, construction debris, horse manure, anti freeze, household cleaners, motor oil, paint thinner, paints, latex or oil-based, or fluids should not be placed into the carts. You may place additional refuse in bags, boxes or barrels out up to six (6) times a year and for two (2) weeks after the Christmas holiday without additional charge. If you are routinely overfilling containers, then larger or additional containers should be ordered.

Additional Information

Walk Out Service

For an additional monthly fee, your carts or barrels will be taken to the curb for you, serviced, and returned to their original storage location. Disabled residents living where no able bodied person resides are offered this service at no charge after a medical verification note, handicap placard or written approval from the city is supplied to our office.

Temporary Bins and Roll Offs

If you are cleaning out your home or garage you may need a 3-cubic yard bin. If you are removing concrete or asphalt driveway, you will need a low profile 10-cubic yard roll off container. Construction projects may necessitate large 30 cubic yard roll off containers. Please call Athens Services at (888) 336-6100 for more information or to place your order.

Back Yard Composting

Composting is a great way to recycle food scraps and yard trimmings into a valuable garden amendment. Worm composting is another way to participate in an organics program. Composting and worm bins are available for sale to Hermosa Beach residents at reduced prices. For more information on composting please call **(888) 336-6100**.

Senior Discount

Low income seniors receive a 10% discount for the waste and recycling fee at their residence. To qualify provide a copy of one of your utility bills (gas or electric) that shows you currently receive a similar discount from your utilities provider. For more information please contact us at (888) 336-6100.

Multi-Family Cart and Barrel Customers

If you reside in a multi-family building and your collection service is ordered by building management, you may need to contact building management to order request or change collection services.

Household Hazardous Waste

There will be one (1) community wide roundup for household hazardous waste/e-waste per year.

Annual Shred Event

There will be two (2) community wide shredding events per year. Residents will be notified of date, location and time of events in advance.

DETAILED RECYCLING GUIDE

Recyclables

NOT Recyclables

Paper

Newspaper, Magazines, Phone Books, Junk Mails, envelopes, Cardboard Boxes, Dry Food Boxes, Office Paper, Computer Paper, chipboard, paper back books, paper grocery bags, glossy paper, and wrapping paper.

Paper With Food On It, Paper or Boxes With Wax, Plastic or Foil Coating, Wet Paper, String, Plastic Bags

Plastic

Plastic Items with Recyclable Logo (Triangle Symbol) 1-7, Soda Bottles, plastic dinnerware and jugs

Plastic Items with No Recyclable Logo (Triangle Symbol), All Plastic Bags, Plastic Containers

Glass

Glass Containers, Bottles

Light Bulbs and Tubes, Pyrex Containers, Window Glass, Mirrors, Ceramic Glass (Mugs, Plates, etc.)

Metal

Empty Aerosol Cans, Tin Cans, Aluminum Cans

Paint Containers, Metal Objects Other Than Cans

Other

Construction Debris, Hazardous Waste, E-Waste, Yard Trimmings, dirt, rock, green waste, concrete, horse manure, anti freeze, liquids including paint, household cleaners, paint thinner or motor oil



P.O. Box 60009
City of Industry, CA 91716-0009

 Printed on recycled paper



Commercial Waste and Recycling Information

Hermosa Beach Logo

(888) 336-6100

www.AthensServices.com



Effective July 1, 2013 Athens Services will be the new solid waste and recycling hauler in Hermosa Beach. During the month of March Athens representatives will visit your location to verify your current services and review the additional programs that will now be offered.

About Us

Athens Services is family-owned and operated and has been providing refuse and recycling collection services in Southern California for over 50 years. As the largest recycler in Los Angeles County, Athens is committed to helping Hermosa Beach divert 70% of its waste from the landfill through the expanded recycling programs. Hermosa Beach will now be competing for one of the best recycling rates in the State.

Enhanced Recycling

We Recycle For You!

For over 50 years, our family owned and operated company has grown to represent leadership in recycling and sustainability within the communities we serve in Southern California. We offer both residential and commercial recycling services and are prepared to assist businesses in complying with the recycling mandate, AB 341.

As one of the largest recyclers in Los Angeles County, Athens Services is committed to helping your business and community meet its disposal needs and better the environment through improved waste management.

Materials Recovery Facility

Where Does Your Trash Go?

Commercial waste collected in Hermosa Beach will be taken to our Material Recovery Facility for processing.

City of Industry MRF

This Athens Services' recycling facility, also known as a Materials Recovery Facility (MRF), was the first and only mixed waste processor in Los Angeles County when it began operating in 1996. It was expanded and improved in 2007 and is currently one of the highest-diverting mixed waste facilities in Southern California. This state-of-the-art facility can process 5,000 tons of mixed refuse each day with virtually no noise or odor impact to the surrounding community. The operations for the MRF are fully enclosed and utilize forced air circulation with carbon filters to assist in odor control. The Athens MRF is strategically located adjacent to the 605 and 60 freeways enabling Athens Services to effectively service cities in Los Angeles, Riverside and Orange Counties



Enhanced Recycling Programs

Waste Stream Audit

Athens Services will analyze your waste stream and custom design a program that meets your needs. Described below are several programs that are available: Athens Services can recycle over three dozen commodities, including paper, cardboard, metal, glass, plastic, wood, yard waste, dirt, rock, concrete, asphalt, brick, and many other materials.

Source Separated Recycling Program

For businesses that prefer to sort their materials, Athens can supply separate containers. If you are a high volume generator of paper, cardboard, metals, or other valuable commodities, you may be eligible for payback.

Commercial Recycling Incentive Programs

Take advantage of our special incentive programs for proactive businesses that want to increase their recycling efforts.

Please contact Athens Services at (888) 336-6100 for further information regarding your services or the programs above.



P.O. Box 60009
City of Industry, CA 91716-0009

IMPORTANT INFORMATION

NEW CART DELIVERY BEGINS JUNE 17TH

**DO NOT PLACE NEW CARTS OUT
FOR COLLECTION UNTIL JULY 1st**

Collection of customer owned barrels will begin July 1st

**Reminder: Place the “recycle me” stickers
on the barrels you want collected**

**Collection services will be uninterrupted and your
collection day will remain the same**

♻️ *Printed on recycled paper*



www.AthensServices.com



Multi-Family Refuse Collection and Recycling Guide



(888) 336-6100

www.AthensServices.com



The City of Hermosa Beach and Athens Services have partnered to provide enhanced refuse and recycling services to the community. At Athens Services we value each and every customer. We are committed to providing proactive, high quality collection services to the residents of Hermosa Beach. The following guidelines and program details are provided to assure that you receive the full benefit of your solid waste management services.

General Information

ATHENS SERVICES

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Office Hours: 7:00 A.M. - 5:00 P.M. (Monday–Friday)
7:00 A.M. – 12:00 Noon (Saturday)

HERMOSA BEACH CUSTOMER CARE OFFICE

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(located in the Community Services Building)
Hours: 8:00 a.m. to 5:00 p.m. (Monday–Friday)
Excluding Holidays
Customer care office location opens July 1

Customer Service is Our Priority!

Our customer service staff is specially trained to respond quickly to your needs and special service requests. Simply call (888) 336-6100 for our customer service center.

- Tell us how we are doing: Your comments are appreciated and valued. We want to hear from you! Please visit our web site to complete our survey.
- Order temporary services: Roll-off boxes and 3-yard bins for collection of construction debris and/or household clean ups can be ordered on our website.
- Contact us via our website to ask a question or to review the services provided to your community at www.athensservices.com.

COLLECTION SERVICES

Collection Hours

7:00 A.M. - 6:00 P.M.

Carts should be placed at the curb one (1) foot apart. Please make sure they are accessible and not blocked by any obstacles such as vehicles or excess waste.

Your participation in the Hermosa Beach residential recycling program is vital to its success. The following information is provided to ensure all recyclables are recovered.

Multi-Family Refuse & Recycling Collection Services

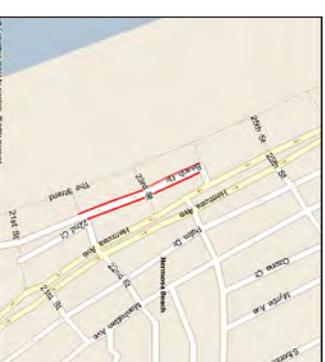
Multi-family complex management may request bin or cart collection. For customers selecting bin refuse collection, monthly service rates shall be based on the bin size and frequency of collection, with recycling services provided at 50% of comparable refuse collection. Customers selecting cart or, if applicable, barrel service, costs will be based on the number and size of each refuse cart or barrel and, if applicable, organic cart each unit is provided.

Bin and Cart Sizes

Automated carts are 96-gallon, 64-gallon and 34-gallon in size.

Reduced Size Cart – A 20-gallon reduced size cart is available to residents that generate a very limited amount of refuse. You will be limited to one 20-gallon refuse container with this option (plus recycling and green waste containers of the sizes you select). Please contact us at (800) 336-6100 for more information regarding the rate and limitations of this this service option.

Manual collection barrels are 35-gallons and are provided to select services areas only (see map for service area). Green waste collection is not available in this area.



Bins are 1, 1.5, 2, 3, 4, 6 or 8 cubic yards in size.

Cart Services

Place your carts or barrels at the curb or on the sidewalk or adjacent alley on your collection day (by 7:00 a.m.) spaced about 1 foot apart placed side-by-side. Carts and barrels should be returned to your property by sunset the day of collection.

Note: Automated collection vehicles require access to the carts for proper service. Please make sure they are not blocked and are accessible.

In addition bins and bin enclosures need to kept clear of excess debris or parked cars

The following materials should be placed in each container as follows:

Black Refuse (Trash) Cart or Blue Refuse Bins

The black cart or blue bin is for the collection and disposal of non-recyclable materials including: diapers, bathroom waste, cigarette butts, palm fronds, yucca leaves, succulents, kitty litter, dog waste and other solid waste materials that are not recyclable.



Blue Recyclables Cart

The blue cart or barrel is for the collection of recyclable materials: mixed waste paper (including newspaper, ledger, writing and copier paper, computer, junk mail, magazines, glossy paper, paperback books, cereal boxes, paper grocery bags, wrapping paper, phone books), corrugated cardboard, aluminum foil and cans, glass jars and bottles, steel (tin) food cans, scrap metal, coat hangers, bi-metal beverage cans, juice boxes and milk cartons, plastics 1-7, soda bottles, and all other recyclable materials.



White Recyclables Bin (Large Residential Complexes)

The recycling program for large complexes may require a recycling bin. Building management may call Athens Services for a free site analysis of your building's recyclables at (888) 336-6100.



Green Organics Cart (Optional Service)

The green cart is for the collection and recycling of yard trimmings, Yard trimmings include grass clippings, leaves, brush, branches, tree trimmings, wood stumps, flowers, dead plants and other forms of organic materials generated from landscapes or gardens. Do not use plastic trash bags in the green cart. Compostable bags can be used.

Please do not overload the carts or bins. Cart lids should not be open more than 3 inches and should not exceed a weight limit of 150 lbs. Auto parts, hazardous waste, construction debris such as cement, dirt, rock, gravel, sand, bricks, concrete or other heavy materials should not be placed into the carts. You may place additional refuse in bags, boxes or barrels out up to six (6) times a year and for two (2) weeks after the Christmas holiday without additional charge. If you are routinely overfilling containers, then larger or additional containers should be ordered.

Auto parts, hazardous waste, construction debris such as cement, dirt, rock, gravel, sand, bricks, concrete or other heavy materials should not be placed into the carts or bins. Syringes, E-waste, household hazardous waste, construction debris, horse manure, anti freeze, household cleaners, motor oil, paint thinner, paints, latex or oil-based, or fluids should not be placed into carts or bins.

SPECIAL COLLECTION SERVICES

Holiday Collection Schedule

Collection may be delayed one day for the remainder of the week after the following holidays: Thanksgiving Day, Christmas Day, New Year's Day, Memorial Day, Independence Day (4th of July), Labor Day. If the holiday falls on a Saturday or Sunday there will be no delay in service.

Please Note: During holiday weeks, if your collection falls on a street sweeping day, place your carts on the curb, not in the street.

Holiday Tree Recycling: Trees Are 100% Recyclable!

Athens Services collects Holiday Trees on your normal pickup day from the day after Christmas Day and for the next 3 pickup days following the holiday each year. Please remove stands, nails, ornaments, lights, and tinsel so we are able to recycle your tree. If your tree is over 6 feet in height please cut into lengths less than 6 feet. Please place the trees next to your regular curbside carts. Trees with flocking or fire retardant are acceptable. If you prefer your tree can be dropped off at in the 800 block of Valley Drive, (across from Clark Building):

Bulky Items and Electronic Waste

Athens Services encourages the reuse or donation of bulky items whenever possible.

Residential customers receive two (2) free Bulky Item Pickups per calendar year. Bulky item pick up is done on your collection day. Examples of acceptable items include: couches, chairs, washers, dryers, water heaters, mattresses, refrigerators, rugs and tree trunks. **As part of the enhanced services, electronic waste (e-waste) such as televisions, VCR's, cell phones, monitors, microwaves or other items considered e-waste will now be collected as Bulky Items.**

Additional Bulky Item pickups can be ordered for a fee.

To schedule a pickup:

- Call 24 hours in advance of your normal collection day to Athens Services at: **(888) 336-6100** or visit www.athensservices.com
 - Place your bulky items curbside next to your cart by 7:00 a.m. on your collection day.
 - Items collected per pickup is limited to three cubic yards. Individual items may be no more than 8 feet by 4 feet or 150 pounds.
 - No single item that cannot be handled by two (2) workers will be accepted
- Hazardous substances or waste will not be collected as a bulky item.**

Temporary Bins and Roll Offs

If you are cleaning out your home or garage you may need a 3-cubic yard bin. If you are removing concrete or asphalt driveway, you will need a low profile 10-cubic yard roll off container. Construction projects may necessitate large 30 cubic yard roll off containers. Please call Athens Services at (888) 336-6100 for more information or to place your order.

Additional Information

Senior Discount

Low income seniors receive a 10% discount for the waste and recycling fee at their residence. To qualify provide a copy of one of your utility bills (gas or electric) that shows you currently receive a similar discount from your utilities provider. For more information please contact us at (888) 336-6100.

Multi-Family Cart and Barrel Customers

If you reside in a multi-family building and your collection service is ordered by building management, you may need to contact building management to order request or change collection services.

Household Hazardous Waste

There will be one (1) community wide roundup for household hazardous waste/e-waste per year.

Annual Shred Event

There will be two (2) community wide shredding events per year. Residents will be notified of date, location and time of events in advance.

DETAILED RECYCLING GUIDE

Recyclables

NOT Recyclables

Paper	Newspaper, Magazines, Phone Books, Junk Mails, envelopes, Cardboard Boxes, Dry Food Boxes, Office Paper, Computer Paper, chipboard, paper back books, paper grocery bags, glossy paper, and wrapping paper.	Paper With Food On It, Paper or Boxes With Wax, Plastic or Foil Coating, Wet Paper, String, Plastic Bags
Plastic	Plastic Items with Recyclable Logo (Triangle Symbol) 1-7, Soda Bottles, plastic dinnerware and jugs	Plastic Items with No Recyclable Logo (Triangle Symbol), All Plastic Bags, Plastic Containers
Glass	Glass Containers, Bottles	Light Bulbs and Tubes, Pyrex Containers, Window Glass, Mirrors, Ceramic Glass (Mugs, Plates, etc.)
Metal	Empty Aerosol Cans, Tin Cans, Aluminum Cans	Paint Containers, Metal Objects Other Than Cans
Other		Construction Debris, Hazardous Waste, E-Waste, Yard Trimmings, dirt, rock, green waste, concrete, horse manure, anti freeze, liquids including paint, household cleaners, paint thinner or motor oil



Athens Services

SAMPLES: Commercial Outreach

FOOD WASTE RECYCLING IN OLD TOWN MONROVIA



Athens Services and the City of Monrovia have implemented a food waste recycling, pilot program in Old Town Monrovia. Composting food waste is environmentally important as it decreases landfill waste, increases the City’s recycling diversion rate, creates healthy soils, and reduces landfill greenhouse gas emissions.

How Does The Program Work? Athens provides everything your business will need to successfully participate including staff training, food waste collection receptacles, signage, and decals for each container. The collected organic discards will be hauled to and processed at Athens’ compost facility American Organics in Victorville, CA where they are turned into rich soil amendment.

What Does It Cost To Participate? The program is **FREE!**

What Is The Benefit to My Business? Participating locations could reduce their current disposal costs by diverting the food from their waste stream. You will also be supporting the



FOOD WASTE COLLECTION

All Food
Fruits, vegetables, seafood, shellfish, bones, fish scales, bread, bread crumbs, eggs, meat, cheese, and eggshells.

Toda Comida
Frutas, verduras, mariscos, conchas, escamas de pescado, huesos, escamas de pescado, carne, queso, cáscaras de huevo.

Food-soiled Paper
Paper napkins, paper plates, paper cups, paper bowls, paper bags, paper towels, paper plates, paper cups, paper bowls, paper bags, paper towels.

Papel Manchado por Comida
Paños de papel, servilletas, platos de papel, vasos de papel, tazas de papel, platos de papel, vasos de papel, tazas de papel, platos de papel, vasos de papel, tazas de papel.

Plants
Small shrubs, trees, branches, leaves, grass, weeds, and plants.

Plantas
Arbustos pequeños, árboles pequeños, ramas, hojas, césped, malezas, plantas.

Please Call (877) 278-2220

NO! Hazardous materials, tires, appliances, electronics, paint, oil, antifreeze, car parts, stumps, and other bulky items.

City’s sustainability goals and helping to reduce methane, a potent greenhouse gas. “Landfills are a major source of human-related methane in the United States, accounting for more than 20% of all methane emissions.” USEPA

How Do I Enroll My Business? There are a limited number of locations that can participate in this program, so contact us today! For more information contact:

Kathy Collett, Senior Account Manager
Office 626 934-4665
Cell 626 705-6716
KCollett@athensservices.com

“California throws away nearly 6 million tons of food scraps per year!”

“Food Waste represents 16% of the waste landfilled in California.”

Resource: CalRecycle

HOLIDAY TREE RECYCLING

Holiday Tree recycling will be provided **FREE** of charge to all businesses in the City of Monrovia Franchise.

To ensure pickup, please remove all ornaments, lights, tinsel, and plastic or metal stands prior to placing the tree/bush by your bin on collection day. For trees over six feet, please cut them in half. (Plastic trees/bushes will not be accepted and need to be collected as a bulky item pick-up.) **Collection will be between the dates of December 26, 2014 and January 9, 2015.**



OUR COMPOST MATERIAL IS...

Athens Services’ American Organics is closing the loop and replenishing the earth with nutrient rich compost!

Our compost is approved to be used in agricultural operations that are certified organic under USDA’s National Organic Program. Compliance includes:

- **OMRI Listed®** (Organic Materials Review Institute)
- **CDFA License** (California Department of Food and Agriculture)
- **USCC STA** (Seal of Testing Assurance Program of the United States Composting Council)



Wrapping Paper! Is that Recyclable?

Well that depends...

During the holiday season, the U.S. throws out an extra 5 million tons of waste, 4 million of which is gift wrap and shopping bags enough to cover 5,787 NFL football fields.



Wrapping paper can be recycled by Athens as long as it doesn't have a plastic coating or foil components. You can identify a plastic coating because it will have a sheen that looks like cellophane. Tape isn't an issue, just remember to remove any ribbons or bows.



For a greener option, find wrapping paper made from recycled content or even better GET CREATIVE (and save money)! Reuse paper or newspaper already lying around.

There are many DIY ideas online.

Source: Mother Nature Network, Intercon

RAINY DAY PICK-UPS!

How to properly dispose of your trash when it's raining...

At all times, be sure to **completely close the lids** to your waste carts and bins.

Though we ask you to **bag your trash year-round**, it is even more important to do so during rainy season. Keeping trash safe from rain prevents litter and protects water quality.



PUT THE LID DOWN...



- All refuse must be placed inside of the container with the lids closed.
- Any refuse that is placed alongside or above the sides of container will not be collected.
- Keep trash and recycling bin lids closed to reduce odors.
- Enclosure doors must remain closed and latched at **ALL TIMES**.

AM I LIABLE FOR DONATING FOOD?

The **Good Samaritan Act** was created to prevent good food from going to waste and to protect companies from liability surrounding their donations.



Feed Families, Not Landfills

According to the U.S. Department of Agriculture, around 14% of American households do not get enough food to live active, healthy lifestyles. That being said, a significant portion of the food tossed into our nations' landfills is wholesome, edible food. By redirecting that unspoiled food from the landfill to our neighbors in need, an organization can support its local community; reduce its environmental impact, and save money.

What Kind of Food Can Be Donated?

Non-perishable and unspoiled perishable food can be donated to local food banks, soup kitchens, pantries, and shelters. Donated food includes leftovers from events and surplus food inventory. Check with your local food bank or food rescue operation (soup kitchen, shelter, etc.) to find out what items they will accept.

Where Can I donate food?

Food pantries, food banks, and food rescue programs collect food and redistribute it to those in need. Some programs may offer free pick-up and/or reusable containers to donors, reducing warehouse storage and disposal costs.

What Tax Benefits Can I Receive?

Not only will you reduce your waste disposal costs, but donations can also generate significant tax benefits for businesses. Visit www.feedingamerica.org for more information.

Resource:

United State Environmental Protection Agency
<http://www.epa.gov/foodrecovery/fd-donate.htm>

WHY IS COMPOST SO BENEFICIAL?

Healthy soils equal healthy plants!

Athens' American Organics compost is an all-natural product that benefits the field, the environment, and the bottom line resulting in "Growing Success".

Unlike chemical fertilizers, AO compost has long-term positive effects in soils, improving their ability to hold nutrients and moisture, stabilizing soil pH, and degrading pollutants. AO compost retains disease-preventing properties that promote healthy soils, which means stronger, more resilient plants.

Public and Private Application Use Can Include: Weed Abatement, Water Retention, Soil Erosion Projects, Farms & Vineyards, Community Gardens, Golf Courses, Agricultural Markets, CalTrans, Municipalities, and/or Alternative Fuels.

REDUCING ODORS DURING THE SUMMER HEAT

Garbage can smell given one simple reason, it contains decaying, putrescible materials such as vegetables, meat, or diapers. And increasing summer heat can speed up the process, intensifying garbage odors. Follow these tips to help decrease odors, minimize insects and vermin, and keep your site clean.

Avoid Spills and Reduce Odors

- ✓ **Tightly Bag Your Trash** – this helps keep in odors
- ✓ **Double Bag Your Trash** - consider double lining in-house containers that receive heavy amounts of food waste; also consider using a strong bag quality
- ✓ **NO Liquids** – do not place any liquids in your waste bins
- ✓ **Do Not Drag Trash Bags** – this can cause leaks and drip marks on the sidewalk
- ✓ **Use A Cart** – heavy bags should be transported to trash enclosures not dragged
- ✓ **Mop Up Spills** – clean up all spills immediately (on sidewalks and/or enclosures)
- ✓ **Keep It Clean** – regularly clean your in-house containers and keep enclosure areas tidy
- ✓ **Close the Lid** – all refuse must be placed inside the containers with the lid closed; any stray bags will not be collected
- ✓ **Do Not Overfill Your Bin** – call Athens Services for an additional pick-up
- ✓ **Avoid Delays In Service** – make sure the lid closes and that the waste bin is easily accessible all day on regularly scheduled pick up days.

HOLIDAY SCHEDULE

If your collection day falls on or after the following Holidays:

Independence Day - Saturday, July 4th

Labor Day - Monday, September 7th

Your collection day will be postponed by one service day.



IF YOU SEE IT, PICK IT UP! LITTER PREVENTION TIPS

Overflowing and uncovered dumpsters and trash cans are a major source of litter. Utilize these tips to reduce litter prevention at your place of business.

- ✓ Only use the dumpster in the enclosed area to dispose of your trash.
- ✓ **Never use the side walk receptacles for your business trash.**
- ✓ Enclosure areas should be kept clean and spills need to be mopped up immediately.
- ✓ Stray bags or trash, not placed in a dumpster, are susceptible to weather and animals and can turn into litter. Place all material in the bin with the lid closed.
- ✓ Order extra service if needed!

NEED EXTRA SERVICE? Athens Services has radio-dispatched trucks in your area six days per week (Monday - Saturday) and can provide you with additional service for your container as needed. Please contact our office for more information at 888-336-6100.



Put it in the can.

- Don't Litter -



Keep Monrovia Beautiful



Mandatory Recycling Law - *Reminder*

FROM BIN TO RESOURCE

What happens to your trash?

Trash today, gone tomorrow – many people don't consider what happens to their recycling and trash once it leaves the curb. Although you might "throw it away," one thing is for sure there is no "away." Athens is dedicated to turning your discarded items into something of value. In the City of Monrovia both the recycling and trash are sorted at our materials recycling facility (MRF) and then baled into recycling commodities.



Truck contents are unloaded and fed onto the sorting equipment by a tractor.

Utilizing a combination of machinery and skilled work force, recyclables are removed.



Once sorted, recyclables are moved via conveyor



Athens Services bales over 30 different types of recyclable commodities.



The bales are prepared for shipment to foreign and domestic markets, where the recycled materials will be used to make new products.



On July 1, 2012, California implemented AB 341 which mandates that all businesses with 4 cubic yards or more of trash or recyclables and apartment buildings of 5 or more units have a recycling program in place.

As a Monrovia business serviced by Athens Services, you are covered! For those enclosures that do not have recycle bins, there is no need to sort out your recyclables from the rest of your waste stream. Your entire waste stream is currently transported to the Athens' Material Recovery Facility where your recyclable materials are retrieved from the trash and diverted away from landfills.

Our facility and programs are compliant with AB 341, fulfilling your state mandated obligations for commercial recycling.

Athens Services' waste collection and recycling programs are environmentally sensitive and efficient because we reduce the number of trucks on your streets while separating your trash for recycling. It also saves you time and helps to keep your city CLEAN and ENVIRONMENTALLY RESPONSIBLE!

For more information, please contact Athens Services at (888) 336-6100.



Athens Services

SAMPLES: Food Waste – Multi-Family

FOOD & COMPOSTABLES



FOOD AND PLANTS / COMIDA Y PLANTAS



SOILED PAPER / PAPEL SUCIO



NO! / ¡NO!



Keep this list to remember what to include in your kitchen container!

DO NOT INCLUDE

- ✗ Animal Waste
- ✗ Diapers
- ✗ Twist ties or rubber bands
- ✗ Plastic

ACCEPTABLE KITCHEN SCRAPS

- ✓ Fruits & Vegetables
- ✓ Meat, Poultry, Fish
- ✓ Bones
- ✓ All Dairy Products
- ✓ Fats & Oils
- ✓ Bread & Grains
- ✓ Flowers
- ✓ Shredded Paper
- ✓ Cardboard Egg Cartons
- ✓ Coffee Filters
- ✓ Tea Bags
- ✓ Paper Towels & Napkins



*Thank you
for doing
your part
for the planet!*



What you need to know about... Multi-Family Organic Waste Collection

Each unit in your building has been provided with a kitchen container that can be used on your counter top or under the sink.



A bag dispenser has been installed in a common area with the approved ECOSAFE Compostable Bags for use in your container.



Please familiarize yourself with the new Organic Waste Bin in or around your garbage/recycling area.

The contents of your complexes Organic Waste Bin are collected and taken to the regional composting facility where high quality compost is made and sold as soil amendments which can be used in gardening/farming practices instead of sitting in a landfill.

Follow these simple instructions to participate!



- 1 Line your kitchen container with your ECOSAFE Compostable Bag (NO SUBSTITUTIONS)
- 2 Fill the bag with approved kitchen scraps (see reverse for list) as you go about your day and prepare food
- 3 When the bag is full, remove it and drop it in your designated Organic Waste Bin

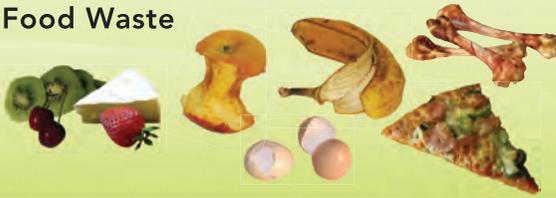
*It's so easy you can do it
on your way out the door!*

If you have any questions or concerns please contact Jennifer Duet of Athens Services
Jduet@athensservices.com
626-934-4614





Food Waste



Soiled Paper



Plants



Get Ready to **COMPOST** Your Food Scraps!

Zero Waste Solutions
for a Better World

San Fernando Building Residents

Come Get Your Set Up Materials

Saturday, Oct 4th

11:00 am - 3:00 pm

San Fernando Bldg Lobby

400 S. Main St.

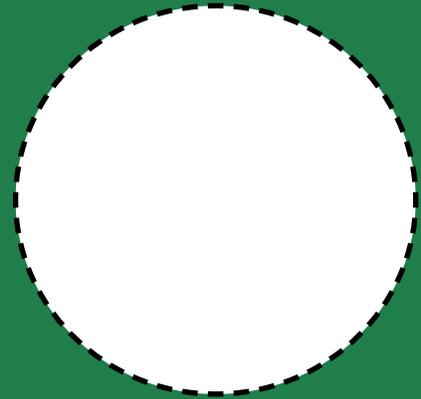
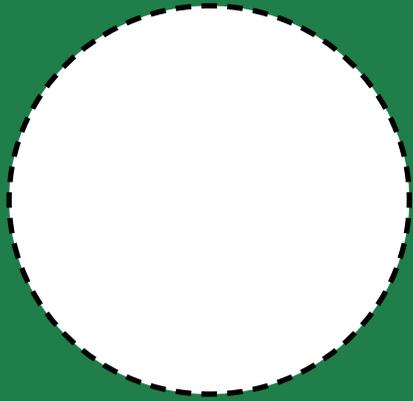


Learn how to collect and dispose of your food scraps (spoiler: it's free, clean and convenient).

Receive free food scrap containers & bags for your apartment.

Help create a clean and healthy environment now & for generations to come.

Questions? For those that can't attend, door-to-door visits will take place Monday, October 6th, from 5:00 pm - 8:00 pm. Please contact Jennifer Duet at Jduet@athensservices.com with questions. For more information on Athens Services' compost facility please visit www.AthensServices.com.



GET READY TO
COMPOST
YOUR FOOD SCRAPS

JOIN ATHENS SERVICES AND
GLOBAL GREEN USA

SATURDAY JUNE 28th
11:00 am - 1:00 PM
3301 GRIFFIN AVE

KICKOFF EVENT WITH
FREE LUNCH, PRIZES AND MORE!



PREPARESE PARA
COMPOST
SUS RESTOS DE COMIDA

ÚNETE CON ATHENS SERVICES Y
GLOBAL GREEN USA

SÁBADO JUNIO 28
11:00 am - 1:00 PM
3301 GRIFFIN AVE

EVENTO INICIAL CON
ALMUERZO GRATIS, PREMIOS Y MÁS!



Learn how to collect and dispose of your food scraps (spoiler: it's free, clean and convenient).

Receive free food scrap bins and bags for your apartment.

Take part in the first apartment building, food scrap recovery program in Los Angeles!

Help create a clean and healthy environment now and for generations to come.

Athens Services wants to recycle your food scraps into beneficial soil amendment. Composting helps save resources, reduces landfill waste, and promotes healthy soils and plants!

Aprender cómo recolectar y disponer de sus restos de comida. Será un programa gratuito, limpio y conveniente.

Todos recibirán contenedores y bolsas gratis para su apartamento.

Participe en este programa de recuperación de desperdicios de comida en el primer edificio de apartamentos de participar en Los Angeles!

Ayuda a mantener nuestro medio ambiente limpio y saludable para las generaciones venideras.

Athens Services quiere reciclar sus restos de comida ir convertir en abono compuesto de residuos orgánicos. El compostaje ayuda a ahorrar recursos, reduce el vertido de residuos, y promueve los suelos y las plantas sanas!



GET READY TO COMPOST YOUR FOOD SCRAPS

JOIN ATHENS SERVICES AND
GLOBAL GREEN USA

SATURDAY JUNE 28th

11:00 am - 1:00 pm

3301 GRIFFIN AVE

KICKOFF EVENT WITH
FREE LUNCH, PRIZES AND MORE!



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WIN DODGERS TICKETS AND PARKING!

PREPÁRESE PARA COMPOST SUS RESTOS DE COMIDA

ÚNETE A ATHENS SERVICES Y
GLOBAL GREEN USA

SÁBADO JUNIO 28

11:00 am - 1:00 pm

3301 GRIFFIN AVE

EVENTO INICIAL CON
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GÁNA DODGERS TICKETS Y ESTACIONAMIENTO!



Athens Services

SAMPLES: Residential Outreach

FREE COMPOST



For Residents of Altadena & Kinneloa Mesa

Athens' compost is a blend of organic material, including food waste. It is OMRI Listed®, licensed by the California Department of Food and Agriculture, and approved for use in agricultural operations certified organic under the USDA National Organic Program.

COMPOST GIVEAWAY

Saturday, April 11th
9:00 am - 12:00 pm

Loma Alta Park

(Upper Gymnasium Parking Lot)

West Loma Alta Dr. & North Sunset
Ridge Rd, Altadena, CA 91001

Bring Your Id Or Athens Bill

Self Serve Event

Bring Sturdy Containers

No Plastic Bags Allowed

Shovels Will Be Provided

30 Gallon Limit During First Hour (no limit from 10:00 am to noon), while supplies last

For additional information please call Customer Service at (888) 336-6100 or email CS@athensservices.com



GRATIS COMPOST



Athens Services

Waste Collection • Recycling • Transfer • Disposal • Street Sweeping

Para los Residentes de Altadena & Kinneloa Mesa

Abono de Athens es una mezcla de material orgánico, incluyendo los residuos de alimentos. Es OMRI Listed®, autorizado por el Departamento de Alimentos y Agricultura de California, y aprobado para su uso en operaciones agrícolas orgánicas certificadas en el marco del Programa Nacional Orgánico del USDA.

OBSEQUIO COMPOST

Sábado, 11 de Abril

9:00 am - 12:00 pm

En el Parque Loma Alta

(Gimnasio Superior Estacionamiento)

Al Oeste de Loma Alta Dr. y
al Norte de Sunset Ridge Rd,
Altadena, CA 91001

Traiga su ID o Athens Bill

Servicio del uno mismo evento

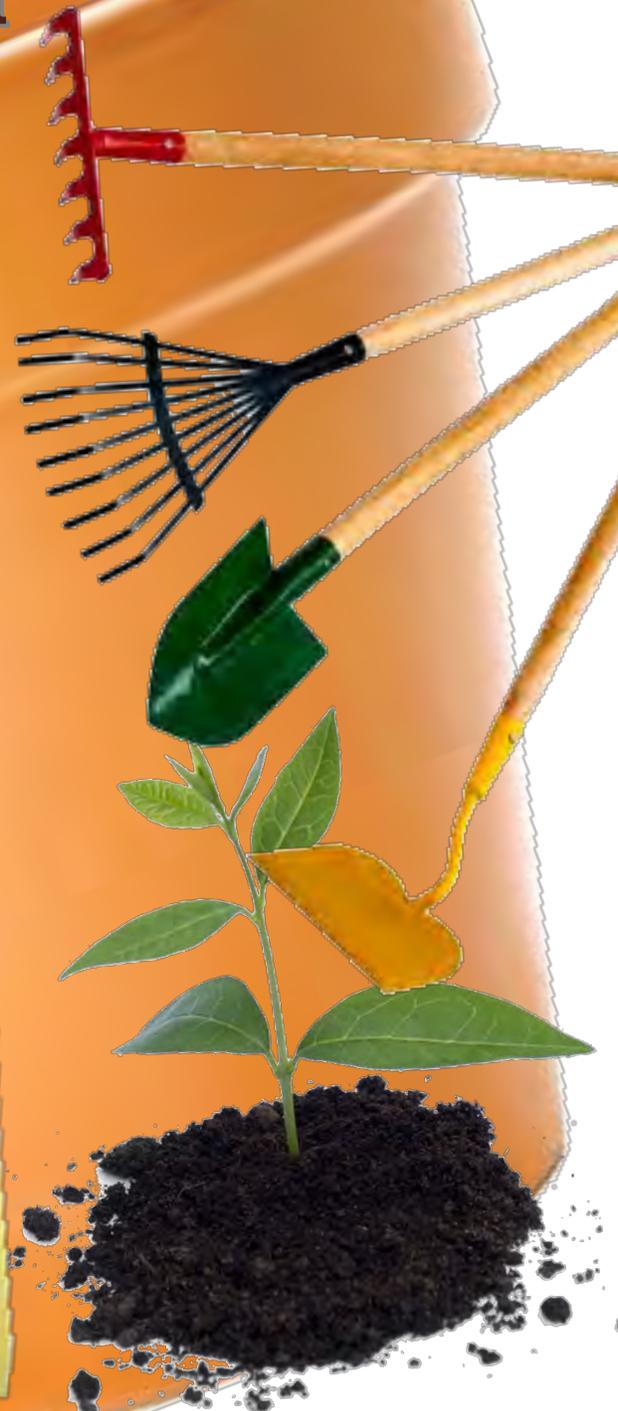
Traer recipientes resistentes

Sin Bolsas de Plástico animales

Palas se proporcionará

30 Límite Galón Durante la primera hora (sin límite de 10:00 am hasta el mediodía), hasta agotar existencias

Para obtener información adicional, por favor llame a Servicio al Cliente al (888) 336-6100 o por correo electrónico CS@athensservices.com



Altadena & Kinneloa Mesa, Summer 2015

For additional information regarding your services please call (888) 336-6100 M-F, 8 am - 5 pm and Saturday, 7 am - 12 pm (or visit www.AthensServices.com) or the County of Los Angeles Department of Public Works, Residential Franchise Hotline (800) 993-5844 M-TH, 7 am - 5 pm

ANNUAL CURBSIDE CLEANUP

Your Clean Up Day

If your regular pick up day is:	Your Annual Curbside Cleanup Day will be:
Monday	Saturday, June 13th
Tuesday	Saturday, June 20th
Wednesday	Saturday, June 27th
Thursday	Saturday, July 11th
Friday	Saturday, July 18th

Athens Services will begin collection at 6:00 am

It's time to round up the junk and get it to the curb for **FREE** removal during the annual curbside cleanup! Please place items at the curb by **6:00 am** of the scheduled event date.

The following are examples of what will be picked-up:

- ◆ Bulky Items such as furniture, appliances, and up to 2 car/truck tires
- ◆ Electronic equipment (light bulbs &/or batteries will NOT be accepted)
- ◆ Bagged yard waste and bundled tree branches (48" max length)
- ◆ Extra bagged trash, plus much more.

Call Athens' customer service at (888) 336-6100 if you have any questions.

We DO NOT Collect Household Hazardous Waste (HHW). HHW consists of items such as paint, motor oil, paint thinner, turpentine, pesticides, herbicides and require proper disposal. For more information regarding the disposal of HHW, call **1(888) CLEAN LA** or visit www.CleanLA.com.

HOLIDAY SCHEDULE

If your collection day falls on or after the following Holiday:

Labor Day, September 1st Your collection day will be postponed by one day.

Congratulations Winners

Thank you to 221 residents who entered the Spring 2015 newsletter contest! Altadena resident **Elmo Valino** and Kinneloa Mesa resident **Takashi and Atsuko Ito** won a month of free trash service for answering correctly:

"According to CalRecycle, an estimated 35 million tons of waste are disposed in California landfills annually. Which of the following accounts for the largest portion at 32%?" The answer to the question is **C. Compostable Organics Materials.**

- Construction and Demolition Debris (at 29.1%)
- Paper (at 17.3%)
- Compostable Organics Materials (at 32.4%)**
- Plastic (at 9.6%)

Safe Disposal of Hot Ashes & Coal



Disposal of Ashes and Coal:

- Allow coals to burn out completely and let ashes cool at least 48 hours
- Dispose of cold ashes by wrapping in heavy-duty aluminum foil and placing in your Athens' trash cart. (Keep container outdoors.)
- If you must dispose of ashes before completely cooled, place them in heavy duty foil and soak in water before disposing.
- Be sure no other combustible materials are nearby.
- **Do not place** ash and coal debris in your recycling and/or yard waste carts.

Join the County for a Free Smart Gardening Workshop!

No reservation needed. Learn backyard composting, water-wise gardening, worm composting and grass cycling. More info on smartgardening.com. Workshops held on:

Saturday, August 1, 2015

9:30 am—11:00 am

Los Angeles Arboretum
301 N Baldwin Ave, Arcadia



Saturday, August 15, 2015

9:30 am—11:00 am

Eaton Canyon Nature Center
1750 N Altadena Dr, Pasadena

Purchase Compost Bins at a Special Price!

WORM COMPOST BIN
\$30 (\$140 value, includes worms)



ALTA Q3



BACKYARD COMPOST BIN
\$25 (\$100 value)

Present coupon at time of purchase after you attend workshop. Two bins per household. Expires 12/31/15.

Bring your old tires to County's free Tire Collection Event in Glendora

Saturday, September 26, 2015, 9 am - 3 pm

Open to residents. Rims accepted. No tires from businesses, no oversized or tractor tires. If you transport 10+ tires, obtain a transport form a week ahead at (626) 430-5540, Public Health Dept.



Americans with Disabilities Act (ADA) Information: Individuals requiring reasonable accessibility accommodations may request written materials in alternate formats, physical accessibility accommodations, sign language interpreters or other reasonable accommodations by contacting our departmental Americans with Disabilities Act Coordinator at (626) 458-4081, from 7:30 a.m. to 5:00 p.m., Monday through Thursday (excluding holidays). Persons who are deaf or hard of hearing may make contact by first dialing the California Relay Service at 7 -1-1. Requests should be made at least one week in advance to ensure availability. When making a reasonable accommodation request, please reference EP-2.

Altadena y Kinneloa Mesa, Verano 2015

Para obtener información adicional acerca de sus servicios, por favor llame al (888) 336-6100 de Lunes a Viernes, 8 am - 5 pm y Sábado 7 am - 12 pm (o visite www.AthensServices.com) o comuníquese con el Departamento de Obras Públicas del Condado de Los Angeles llamando a la línea dedicada para Franquicias Residenciales al (800) 993-5844 de Lunes a Jueves 7 am - 5 pm

DIAS DE LIMPIEZA ANUAL DESDE LA ACERA

Su Día de Limpieza

Si u día regular de recolección es:	Su día de limpieza es:
Lunes	Sábado, 13 de Junio
Martes	Sábado, 20 de Junio
Miércoles	Sábado, 27 de Junio
Jueves	Sábado, 11 de Julio
Viernes	Sábado, 18 de Julio

Athens Services comenzara la recolección a las 6:00 am

Llego el momento de deshacerse de toda basura **GRATUITAMENTE** durante la limpieza anual. Por favor coloque los artículos en la acera no mas tarde de las **6:00 am** en el día programado para su evento.

Los siguientes son ejemplos de lo que puede ser recogido:

- ◆ Artículos tales como muebles, electrodomésticos y hasta 2 llantas automóviles usadas
- ◆ Equipos electrónicos (bombillas y/o baterías **no serán** aceptados)
- ◆ Bolsas de desechos verdes y ramas de árbol atado (no mas de 48 pulgadas de largo)
- ◆ Bolsas de basura extras y mucho mas

Si tiene alguna pregunta. Llame a Athens Services marcando 1 (888) 336-6100.

No podemos recoger desechos peligrosos del hogar (HHW).

Los siguiente son desechos peligrosos que requieren eliminación adecuada, pintura, aceite de motor, herbicidas, pesticidas y diluyente de pinturas. Para obtener mas información sobre la eliminación correcta de este tipo de materiales tóxicos del hogar, llame al **1(888) CLEAN LA** o visite www.CleanLA.com.

Felicitaciones Ganadores

Disposición Segura de Cenizas Calientes y Carbón



La Eliminación de Cenizas y Carbón:

- Permita que el carbón se quemé por completo y deje que las cenizas se enfríen al menos 48 horas
- Deseche las cenizas frías envolviéndolas en lámina de aluminio de alta resistencia y colocando en su carrito para la basura de Athens. (Mantenga el recipiente al aire libre.)
- Si usted tiene que deshacerse de las cenizas antes de que se enfríen completamente, colóquelos en lámina de aluminio de alta resistencia y de inmersión en agua antes de desechar
- Comprueba que no hay otros materiales combustibles alrededor.
- **No coloque** las cenizas y los residuos de carbón en su reciclaje y / o carritos de desperdicios del jardín.

Gracias a los 221 residentes que participaron en el concurso del boletín de Primavera 2015. El residente de Altadena, **Elmo Valino** y residente de Kinneloa Mesa, **Takashi and Atsuko Ito** ganaron un mes gratuito del servicio de recolección por responder correctamente:

"Según CalRecycle, algunas 35 millones de toneladas de residuos se disponen en los rellenos sanitarios de California anualmente. ¿Cuál de las siguientes respuestas es la porción más grande en el 32%?" La respuesta a la pregunta fue **C. Materiales Compostables Orgánicos**.

- Desechos de Construcción y Demolición (en el 29.1%)
- Papel (en el 17.3%)
- Materiales Compostables Orgánicos (en el 32.4%)**
- Plástico (en el 9.6%)

HORARIO FESTIVO

Si su día regular de recolección cae en o después de el siguiente día festivo:
Día del Trabajo, el 2 de Septiembre su recolección se pospondrá por un día.

Traiga sus llantas usadas a evento gratis de reciclaje del Condado en Glendora
Sábado, 26 de Septiembre 2015, 9 am - 3 pm

El evento es para residentes. Se aceptarán aros. No se aceptarán llantas de empresas, ni de gran tamaño. Si transporta 10+ llantas, obtenga un formulario llamando al Departamento de Salud de Publico (626) 430-5540.



@ Colegio de Citrus
Esquina lote # S9
Foothill Blvd
Citrus Ave
Alosta Ave
Barranca Ave
Route 66

Asista Gratis al Taller de Compostaje del Condado

Aprenda compostaje de jardín y de lombrices, jardinería de conservar agua, y reciclaje de hierba. En Inglés solamente. Talleres se realizarán:

Sábado, 1 de Agosto, 2015
9:30 am—11:00 am
Arboreto de Los Angeles
301 N Baldwin Ave, Arcadia

Workshops held
rain or shine!



Sábado, 15 de Agosto, 2015
9:30 am—11:00 am
Eaton Canyon Nature Center
1750 N Altadena Dr, Pasadena

Compre Cajas de Compostaje a precio especial!

CAJA DE COMPOSTAJE DE GUSANOS
\$30 (vale \$140, incluye lombrices)



CAJA DE COMPOSTAJE
\$25 (vale \$100)

Lleva este cupón. Dos cajas por casa. Disponible despues de taller. Expira 12/31/15.

Información sobre la Lev de Estadounidenses con Diccidades (ADA): Individuos que requieran acomodamiento razonable pueden solicitar materiales escritos en formatos alternativos, acomodamiento físico, interpretes en lenguaje de señas Americano u otros acomodamientos razonables comunicándose con nuestro Coordinador Departamental de la Ley de Estadounidenses con Discapacidades al (626) 458-4081, de 7:30 a.m. a 5 p.m., lunes a jueves (excluyendo días festivos). Personas con problemas auditivos pueden comunicarse primero marcando al Servicio de Difusión de California al 7-1-1. Solicitudes pueden hacerse por lo menos una semana antes para asegurar disponibilidad. Cuando se haga una petición razonable para acomodo, por favor mencione EP-2.



Earth Wise News BELL GARDENS Athens Services



Waste Collection • Recycling • Transfer • Disposal • Street Sweeping

Earth Day Resolutions - With Earth Day (April 22nd) just around the corner this is the perfect time to start setting your 2013 "Environmental Resolutions" by reducing, reusing and recycling more!



ATHENS SERVICES OFFERS FREE BULKY ITEM PICK UP ALL YEAR LONG...

Please call Customer Service to schedule your next bulky item pickup. Examples of bulky items can include discarded furniture (such as chairs, sofas, mattresses, box springs, and rugs). Also included are appliances (such as fridges, washers, dryers, water heaters, dishwashers); and/or e-waste .



Let's Talk **RECYCLABLES**

The following clean and dry items may be placed in your blue recycling cart:

Glass - Bottles & Jars

Aluminum - Foil (clean) & Cans

Tin/Metals - food cans, bi-metal beverage cans, coat hangers, and scrap metals

Plastics - All Hard Plastics (no bags liners, foam, or bulky items)

Corrugated Boxes - Fold flat (except packing material)*

Mixed Paper - newsprint, office paper, junk mail, magazines, cereal/tissue boxes, paper bags, phone books, brochures, flyers, etc.

Juice Boxes and Milk Cartons

Shredded Paper - Placed in paper/ plastic bag



Athens Services will be partnering with the City of Bell Gardens and the Bell Gardens Police Department for the 30th Annual National

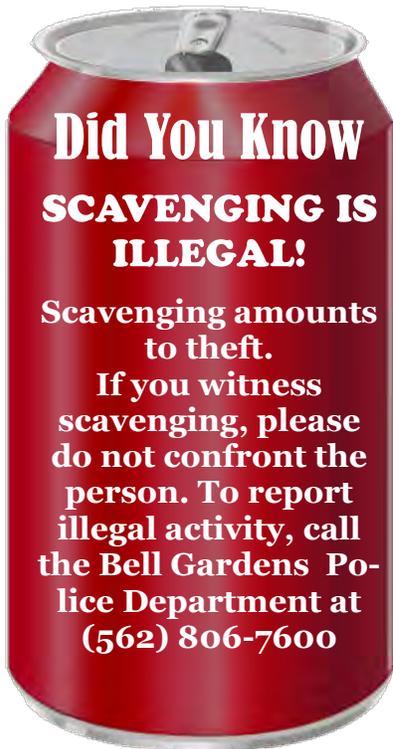


Night Out. This event is held nationwide on the first Tuesday in August. The event is meant to increase awareness about police programs in communities, such as drug prevention, town watch, neighborhood watch, and other anti-crime efforts. Watch for further information.

Did You Know SCAVENGING IS ILLEGAL!

Scavenging amounts to theft.

If you witness scavenging, please do not confront the person. To report illegal activity, call the Bell Gardens Police Department at (562) 806-7600



PRRST STD
U.S. POSTAGE
PAID
Industry, CA
Permit No. 4338

P.O. Box 60009, City of Industry, CA 91716



THE BELL GARDENS ANNUAL CLEAN UP

Residents of the City of Bell Gardens MAY 2013

During the annual cleanup, bulky items will be collected in UNLIMITED amounts from your regular curbside pickup area.

ALL BULKY ITEMS MUST BE OUT BEFORE PICK UP, NO COLLECTION WILL BE DONE FROM WITHIN HOMES, GARAGES, OR BACKYARDS.

SCHEDULE

Normal Pick-Up Day MAY CLEAN UP

MONDAY Sat. 5/11/13

TUESDAY Sat. 5/18/13

WEDNESDAY Sat. 5/25/13

MATERIALS COLLECTED:

During the clean-up, items such as furniture, household items, lawn furniture, appliances, lumber, or similar bulky materials.



MATERIALS NOT COLLECTED:

Toxic, hazardous, liquid or electronic waste will NOT be collected.



For more information call

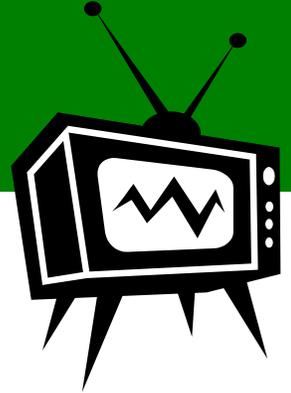
(877) 764-5551 or visit www.AthensServices.com



Supervisor Michael D. Antonovich and the County of Los Angeles,
in partnership with Athens Services bring you...



FREE E-Waste & Clothing Drop-Off Event



May 16, 2015

9:00 am—2:00 pm

Loma Alta Park (upper parking lot)

West Loma Alta Dr. & North Sunset Ridge Rd, Altadena, CA 91001

Drive-Thru Event (See Map Below)

*** Proof of Residence Required—Please Bring a Bill or Driver's License ***

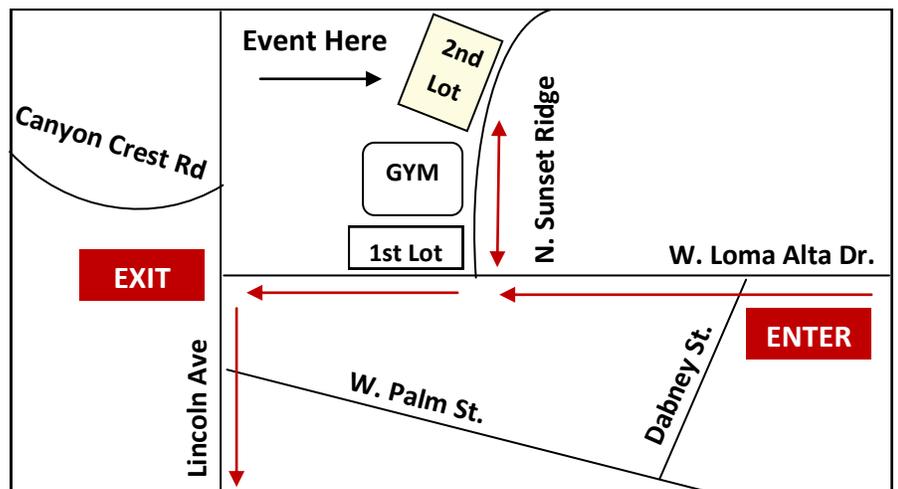
What Can I Bring?



Electronics: Applies to consumer electronic equipment that is no longer wanted. E-waste can include computers, printers, televisions, VCRs, cell phones, fax machines, stereos, electronic games, and more...

Clothing & Shoes: gently used, unsoiled and wearable.

****No batteries, bulbs, medical products, toxic, hazardous or liquid waste will be collected. For proper disposal of Hazardous Household Waste please call 1(888) CLEAN LA or visit www.CleanLA.com****



If you have any questions, please call Athens Services at (877) 764-5551 or visit www.AthensServices.com

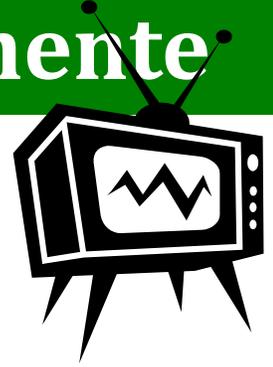


El Supervisor Michael D. Antonovich y el Condado de Los Ángeles,
en colaboración con Athens Services les ofrece este...

Evento de Entrega Puede Usted Dejar Ropa y Electrodomésticos Gratuitamente

16 de Mayo, 2015

9:00 am—2:00 pm



En el Parque Alta Loma (estacionamiento superior)

Al Oeste de Alta Loma Dr. y al Norte de Sunset Ridge Rd, Altadena, CA 91001

Evento de pase automovilístico (vea el mapa abajo)

*** Se Requiere Verificación de Residencia, Por Favor Traiga un Recibo o Licencia de Manejar***

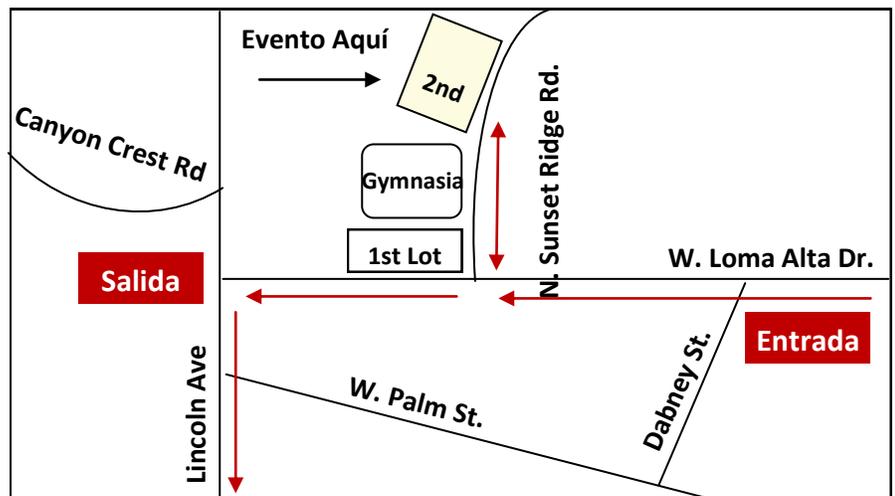


¿Qué puedo llevar?

Electrónicos: Todo electrodomésticos no deseados. Deshechos Electrónicos incluye computadoras, impresores, teléfonos celulares, televisores, maquinas de VCR / DVD / CD, juegos electrónicos y más...

Ropa y Zapatos: ligeramente usada, limpia, y usable.

**** No se aceptan baterías, bombillas, productos médicos, jeringas, residuos líquidos, peligrosos o tóxicos. Para la eliminación correcta de residuos peligrosos del hogar por favor llame al 1(888) CLEAN LA o visite www.CleanLA.com ****



Si usted tiene alguna pregunta, llame a Athens Services (877) 764-5551 o visite www.AthensServices.com





Athens Services

SAMPLES: Transition Materials



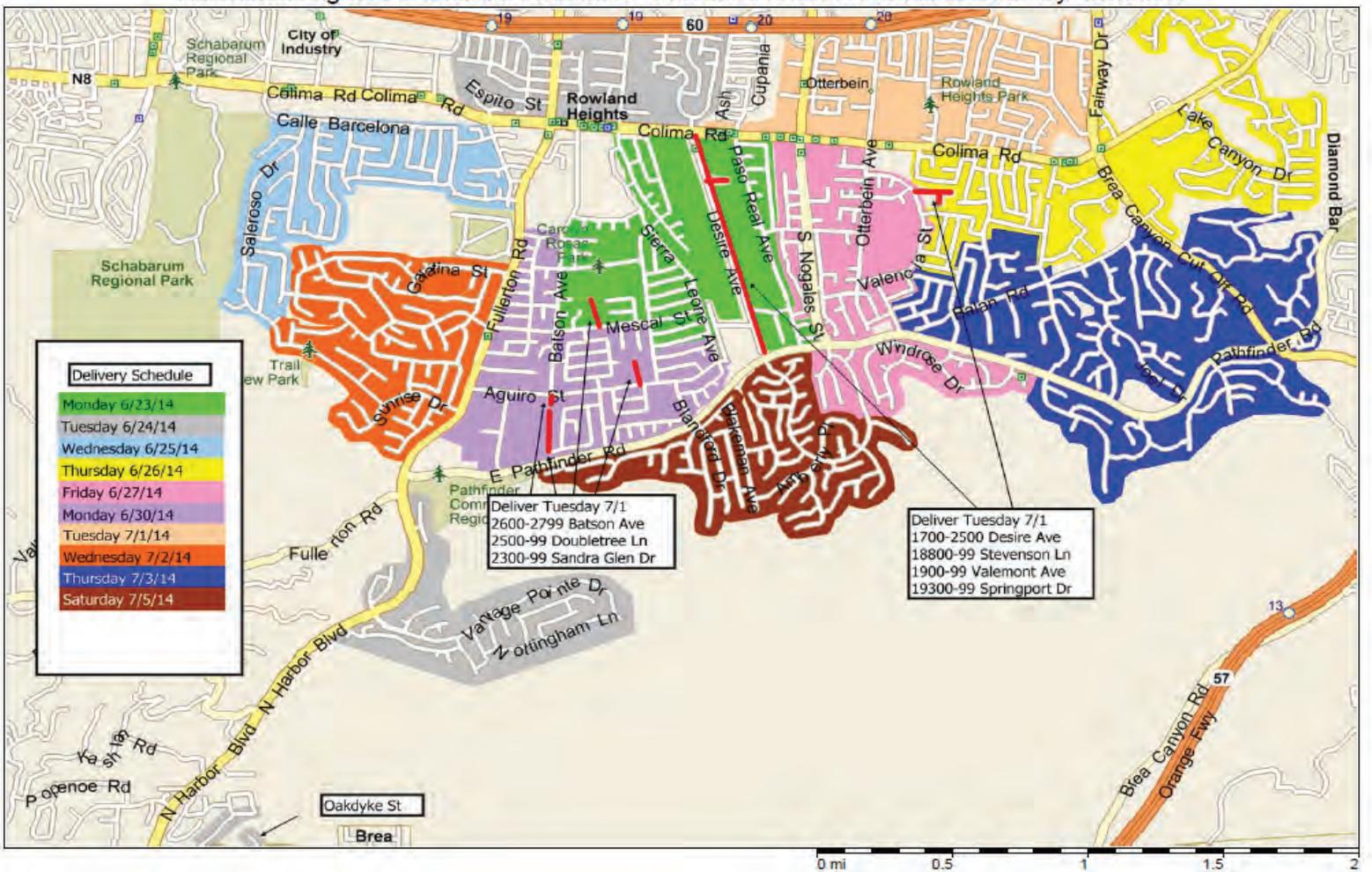
P.O. Box 60009
City of Industry, CA 91716

PRESORTED
FIRST CLASS
U.S. POSTAGE
PAID
PERMIT #152
CLAREMONT, CA

**OPEN IMMEDIATELY
IMPORTANT INFORMATION**

Regarding Your Trash and Recycling Service!
For Information or Questions (888) 336-6100
or visit us at www.athensservices.com

Rowland Heights Residential Franchise - Athens Services Container Delivery Schedule



Athens Services
5355 Vincent Ave
Irwindale CA 91706

Place
Stamp Here
Post Office
will not deliver
without
postage

NOTICE NOTICA 注意事項

YOUR TRASH WAS NOT PICKED UP DUE TO THE REASON(S) CHECKED BELOW:

SU BASURA NO SE RECOGIO POR UNA DE LAS SIGUIENTES RAZONES:

因為下列原因，您的垃圾桶未被收取：

1. () Container not out/out late.
Recipiente no estuvo afuera / o afuera tarde
垃圾桶沒取出 / 超過時間太晚取出
2. () Excessive amount of trash.
Exceso de basura
垃圾超量
3. () Car in the way/Container not accessible.
Estorba un carro/ No hay acceso al recipiente
車輛障礙擋路 / 垃圾桶無法取出
4. () Gate was locked.
La puerta estaba cerrada con llave
鐵柵被上鎖
5. () Dog was out.
El perro estaba afuera
狗跑出來
6. () Improper or damaged container.
El recipiente esta dañado o no permitido
不適用或壞掉的垃圾桶
7. () Overweight/overheight container.
Recipiente esta exceso de peso or mas grande de lo permitido
太重 / 太高超出標準的垃圾桶
8. () Trimings must be tied securely in bundles. Tree
ramas/stumps exceed allowable length/weight limit.
Ramas deberan estar atadas- troncos exceden el
peso y la altura permitida.
剪下後的樹枝一定要用繩子捆綁成束後才會被收取，長
樹枝或樹葉，不可以超過規定長度 / 重量 標準
9. () Refuse scattered prior to collection.
La basura regada antes de coleccion
垃圾必須事先收整齊後才會被收取
10. () Newspapers are to be placed in recycling containers.
Pediódico se tiene que poner en los recipientes de reciclaje
報紙請放置於回收垃圾桶內
11. () Yard waste container is contaminated with trash or
yard waste is in plastic bags.
Los recipientes de yard waste estan contaminado con
basura o desperdicio de patio estan en bolsas de plastico
綠色廢物垃圾桶內置有一般垃圾或綠色垃圾桶內有發現
塑膠袋
12. () Recycling container is contaminated.
Recipiente de reciclaje esta contaminado
您的垃圾桶內置有污染物品
13. () Large bulky items must be scheduled by calling our office.
Tiene que llamar a la oficina un dia antes para los
articulos grandes.
大件垃圾一定要事先打電話到公司預先約定報備後才會
被收取
14. () Account is on stop service, please call our office.
Por favor llame a la oficina, su cuenta esta suspendida
您的帳號已停止使用，請連絡本公司服務處查詢
15. () Container was serviced earlier and has been refilled.
El recipiente se recogio temprano y se relleno
我們已收到您的要求，垃圾桶已經補上
16. () Container must not contain Hazardous waste. Call the
L.A. County Hazardous Hotline at (888) 253-2652.
No se permiten materiales peligrosos en el recipiente
de basura. Llame a L.A. County Hazardous Hotline al
(888) 253-2652
不要將危險物品放入桶內。請電 (888)-CLEAN-LA
17. () Other _____
Otra
其他

The above listed rules are for your protection and that of our employees. Your cooperation is sincerely appreciated.

Estas reglas son para su proteccion y de nuestros empleados. Gracias por su cooperacion.

以上列出的幾項規則是為了保護您及我們的員工，非常感謝您大力的支持與配合

DISPOSAL SERVICE (888) 336-6100

Address _____

Violation No. 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

Route # _____

Driver's Name _____

Additional Information

Services

All single family and 2 unit customers receive these additional services:

- ATHENS Once-a-week automated collection services with NEW Natural Gas Vehicles
- (3) On-Call Pick-Ups of Bulky Items per year, without surcharge, for Residential Customers
- (3) On-Call Pick-Ups of E-Waste per year, without surcharge, for Residential Customers
- (3) On-Call Pick-Ups of CEDs per year, without surcharge, for Residential Customers
- (5) On-Call Pick-Ups of Bulky Items per year, without surcharge, for Multifamily Premises
- (5) On-Call Pick-Ups of E-Waste Items per year, without surcharge, for Multifamily Premises
- (5) On-Call Pick-Ups of CEDs per year, without surcharge, for Multifamily Premises
- (5) times per year excess trash set out in bags by residential customers, without surcharge
- (10) times per year yard waste set out in bags by residential customers, without surcharge
- ATHENS will provide a roll-off container of nutrient-rich compost from our American Organics compost facility for the residents (5) times per year
- ATHENS will provide an extensive Sharps collection program, including personal delivery of containers to residents by our staff at no extra charge. We will provide (4) containers per year at customer's request
- ATHENS will supply (2) clothing and shoe donation boxes to enhance diversion and contribute to the community
- ATHENS will collect containerized used motor oil from residential customers during any bulky item pick-ups
- 25% senior discount for qualifying residents
- ATHENS will provide residential customers a curbside household battery collection program
- ATHENS will provide a Curbside Recycling Rewards Program.

Additional Carts

Additional carts above one (1) refuse, two (2) green waste, and two (2) recycling carts are available for a monthly charge of \$5.00 per cart. Smaller carts are available for the elderly or handicapped upon request.

Frequently Asked Questions (FAQ's)

What should I do with my old carts and when will I receive my new carts?

Distribution of your new carts will begin on June 23rd and will be completed on July 5th. New carts will be delivered the day before your actual service day therefore, once you receive your new carts place your old carts out for service. These containers will be serviced and removed so please do not bring back onto your property. Deliveries will take two weeks therefore each service day has been broken up in two delivery days. Therefore, if you do not receive Carts on the week of the 23rd you will receive them the week of the 30th.

- Monday 6/23/14, 6/30/14
- Tuesday 6/24/14, 7/1/14
- Wednesday 6/25/14, 7/2/14
- Thursday 6/26/14, 7/3/14
- Friday 6/27/14, Holiday
- Saturday 7/5/14

When do I set my carts out?

Carts should be set out for collection by 6:00 AM on collection day. You may set your carts out the night before to ensure they are picked up, but no earlier than 5:00 pm. After collection, you should remove your carts from the curb and store them in a convenient place near your house. The carts should be removed from the curb by 8:00 PM the day of collection.

Where do I set my carts out for collection?

Carts should be positioned on the edge of the street, against the curb with the handle facing your house

Holiday Collection Schedule

Collection may be delayed one day after the following holidays:

- Thanksgiving Day
- Christmas Day
- New Year's Day
- Memorial Day
- Independence Day (4th of July)
- Labor Day



New Service Guide





The County of Los Angeles and Athens Services have partnered to provide enhanced refuse and recycling services to the community. At Athens Services we value each and every customer. We are committed to providing proactive, high quality collection services to the residents of County of Los Angeles. The following guidelines and program details are provided to assure that you receive the full benefit of your solid waste management services.

General Information

Athens Services

14048 E. Valley Blvd., City of Industry, CA 91746
 P.O. Box 60009, City of Industry, CA 91716
 Phone: (877) 764-5551 • Fax: (323) 720-1293
www.athensservices.com/altadena.htm

Office Hours: 7:00 A.M. - 5:00 P.M. (Monday-Friday)
 7:00 A.M. - 12:00 Noon (Saturday)

Collection Hours: 6:00 A.M. - 6:00 P.M.

Excellent Customer Service is our priority

Our customer service staff is specially trained to respond quickly to your needs and special service requests. We are able to translate over 175 languages! Tell us how we are doing. Your comments are appreciated and valued. We want to hear from you! Please visit our web site at www.athensservices.com to complete our survey.

Holiday Collection Schedule

Collection may be delayed one day after the following holidays: Thanksgiving Day, Christmas Day, New Year's Day, Memorial Day, Independence Day (4th of July), Labor Day. If the holiday falls on a Saturday or Sunday there will be no delay in service.

Please Note: During holiday weeks if your collection falls on a street sweeping day place your carts on the curb, not in the street.

Holiday Tree Recycling: Trees Are 100% Recyclable!

Athens Services collects Holiday Trees on your normal pickup day beginning December 25 and ending January 14. Please remove stands, nails, ornaments, lights, and tinsel, and place the trees next to your regular curbside carts. Trees with flocking or fire retardant are acceptable. If you miss the date for recycling, please cut up your tree and place it in your green cart.

Refuse, Green Waste & Recycling Collection Services

The refuse, green waste and recycling program consists of three automated 95 gallon carts. Single family or multi-family homes (up to 2 units) can sign up for an automated cart for refuse, recycling and green waste. You may request additional carts as needed for the monthly charge of \$5.00 per cart.

Place your carts at the curb or on the sidewalk or adjacent alley on your collection day (by 6 am) spaced about 1 foot apart placed side-by-side. Barrels should be returned to your property by sunset the day of collection. **Note: Automated collection vehicles require access to the carts for proper service, please make sure they are not blocked and are accessible.**

Bulky Items and Electronic Waste

Residential customers receive 3 free Bulky Item Pickups per year. Examples of acceptable items include: couches, chairs, washers, dryers, water heaters, mattresses, refrigerators, rugs and tree trunks. **As part of the enhanced services, electronic waste (e-waste) such as televisions, VCR's, cell phones, monitors, microwaves or other items considered e-waste will now be collected as Bulky Items.**

To schedule a pickup:

- Call 24 hours in advance of your normal collection day to Athens Services at: (888) 336-6100 or visit www.athensservices.com
- Place your bulky items curbside next to your cart by 6 am Wednesday.
- All carpet, bushes, branches and lumber must be cut and tied in bundles no longer than three (3) feet in length and weigh less than 50 lbs. The amount of waste should fill a space no greater than 4 by 6 feet.

No HHW

Take the items listed below to any of the FREE Household Hazardous Waste Roundup Event sponsored by the County of Los Angeles. For more info visit the County of Los Angeles Department of Public Works website at www.CleanLA.com or call their (888) CleanLA hotline.

- | | |
|---|--|
| • Antifreeze | • Oil filters |
| • Batteries (all types) | • Oven cleaner |
| • Brake and transmission fluids | • Paint (oil based and latex) |
| • Cleaning products | • Paint thinner |
| • Drain cleaner | • Pesticides and poisons |
| • Gasoline | • Pool cleaners |
| • Kerosene and other flammables | • Shoe polish |
| • Hair permanent and straightener solutions | • Fluorescent light tubes |
| • Herbicides | • Thermostats |
| • Hobby chemicals | • Mercury thermometers |
| • Lighter fluid | • Sharps in puncture-resistant containers |
| • Medicines | • Small propane cylinders (5 gallons or less) |
| • Motor oil | |
| • Nail polish remover | |

Refuse, Recycling & Green Waste Cart Placement



Please place carts at the curb or adjacent alley on your collection day with the wheels against the curb or edge of street spaced about 1 foot apart.



Black = Refuse

The black cart is for the collection and disposal of non-recyclable materials including: diapers, cigarette butts, palm fronds, yucca leaves, kitty litter and other unwanted solid waste materials.



Blue = Recyclables

The blue cart is for the collection of recyclable materials: Plastics 1-7, mixed waste paper (including newsprint, ledger, writing and copier paper, computer, junk mail, magazines, glossy paper, paperback books, cereal boxes, paper grocery bags, wrapping paper, phone books), corrugated cardboard, aluminum foil and cans, glass jars and bottles, steel (tin) food cans, scrap metal, coat hangers, bi-metal beverage cans, juice boxes and milk cartons and all other materials that can be recovered at the processing facility.



Green = Green Waste

The green cart is for the collection and recycling of yard trimmings and organics. Yard trimmings include grass clippings, leaves, brush, branches, tree trimmings and other forms of organic materials less than 3 inches in diameter and 3 feet in length generated from landscapes or gardens.

NO: Palm fronds, yucca leaves, bamboo, rocks, dirt or trash; if these items are placed in the Green container, it will be tagged and your cart will not be serviced until these items are removed.

Athens Services will be providing New Curbside Residential Green, Recycling and Refuse Carts to Rowland Heights

Green = Green Materials

A 95-gallon Green container will be delivered for the collection and recycling of green materials: Grass clippings, leaves, brush, branches, tree trimmings and other forms of organic materials less than 3 inches in diameter or 3 feet in length generated from landscapes or gardens.

Blue = Recycling

A 95-gallon Blue container will be delivered for the collection and recycling of the following materials: Newspapers (including inserts & coupons), glass jars & bottles, cans (aluminum, bi-metal & tin cans), mixed paper (brown bags, cereal & cracker boxes, white, colored, construction & computer paper, envelopes, junk mail, shoe boxes, paper egg cartons, and legal pad backings), telephone books, magazines & catalogs, corrugated cardboard, chipboard, aluminum foil & trays, aerosol cans, scrap metal, plastic containers (1-7), and plastic bags.

Black = Trash

A 95-gallon Black container will be delivered for the collection and disposal of non-recyclable waste: Food waste, diapers/bathroom waste, rags, cigarette butts, palm fronds, yucca leaves, kitty litter and tubs and all other non-recyclable material.

No: Palm fronds, yucca leaves, bamboo, rocks, dirt or trash; if these items are placed in the Green container, it will be tagged and not picked up until the contamination is eliminated.



← 1 Ft → ← 1 Ft →

Please place containers at the curb or adjacent alley on your collection day (by 6am) with the wheels against the curb spaced about 1 foot apart.

WHAT WILL CHANGE:

Residents' existing containers will be replaced with 3 new automated containers: Green for green materials, Blue for recyclables, and Black for trash. These containers will be serviced by new automated collection vehicles powered by clean compressed natural gas (CNG). Container replacement will take place on the day prior to your scheduled collection day beginning June 23rd. Please refer to the map on the back of this flyer for the schedule.

EXISTING CONTAINERS:

Your existing automated containers will be collected by your current hauler on your service day beginning the week of June 23rd.

Community Meetings

Pathfinder Community Regional Park
16150 East Pathfinder Road
Rowland Heights CA 91746
June 7, 2014 starting at 11:30 am
June 10, 2014 starting at 6:30pm

GET A FREE REUSABLE GROCERY BAG FOR STOPPING BY

BULKY ITEMS:

- Rowland Heights residential customers receive three FREE Bulky Item pickups per year. (Examples of Bulky items include: couches, chairs, washers, stoves, carpets, refrigerators, mattresses). This includes pickup of electronic waste (E-Waste) such as televisions, VCR's, cell phones, computer, microwaves, computer monitors and other electronic waste.
- Bulky Items will be collected on Thursdays.
- Call Athens Services 24 hours in advance at (888) 336-6100 or visit www.athensservices.com to schedule your bulky item pickup.
- Place your bulky item curbside next to your trash container no sooner than sunset the night before your trash collection day.
- *Note- all carpet, bushes, branches and lumber must be cut and tied in bundles no longer than 4 ft in length and weigh less than 50 lbs.

HOUSEHOLD HAZARDOUS WASTE:

No Household Hazardous (HHW) will be accepted. For more information on proper disposal of these materials, please contact 1(888) CLEAN LA or visit www.CleanLA.com.

CURBSIDE OIL COLLECTION:

Must be in a sealed clear plastic container like a milk jug and cannot exceed 25lbs.

CURBSIDE BATTERY COLLECTION

Batteries must be in a clear sealed zip lock bag and placed on top of recycle bbl.

Excellent Customer Service is Our Priority!

Our customer service staff is specially trained to respond quickly to your needs and special service requests. Our multi-lingual customer service center is open Monday – Friday 7 am to 5 pm and Saturday 7 am to Noon. Call (888) 336-6100. We are able to translate over 175 languages! Tell us how we are doing. Your comments are appreciated and valued. We want to hear from you! Please visit our web site at www.athensservices.com to complete our survey.

Service Option Card

IMPORTANT: Standard Service: You will receive (3) 95 Gallon Cart- 1 Refuse Cart (BLACK) 1 Recycling (BLUE) 1 Green Waste (GREEN). However, if you wish to change your service level, please complete and return this card.

PLEASE RETURN THIS CARD BY -JUNE 20th-

Service Options	Monthly Cost	Mark Choice (Indicate Qty.)
Extra 95 gallon for recycling	Free	
Extra 95 gallon green material	Free	
Additional green or blue cart	\$5.00 Each	
Extra 95 gallon for trash	\$5.00 Each	
Extra 65 gallon for trash	\$5.00 Each	

Customer Name	Phone Number
Signature	E-Mail
Address	

Holiday Collection Schedule

Collection may be delayed one day after the following holidays: Thanksgiving, Christmas, New Years Day, Memorial Day, Independence Day, Labor Day



Dear Customer:

The County of Los Angeles Board of Supervisors recently awarded an exclusive seven year franchise agreement to Athens Services to provide trash collection and recycling services in carts to all single-family and two-unit residential properties within the Rowland Heights franchise area. Effective July 1, 2014, Athens Services will be the new waste hauler for your community. We look forward to providing you the highest quality of trash collection and recycling services.

Standard services will include three new 95-gallon carts: one black cart for household trash, one blue cart for recyclables, and one green cart for green waste at a monthly rate of \$17.56 per month, a savings of 19%. As an Athens Services customer, you are also entitled to free on-call bulky item and electronic waste collections three times per year, holiday tree collection, curbside community cleanups, and mulch/compost giveaways.. Senior residents may be eligible for a 25% discount if they meet the criteria. Please contact our Customer Service Department for additional information or to request special services such as roll-out/back yard service, discounts (senior), smaller 65 or 35-gallon carts, or extra carts. Athens Services will distribute a welcome packet explaining all of the services available to you as well as educational materials highlighting the importance of recycling. These materials will be provided with the delivery of new carts.

During the period of June 23, 2014 through July 7, 2014, your new 95-gallon carts will be delivered on the day before your regular collection. Subsequently, during the same period, your United Pacific Waste (UPW) carts will be removed on your regular collection day. As such, we request that you please leave all your existing UPW carts out at the curb for removal. A more detailed cart and delivery schedule will be sent out to all customers shortly.

Your trash collection day will not change. Please continue to place your carts at curbside on your current collection day. Beginning July 1, 2014, Athens Services will begin service under the new franchise agreement.

To better provide residents with information regarding services under the new franchise agreement and answer questions that residents may have, Athens Services will be conducting community information meetings. These meetings will be held at the Pathfinder Community Regional Park Community Room, located at 18150 East Pathfinder Road, Rowland Heights, CA on the following dates:

- Saturday, June 7, 2014, at 11:30 a.m.
- Tuesday, June 10, 2014, at 6:30 p.m.

Athens Services has been providing waste collection and recycling services in Southern California for over 50 years. Since 1957, Athens has been a leader in the waste industry providing state-of-the-art services including automated waste and recycling collection. As owners and operators of a Material Recovery Facility and a Composting Facility, Athens Services offers the highest diversion waste and recycling programs for residential, commercial, and municipal locations.

Should you have any questions or concerns, please contact us at 888-336-6100 Monday through Friday from 7 am to 5 pm and Saturdays from 8 am to 12 pm.

Sincerely,

Athens Services



P.O. Box 60009, City of Industry, CA 91716

PRSRT STD
U.S. POSTAGE
PAID
Industry, CA
Permit No.4338

New Solid Waste Cart Options Notice

The City of Hermosa Beach and Athens Services will be providing New Curbside Residential Refuse and Recycling Carts

Athens Services will provide new refuse (trash) and recycling containers to all residents (up to 4 units) for collection services beginning July 1, 2013. Most of the City will receive refuse and recycling carts with wheels. A small portion of the City with narrow streets will receive barrels without wheels.

Residents are asked to complete and return the attached card, indicating requested container types and sizes. You will pay based on the size and number of refuse (trash) carts and green waste carts that you order. The carts are on display at City Hall, first floor, 1315 Valley Drive, Hermosa Beach. All containers distributed will be new and will be provided free of charge.

- Automated Cart Collection:** Refuse, recycling and green waste **carts** are available in the following sizes: 96 gallons (large), 64 gallons (medium) or 32 gallons (small). Residents will be charged based on the size and number of refuse and green waste carts or refuse barrels selected. Recycling is free, regardless of the number or size of the carts. **All Green waste carts will be collected only on Tuesday**, which may differ from your regular refuse and recycling collection day.
- Manual Barrel Collection:** In areas with narrow alleys, residents will receive barrels. Refuse and recycling **barrels** will be approximately 35 gallons in size. Residents will be charged based on the number of refuse barrels selected. Recycling is free. (Green waste is not available in this area). See maps for specific streets with this service marked in red below.



Residents may contact Athens to exchange cart types and sizes once during the first 6 months of service, and up to once per year thereafter if the selected container types and sizes fail to meet resident's needs.

If you do not return the cart option card the following carts/containers will be delivered
Automated Collection: Athens Services will automatically deliver one 64-gallon trash and one 64-gallon recycling cart. 64-gallon containers are approx. 42" tall, 27" wide, 28" deep.
Manual Collection: Athens will automatically deliver one 35-gallon trash and one 35-gallon recycling barrel as described above. 35-gallon containers are approx. 39" tall, 20" wide, 24" deep.

Collection of Refuse that Does Not Fit in Your Containers:

- Overage Collection** - You may place extra bags at the curb 6 times a year and for 2 weeks following Christmas without an extra charge.
- Bulky Items** - You are allowed 2 bulky item pickups per year without charge.

Examples of acceptable items include: couches, chairs, washers, dryers, water heaters, mattresses, refrigerators, rugs and tree trunks. As part of the enhanced services, electronic waste (e-waste) such as televisions, VCR's, cell phones, computer monitors, microwaves or other items considered e-waste may be collected as Bulky Items. Bulky item pick-ups should not exceed three large items.

- Community Round-Ups** – One free household hazardous waste/E-waste round-up will be held per year. Two free paper shred days will be held per year for residents.
- Household Composting** - You may request one compost worm bin per residence at a discounted price (\$35 – compost bin; \$70 – worm bin worms).
- Examples of the types of materials to be placed in each container follows:

Trash	Recycling	Green Waste (optional)
<ul style="list-style-type: none"> Bathroom tissues and similar wastes Cigarette butts Palm frond Yucca leaves Succulents Kitty litter Diapers 	<ul style="list-style-type: none"> Paper (including newspaper, junk mail, magazines, glossy paper, paperback books, cereal boxes, paper grocery bags, wrapping paper, phone books) Cardboard Aluminum foil, scrap metal and metal cans and bottles, Glass jars and bottles Coat hangers Juice boxes and milk cartons 	<ul style="list-style-type: none"> Grass clippings, leaves, brush Branches up to 6 inches in diameter and 48 inches in length Tree trimmings Bundles up to 4 feet long and 18 inches in diameter

- Auto parts, hazardous waste, construction debris such as cement, dirt, rock, gravel, sand, bricks, concrete or other heavy materials shall not be placed in the carts, barrels or bins. Residents may call Athens to order a collection bin for large quantities of waste.
- Syringes and household hazardous wastes and E-wastes shall not be placed in carts, barrels or bins. Residents may use the S.A.F.E. Center, San Pedro – Gaffey St., 1400 N Gaffey St., San Pedro, CA, 90731. Hours of operation: 9:00 a.m. – 3:00 p.m. Saturday & Sunday.

Existing Containers:

Your existing hauler supplied containers will be collected and recycled on the day your new carts/barrels are delivered. If you wish to have your existing customer owned containers collected, place the "recycle me" stickers enclosed on each container. If you need additional stickers please contact our office at (888) 336-6100 and we will send you additional stickers. Your containers will not be removed if a "recycle me" sticker is not placed on each container.

Note: Your current containers will not be serviced after July 1, 2013

More detailed information is available on Athens' City of Hermosa Beach Website page at www.athensservices.com, contact Athens Services at (888) 336-6100, or stop by the community open house.

*** Community Open House ***

Saturday, May 11, 2013

Stop by anytime – between 8:00 a.m. & 2:00 p.m.

City Council Chambers, City Hall, 1315 Valley Dr., Hermosa Beach

Athens Services representatives will be on hand on May 11th to answer questions regarding the change in your waste and recycling collection service provider.

GET A FREE REUSABLE BAG FOR STOPPING BY

NEW CART OPTIONS CARD

*** Please return by June 1, 2013 ***

NOTE:

You may also request the size and number of carts on our website. Visit: www.athensservices.com, Select find my city, Hermosa Beach Click on the link to fill out your solid waste cart form.

Automated Collection:

Athens Services will automatically deliver one 64-gallon trash and one 64-gallon recycling cart. 64-gallon containers are approx. 42" tall, 27" wide, 28" deep.

Manual Collection:

Athens will automatically deliver one 35-gallon trash and one 35-gallon recycling barrel as described above. 35-gallon containers are approx. 39" tall, 20" wide, 24" deep.

If you have additional questions please contact Athens Services at (888) 336-6100 or stop by the Community Open House on May 11, 2013 (see above).

Contact number for questions related to this request: _____

If you want different sizes or number of containers, please note the number of each cart/barrel type requested, based on location of your home.

MATERIAL TYPE	# BY SIZE	MONTHLY RATE
AUTOMATED CARTS TO BE DISTRIBUTED		
REFUSE (TRASH)	_____ 32-gallon	\$6.69 for first cart, \$4.00 each additional
	_____ 64-gallon	\$10.69 for first cart, \$6.00 each additional
	_____ 96-gallon	\$14.69 for first cart, \$8.00 each additional
RECYCLING	_____ 32-gallon	No additional charge
	_____ 64-gallon	No additional charge
	_____ 96-gallon	No additional charge
GREEN WASTE	_____ 32-gallon	\$3.70 each cart ¹
	_____ 64-gallon	\$4.20 each cart ¹
	_____ 96-gallon	\$4.70 each cart ¹
MANUAL COLLECTION BARRELS TO BE DISTRIBUTED		
TRASH	_____ 35-gallon	\$6.69 for first barrel, First 2 add'l \$4.00 ²
RECYCLING	_____ 35-gallon	No additional charge

¹ Green waste cart rates will increase November 1, 2013 by \$0.30/cart. ² Rate will be set at comparable cart rates, based on volume. All rates increase annually based on CPI, not to exceed 5%.

Name: _____ Phone: _____

Address: _____ E Mail: _____



**OPEN IMMEDIATELY
IMPORTANT INFORMATION**

Regarding your trash and recycling services
beginning July 1, 2013

Please return this card by June 1, 2013

♻️ Printed on recycled paper using soy-based inks

Black = Trash

The black cart is for the collection and disposal of non-recyclable materials including: diapers, bathroom waste, cigarette butts, palm fronds, yucca leaves, succulents, kitty litter and other solid waste materials considered by generator to be spent, useless or worthless.



Blue = Recycling

The blue cart is for the collection of recyclable materials: mixed paper (including newsprint, ledger, writing and copier paper, computer, junk mail, magazines, glossy paper, paperback books, cereal boxes, paper grocery bags, wrapping paper, phone books), corrugated cardboard, aluminum foil and cans, glass jars and bottles, steel (tin) food cans, scrap metal, coat hangers, bi-metal beverage cans, juice boxes and milk cartons.



Green = Green Waste (optional)

The green cart is for grass clippings, leaves and brush, branches up to 6 inches in diameter and 48 inches in length, tree trimmings, bundles up to 4 feet long and 18 inches in diameter



Please do not over load the carts. Cart lids should not be open more than 3 inches and should not exceed a weight limit of 150 lbs. Auto parts, hazardous waste, construction debris such as cement, dirt, rock, gravel, sand, bricks, concrete or other heavy materials should not be placed into the carts.



Athens Services
P.O. Box 60009
City of Industry, CA 91716

Place
Stamp Here
Post Office
will not deliver
without
postage



Effective July 1, 2014

Subscription Order

To Our Valued Rowland Heights Customer:

The County of Los Angeles Board of Supervisors awarded Athens Services a franchise to provide trash collection services in the Athens Services unincorporated community commencing on July 1, 2014, and ending June 30, 2021. Athens Services takes great pride in the work we do to keep the environment clean and protected for our future. Your participation in waste reduction practices and buying products made from recycled content are integral components of a sustainable society, and we thank you for your efforts.

We will charge all our customers the rates shown on this subscription order. Please take a moment to note the rates and services offered below. The rates that are marked indicate the services for which you subscribe (on or after July 1, 2014). To request additional services or if you have any questions or concerns, please do not hesitate to call Athens Services customer service department, Monday thru Friday 7:00 a.m. to 5 p.m. or Saturday 7 a.m. to 12 p.m., at 1-888-336-6100.

The term of your subscription order is seven years from July 1 2014, to June 30, 2021 unless it is terminated earlier as described in the enclosed Customer Bill of Rights or the franchise is terminated by the County. Your subscription is subject to the County's execution of the franchise agreement with Athens Services, and it cannot be automatically renewed or extended.

STANDARD SERVICES / billed quarterly: **\$52.68/quarter (\$17.56/month)**

25 percent Senior Discount: **\$39.51/quarter (\$13.17/month)**

For residents who meet the following criteria: head of household, over 62 and qualify for utility rate discounts based on financial need OR generate a small amount of waste and use a 32-gallon cart for refuse.

Standard household family services include:

- ✓ Once-a-week automated refuse, green waste, and recyclables collection service
- ✓ One 96 gallon refuse cart
- ✓ One 96 gallon green waste cart
- ✓ One 96 gallon commingled recyclables cart
- ✓ Alternative to 96 gallon containers- Upon request, if you have space limitations, you may receive either 64 or 32 gallon containers
- ✓ An extra green waste container and/or one extra recyclable container free of charge upon request
- ✓ Free Holiday Tree Collection Services
- ✓ Annual curbside clean-up events (including electronic waste)
- ✓ Semi-Annual drop-off event for certain electronic and clothing
- ✓ Free on-call bulky item and electronic waste collections in unlimited quantities (three times per year)
- ✓ Free on-call bagged green waste collections in unlimited quantities (ten times per year)
- ✓ Free on-call bagged refuse collection (five times per year)
- ✓ Ten special community clean-up events per year
- ✓ Free SHARPS containers and disposal services (four per year)

ADDITIONAL SERVICES Available Upon Request

Additional Containers, Each: **\$15.00/quarter (\$11.25/quarter with senior discount)**

Additional (more than two/year) on-call collection of

Bulky items and certain electronic devices: **\$20.00 per collection (\$15.00 with senior discount)**

Scooter 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): **\$13.17 quarter (\$9.90 with senior discount)**

Roll-out/backyard service: This service means Athens Services, Inc. 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**
For all other customers: **\$26.34/quarter (\$19.77 with senior discount)**

Residential Bin Rentals (1.5 YD & 3 YD) and Temporary Roll-Off Services: Available upon request by calling our customer service department at 1-888-336-6100.

CUSTOMER BILL OF RIGHTS

What we will collect: We will collect residential refuse, green waste and commingled recyclables in carts we provide, within one week of your requesting services. You must place refuse, recyclable materials, and green waste in the appropriate carts. Materials placed outside of carts will not be picked up unless previous arrangements have been made as described below. Please remember that the County requires you to put out carts for collection no earlier than 5:00 pm on the day before scheduled collection and retrieve them no later than 8:00 pm 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 collected. Certain electronic devices may be separately collected as described below. 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 indicated on your invoice (Monday through Friday) each week. If your scheduled collection day falls on or after a holiday, during a holiday week, collection will be delayed 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.. We will resolve any other complaints within the same time period.

How Much We Will Charge: We will charge all our customers the rates shown on the Subscription Order Form for standard services and any additional requested services.

Where we will pick up: You must set your carts at the curb unless you have roll-out service. If we agreed to collect on private driveways or pavement, we will ask you to sign a waiver of damage liability and/or indemnification. We must repair or replace, to your satisfaction, damaged property, and reimburse you for cost of personal injury, caused by our negligence or willful acts or omissions. In addition to enforcing your rights under the franchise agreement, you may institute civil suits allowed under law.

We can bring your carts out to the pickup point (Roll-Out Service): At no additional charge, for residential customers who certify they are not able-bodied or are elderly (over the age of 65) and have no able-bodied person residing in their household, we will provide roll-out services (on-premise collection) of all weekly collection services: refuse, recyclable materials, and green waste collection, as well as 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 your subscription order.

Alternatives to fully automated carts: If you have space restrictions at your container storage or set-out site, you may request alternatives to 96 gallon carts free of charge. For difficult to service areas, such as cul-de-sacs or hills, where automated collection vehicles cannot safely drive, we will provide manual scooter service and containers that are of the same capacity at the charge listed on your subscription order. We will also provide this service to any other customer upon request.

Weight limitations of carts: The weight limit for each automated cart is as follows: 96 gallon Cart = 336 lbs., 65 gallon cart = 227 lbs., 35 gallon cart = 122 lbs.

Replacement/removal/repair: At no charge, we will deliver or exchange containers within 7 days of your request, remove containers within 8 days of your request, and repair or replace damaged or stolen containers by the next service day after your request. (We may charge to replace a stolen cart if you do not report the theft to the police.) We will remove graffiti from containers within 5 days of your request, or within 48 hours if the graffiti consists of picture or verbal obscenities, weekends excluded.

Annual Curbside Clean-Up Event: We will conduct a Clean-Up Event once a year. 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 notify you of the annual Clean-Up event two weeks in advance.

Holiday Tree Pickups: At your request, we will collect your holiday trees (such as Christmas trees and Hanukkah bushes) placed at the curb on your regularly scheduled collection day between December 26th and January 14th. You must strip them of ornaments, garlands, tinsel, flocking and stands.

Ten On-Call Bagged Green Waste Pickups: We will collect extra green waste set out at the curb in bags, ten times per year at no additional charge, on your next regularly scheduled pickup day if you call us at least 24 hours in advance.

Semi-Annual Drop-Off Events for Certain Electronic Devices and Clothing: Twice per year we will collect without cost to you, unlimited amounts of Residential Customers' E-waste and clothing at a drop-off site in your community. We will notify you of the events two weeks in advance.

Three On-Call Pickups of Bulky Items and certain electronic devices: You may request 3 pickups of bulky items and certain electronic devices each year at no charge on your next regularly scheduled pickup day if you call us at least 24 hours in advance. 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).

Additional Customer Options Regarding Recyclables: Customers may donate or sell any or all of their recyclables to persons other than Athens Services.

When you must pay: Athens Services bills residential 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 90 days notice. You may also terminate service immediately in the event of certain emergencies, or by giving us 30 days notice. If we fail to provide service (such as missing pickup, or failing to timely repair or replace containers) or we bill you incorrectly. You also have the right to self-haul your waste instead of subscribing to our service.

We will refund: any overcharges (including advance payments for services that you subsequently cancel) within 30 days after we receive them. We will pay you interest on overcharges (other than advance payments for subsequently canceled services) at 10 percent per annum from the date the overcharged until the date refunded.

Where you can contact us: You may call us regarding service or complaints toll free at 1-888-336-6100 between 7am and 5pm weekdays, except holidays and from 7am to 12pm on Saturday. You may come to our office located at 14048 E. Valley Boulevard, City of Industry, CA 91716, or you may mail correspondence to our office address. If we do not satisfactorily resolve any complaint, you may call the County at 1-800-993-5844.

We do not discriminate: If you are entitled to service, we will not discriminate against you on account of race, creed, color, sex, gender, national origin, ancestry, religion, age, physical or mental disability, marital status, or political affiliation.

Rights of privacy: We will observe and protect your rights of privacy and trade secrets. Unless you give us permission, we will not reveal any information identifying you or the composition or contents of your solid waste to any person except the County or if required by law.

Thank you for allowing Athens Services to serve you!

Attachments 5

Sample Customer Billings



Visit our website: www.athensservices.com
 Customer Service: (888) 336-6100

Service Address:
 LETICIA ACOSTA
 617 ADELYN DR
 SAN GABRIEL CA 91775-2801

Account Number:	SG0153459
Invoice Date:	06/01/2015
Due Date for Current Services:	06/16/2015
Billing Period:	JUNE, JULY 2015 SERVICES

Current Invoice Amount	\$66.10
------------------------	---------

Total Amount Due	\$66.10
------------------	---------

Account Summary	Amount
Previous Balance	\$0.00
Payments Received	\$0.00
Current Charges	\$66.10
Current Invoice Amount	\$66.10

DATE	DESCRIPTION	QUANTITY	AMOUNT
06/01/2015	90GL TRASH BBL-WEEKLY	1.00	\$58.92
06/01/2015	WASTE MGMT FEE		\$7.18
06/01/2015	90GL G/W BBL-WEEKLY	1.00	

JUNE, JULY 2015 SERVICES
 DID YOU KNOW? YOU CAN PAY OR VIEW YOUR BILL ONLINE-VISIT WWW.ATHENSSERVICES.COM
 /BILLING. YOUR ACCESS CODE IS 0189400.

0 - 30 DAYS	31 - 60 DAYS	61 - 90 DAYS	90+ DAYS	TOTAL DUE
\$66.10	\$0.00	\$0.00	\$0.00	\$66.10

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT



Account Number:	SG0153459
Invoice Date:	06/01/2015
Due Date for Current Services:	06/16/2015
Total Amount Due	\$66.10
Amount Enclosed	

Send payment to:
 Athens Services
 P.O. Box 60009
 City of Industry, CA 91716-0009

LETICIA ACOSTA
 617 ADELYN DR
 SAN GABRIEL CA 91775-2801

000006610SG0153459006012015000000

Holiday Schedule

As a reminder, we observe the following holidays:

New Year's Day	Independence Day	Thanksgiving Day
Memorial Day	Labor Day	Christmas Day

When any of these holidays fall on a weekday, collections for each remaining weekday shall all be postponed one collection day.

**Payment is due as indicated on the front of this invoice.
Delinquent balances may be subject to a late fee.**

Temporary Containers for Special Cleanups

We offer a variety of sizes of containers, from 3 yard to 40 yard for cleanups and special projects. Please call our Customer Service Department at **(888) 336-6100** or visit our website at **www.athensservices.com** to order.

Office/Phone Hours: Monday – Friday 7:00 am – 5:00 pm, Saturday 7:00 am – 12:00 pm

On-Line Bill Pay

On-Line Bill Pay is now available, to take advantage of this please follow these four easy steps:

1. Go to www.athensservices.com/billing If accessing the site with an access code from your invoice/statement, please select the 'Sign Up' option and complete all required information to setup your account.
2. The next step is to select your billing options to meet your personal preferences.
3. When selecting 'automatic payment' to 'on', please select your payment method using either your credit card or bank account.
4. Once the process is completed, your payments will reflect to your account immediately for your viewing.



Visit our website: www.athensservices.com
 Customer Service: (888) 336-6100

Service Address:
 MILLERCOORS/MAIN*****
 15801 1ST ST
 IRWINDALE CA 91706-6202

Account Number:	IR0138091
Invoice Number:	1113486
Invoice Date:	06/30/2015
Due Date for Current Services:	07/15/2015
P.O. Number:	630226352

Current Invoice Amount	Total Amount Due
\$4,003.50	\$9,299.93

Account Summary	Amount
Current Charges	\$3,211.60
City Fees	\$791.90
Current Invoice Amount	\$4,003.50

DATE	DESCRIPTION	QUANTITY	AMOUNT						
	* PAYMENTS RECEIVED THIS PERIOD *								
06/01/2015	CK# 1152437		(\$2,911.53)						
06/08/2015	CK# 1152499		(\$7,758.12)						
	WORK ORDER#: 1009183								
05/29/2015	40YD-TRASH R/O-BI	1.00							
06/03/2015	DISPOSAL FEE TKT# 4498439	2.61	\$218.09						
06/03/2015	FRANCHISE FEE		\$40.78						
06/03/2015	AB939 FEE		\$13.00						
	WORK ORDER#: 1018468								
06/01/2015	30YD-TRASH-CO COMP-DUMP	1.00	\$238.39						
06/01/2015	FRANCHISE FEE		\$44.57						
06/01/2015	AB939 FEE		\$14.21						
06/01/2015	DISPOSAL FEE TKT# 4497338	3.85	\$321.71						
06/01/2015	FRANCHISE FEE		\$60.15						
06/01/2015	AB939 FEE		\$19.17						
	WORK ORDER#: 1078997								
0 - 30 DAYS		31 - 60 DAYS		61 - 90 DAYS		90+ DAYS		TOTAL DUE	
\$7,685.63		\$1,614.30		\$0.00		\$0.00		\$9,299.93	

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT



Account Number:	IR0138091
Invoice Number:	1113486
Invoice Date:	06/30/2015
Due Date for Current Services:	07/15/2015
P.O. Number:	630226352
Total Amount Due	Amount Enclosed
\$9,299.93	

Send payment to:

Athens Services
 P.O. Box 60009
 City of Industry, CA 91716-0009

CORP OPERATIONS ACCNTS PAYABLE
 MILLERCOORS
 PO BOX 3103
 MILWAUKEE WI 53201-3103

0000929993I R01380910063020151113486



Visit our website: www.athensservices.com
 Customer Service: (888) 336-6100

Service Address:
 MILLERCOORS/MAIN*****
 15801 1ST ST
 IRWINDALE CA 91706-6202

Account Number:	IR0138091
Invoice Number:	1113486
Invoice Date:	06/30/2015
Due Date for Current Services:	07/15/2015
P.O. Number:	630226352

Current Invoice Amount	\$4,003.50
------------------------	------------

Total Amount Due	\$9,299.93
------------------	------------

Account Summary	Amount
Current Charges	\$3,211.60
City Fees	\$791.90
Current Invoice Amount	\$4,003.50

DATE	DESCRIPTION	QUANTITY	AMOUNT			
06/08/2015	30YD-TRASH-CO COMP-DUMP	1.00	\$238.39			
06/08/2015	FRANCHISE FEE		\$44.57			
06/08/2015	AB939 FEE		\$14.21			
06/08/2015	DISPOSAL FEE TKT# 4499945	4.94	\$412.79			
06/08/2015	FRANCHISE FEE		\$77.18			
06/08/2015	AB939 FEE		\$24.60			
	WORK ORDER#: 1088787					
06/15/2015	30YD-TRASH-CO COMP-DUMP	1.00	\$238.39			
06/15/2015	FRANCHISE FEE		\$44.57			
06/15/2015	AB939 FEE		\$14.21			
06/15/2015	DISPOSAL FEE TKT# 4502603	4.93	\$411.95			
06/15/2015	FRANCHISE FEE		\$77.03			
06/15/2015	AB939 FEE		\$24.55			
	WORK ORDER#: 1097801					
06/22/2015	30YD-TRASH-CO COMP-DUMP	1.00	\$238.39			
06/22/2015	FRANCHISE FEE		\$44.57			
		0 - 30 DAYS	31 - 60 DAYS	61 - 90 DAYS	90+ DAYS	TOTAL DUE
		\$7,685.63	\$1,614.30	\$0.00	\$0.00	\$9,299.93

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT



Account Number:	IR0138091
Invoice Number:	1113486
Invoice Date:	06/30/2015
Due Date for Current Services:	07/15/2015
P.O. Number:	630226352
Total Amount Due	\$9,299.93
Amount Enclosed	

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 City of Industry, CA 91716-0009

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 MILLERCOORS
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 MILWAUKEE WI 53201-3103

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Total Amount Due	\$9,299.93
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Account Summary	Amount
Current Charges	\$3,211.60
City Fees	\$791.90
Current Invoice Amount	\$4,003.50

DATE	DESCRIPTION	QUANTITY	AMOUNT		
06/22/2015	AB939 FEE		\$14.21		
06/22/2015	DISPOSAL FEE TKT# 4505349	4.29	\$358.47		
06/22/2015	FRANCHISE FEE		\$67.03		
06/22/2015	AB939 FEE		\$21.36		
	WORK ORDER#: 1107051				
06/29/2015	30YD-TRASH-CO COMP-DUMP	1.00	\$238.39		
06/29/2015	FRANCHISE FEE		\$44.57		
06/29/2015	AB939 FEE		\$14.21		
06/29/2015	DISPOSAL FEE TKT# 4508094	3.55	\$296.64		
06/29/2015	FRANCHISE FEE		\$55.47		
06/29/2015	AB939 FEE		\$17.68		
DID YOU KNOW? YOU CAN PAY OR VIEW YOUR BILL ONLINE-VISIT WWW.ATHENSSERVICES.COM /BILLING. YOUR ACCESS CODE IS 0272430.					
0 - 30 DAYS		31 - 60 DAYS	61 - 90 DAYS	90+ DAYS	TOTAL DUE
\$7,685.63		\$1,614.30	\$0.00	\$0.00	\$9,299.93

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT



Account Number:	IR0138091
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CORP OPERATIONS ACCNTS PAYABLE
 MILLERCOORS
 PO BOX 3103
 MILWAUKEE WI 53201-3103

0000929993I R01380910063020151113486

Holiday Schedule

As a reminder, we observe the following holidays:

New Year's Day	Independence Day	Thanksgiving Day
Memorial Day	Labor Day	Christmas Day

When any of these holidays fall on a weekday, collections for each remaining weekday shall all be postponed one collection day.

**Payment is due as indicated on the front of this invoice.
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Temporary Containers for Special Cleanups

We offer a variety of sizes of containers, from 3 yard to 40 yard for cleanups and special projects. Please call our Customer Service Department at **(888) 336-6100** or visit our website at **www.athensservices.com** to order.

Office/Phone Hours: Monday – Friday 7:00 am – 5:00 pm, Saturday 7:00 am – 12:00 pm

On-Line Bill Pay

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Visit our website: www.athensservices.com
 Customer Service: (888) 336-6100

Service Address:
 ACACIA VILLAGE
 1049 N W GARVEY AVE
 WEST COVINA CA 91790-2221

Account Number:	WC0075476
Invoice Number:	1149983
Invoice Date:	07/01/2015
Due Date for Current Services:	07/16/2015
Billing Period:	JULY 2015 SERVICES

Current Invoice Amount	Total Amount Due
\$554.01	\$1,108.02

Account Summary	Amount
Current Charges	\$485.74
City Fees	\$68.27
Current Invoice Amount	\$554.01

DATE	DESCRIPTION	QUANTITY	AMOUNT
07/01/2015	3YD-TRASH BIN-WEEKLY # P/U: 2	2.00	\$485.74
07/01/2015	WST MGMT SURCHARGE		\$14.30
07/01/2015	FRANCHISE FEE		\$53.97

JULY 2015 SERVICES
 DID YOU KNOW? YOU CAN PAY OR VIEW YOUR BILL ONLINE-VISIT WWW.ATHENSSERVICES.COM
 /BILLING. YOUR ACCESS CODE IS 0204816.

0 - 30 DAYS	31 - 60 DAYS	61 - 90 DAYS	90+ DAYS	TOTAL DUE
\$1,108.02	\$0.00	\$0.00	\$0.00	\$1,108.02

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT



Account Number:	WC0075476
Invoice Number:	1149983
Invoice Date:	07/01/2015
Due Date for Current Services:	07/16/2015

Total Amount Due	Amount Enclosed
\$1,108.02	

Send payment to:

Athens Services
 P.O. Box 60009
 City of Industry, CA 91716-0009

C/O PHOENIX MGMT CONSULTANTS
 ACACIA VILLAGE
 10535 FOOTHILL BLVD STE 390
 RANCHO CUCAMONGA CA 91730-4849

0000110802WC00754760070120151149983

Holiday Schedule

As a reminder, we observe the following holidays:

New Year's Day	Independence Day	Thanksgiving Day
Memorial Day	Labor Day	Christmas Day

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2. The next step is to select your billing options to meet your personal preferences.
3. When selecting 'automatic payment' to 'on', please select your payment method using either your credit card or bank account.
4. Once the process is completed, your payments will reflect to your account immediately for your viewing.

Attachments N

Price Proposal Forms and Proposed Liquidated Damages (5.10)

7.14 PRICE PROPOSAL FORMS

All rates must include all City fees.

FORM 7.14-1 Maximum Residential Services Rates

Residential Premises – CORE SERVICES		MAXIMUM RATE	
A.	SFD CART SERVICE – One 96-gallon refuse, one 96-gallon recycling, and one 96-gallon green waste carts – weekly collection.	\$19.79	Per Month
B.	Utility Users’ Tax Exemption Discount ⁽¹⁾	\$(5.00)	Per Month
C.	Additional Refuse Cart(s) – each. ⁽²⁾	\$5.00	Per Month
D.	Additional Green Waste Carts – each after first three. ⁽³⁾	\$5.00	Per Month
E.	First two (2) additional Green Waste Carts and all additional Recycling Carts will be free of charge.	No Charge	
F.	Cart Delivery (addition, removal or exchange) beyond two (2) per type per customer.	\$32.83	Per Trip
G.	Cart Replacement due to customer damage.	\$55.00	Per Event
H.	On-Call Bulky Waste / E-Waste beyond twelve (12) per year.	\$50.00	Per item
I.	Annual Holiday Tree Collection	No Charge	
J.	Cart Roll-Out Service – Incremental Charge (in addition to base charge in line A).	\$23.45	Per Month

Notes:

- 1) Enter proposed Utility Users’ Tax Exemption Discount but no less than \$5.00.
- 2) Enter proposed rate for additional refuse carts but not more than \$5.00.
- 3) Enter proposed rate for additional green waste carts but not more than \$5.00.

**FORM 7.14-2
Maximum Monthly Commercial & Multi-Family Service Rates**

Container Size	Pickups per week					
	1xwk	2xwk	3xwk	4xwk	5xwk	6xwk
2 Cubic Yards	\$103.43	\$193.40	\$283.36	\$373.32	\$463.29	\$553.25
3 Cubic Yards	\$148.70	\$277.03	\$405.35	\$533.68	\$662.00	\$790.32
4 Cubic Yards	\$192.76	\$365.80	\$536.73	\$707.66	\$878.59	\$1,049.52
6 Cubic Yards	\$266.20	\$497.18	\$728.16	\$959.15	\$1,190.13	\$1,412.11
Locking Bin Fee	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00
Scout Service	\$35.00	\$50.00	\$75.00	\$100.00	\$125.00	\$150.00
Extra Dump	\$45.00	\$	\$	\$	\$	\$
96 Gal Cart	\$28.96	\$61.38	\$93.81	\$126.23	\$158.66	\$191.08
300 Gal Cart	\$79.85	\$150.63	\$221.42	\$292.20	\$362.98	\$433.77

**FORM 14.7-3
Maximum Monthly Commercial Source-Separated Single Stream Recycling Bin Service Rates**

Container Size	Pickups per week					
	1xwk	2xwk	3xwk	4xwk	5xwk	6xwk
3 Cubic Yards*	\$111.53	\$207.77	\$304.01	\$400.26	\$496.50	\$592.74
Extra Dump*	\$26.00	\$	\$	\$	\$	\$
96 Gal Cart*	\$21.72	\$46.04				

* Proposers shall propose amount not to exceed 75% of the corresponding Refuse Bin Service Rate.

**FORM 7.14-4
Maximum Monthly Compactor Service Rates**

Container Size	Pickups per week					
	1xwk	2xwk	3xwk	4xwk	5xwk	6xwk
2 Cubic Yards	\$258.58	\$483.49	\$708.40	\$933.31	\$1,158.22	\$1,383.13
3 Cubic Yards	\$371.76	\$692.57	\$1,013.38	\$1,334.19	\$1,655.00	\$1,975.81
Locking Bin Fee	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00

*Compactor Service for Commercial or Multi-Family Premises

**FORM 7.14-5
Maximum Monthly Green Waste Bin Service Rates**

Container Size	Pickups per week					
	1	2	3	4	5	6
2 Cubic Yards	\$99.95	\$186.89	\$273.83	\$360.77	\$447.71	\$534.65
3 Cubic Yards	\$143.70	\$267.71	\$391.72	\$515.73	\$639.74	\$763.75
4 Cubic Yards	\$186.28	\$353.50	\$518.68	\$683.87	\$849.05	\$1,014.23
6 Cubic Yards	\$257.25	\$480.46	\$703.68	\$926.89	\$1,150.11	\$1,373.33
Locking Bin Fee	\$65.00	\$65.00	\$65.00	\$65.00	\$65.0	\$65.00
Scout Service	\$35.00	\$50.00	\$75.00	\$100.00	\$125.00	\$150.00
Extra Dump	\$35.00	\$	\$	\$	\$	\$
96 Gal Cart*	\$28.00	\$59.32				

*Green Waste Bin Service for Commercial and Multi-Family Premises

**FORM 7.14-6
Maximum Commercial Roll-Off & Compactor Service Rates**

ITEM	SERVICE	Fee
A.	Per Pull	\$253.62
B.	Per Ton – Disposal Fee ⁽⁴⁾	\$43.32*
C.	Per Ton – C&D MRF	\$53.00*
D.	Daily Rental (after 7 days with no dump)	\$20.00
E.	Dead Run	\$125.00
F.	Overload Charge over 7 tons.	\$75.00

4) Amount to equal the approved tipping fee rate per ton for refuse at Savage Canyon Landfill.

* Please note per ton rates do not include City Fees.

**FORM 7.14-7
Maximum Commercial Temporary Bin Service Rates**

ITEM	TEMPORARY BIN SERVICE	
A.	3-Yard Bin: Delivery and Removal * 1 st Dump	\$75.65 _____
B.	3-Yard Bin: Each additional dump	\$45.00 _____
C.	3-Yard Bin Dead run	\$85.00 _____
D.	3-Yard Bin Rental after 7 days with no dump	\$15.00 _____

**FORM 7.14-8
Maximum Rates – Other Services**

	OTHER SERVICES	MAXIMUM RATE	
A.	On-Call Bulky Waste (Commercial)	\$50.00 _____	Per Item
C.	Emergency Service	\$125.00 _____	Per Hour
C.	Maximum Late Fee	1.5 %	Per Month
D.	Bin Washing Service beyond once per year.	\$40.00 _____	Per Bin

**FORM 7.14-9
Proposed Fees Paid to the City**

	Category	Annual Amount
A.	Signing fee (one-time payment)	\$5,000,000
B.	Purchase of City equipment including bins, carts, roll-off boxes, compactors and equipment listed in Attachment L (one-time payment)	\$1,219,682
C.	Recyclable Material Payment (annual payment)	\$73,397

**FORM 7.14-10
Proposed Fees Paid to the City**

Form 7.14-10 is an excel worksheet and must be submitted in both printed and as an electronic file.

Table 7.14-11: Liquidated Damages Proposal

1.	Failure or neglect to resolve each complaint within the time set forth in this Agreement.	\$ <u>100</u> per Customer.
2.	Failure to clean up spillage or litter caused by Contractor.	\$ <u>100</u> per incident per location, and any other fine levied by state, local or federal agencies.
3.	Failure to repair damage to Customer property caused by Contractor or its personnel	\$ <u>100</u> per incident per location.
4.	Failure to maintain equipment in a clean, safe, and sanitary manner.	\$ <u>100</u> per incident per day.
5.	Failure to have a vehicle operator properly licensed.	\$ <u>100</u> per incident per day.
6.	Failure to maintain office hours as required by this Agreement.	\$ <u>100</u> per incident per day.
7.	Failure to maintain or timely submit to City all documents and reports required under the provisions of this Agreement.	\$ <u>100</u> per incident per day.
8.	Failure to properly cover materials in Collection Vehicles	\$ <u>100</u> per incident, and any other fines levied by state, local or federal agencies.
9.	Failure to display Contractor's name and Customer Service phone number on Collection Vehicles, except for reserve vehicles.	\$ <u>100</u> per incident per day.
10.	Failure to comply with the hours or days of operation as required by this Agreement	\$ <u>100</u> per incident per day.
11.	Failure or neglect to complete at least ninety percent (90%) of each route on the regularly scheduled collection day.	\$ <u>100</u> for each route not completed.
12.	Failure to notify Contract Officer of failure to complete daily routes.	\$ <u>100</u> per incident per day.
13.	Changing routes without proper notification to the Contract Officer.	\$ <u>100</u> per incident per day.
14.	Commingling residential and commercial solid waste with recyclable materials.	\$ <u>300</u> per incident.
15.	Commingling of materials collected inside and outside the City of Whittier without prior approval by the City.	\$ <u>300</u> per incident.
16.	Failure to repair or replace damaged carts or bins within the time required by this Agreement.	\$ <u>100</u> per incident per day.
17.	Failure to deliver or exchange carts or bins within the time required by this Agreement.	\$ <u>100</u> per incident per day.
18.	Failure to have Contractor personnel in proper uniform.	\$ <u>100</u> per incident per day.
19.	Disposal of Recyclable Materials in the Disposal Facility without first obtaining the required permission of the City.	\$ <u>300</u> per incident.
20.	Failure to provide communications equipment.	\$ <u>100</u> per incident per day.
21.	Each occurrence of discourteous behavior by collection vehicle personnel, customer service personnel, or other employees of Contractor.	\$ <u>300</u> per incident.

22.	Failure to deliver any collected materials to the Disposal Facility, Materials Recovery Facility, Green Waste Processing Facility or Organics Processing Facility, as appropriate, except as otherwise expressly provided in this Agreement.	\$ <u>300</u> per incident.
23.	Delivery to the Disposal Facility of any Solid Waste collected outside of the boundaries of the City of Whittier commingled with Solid Waste collected as part of this Agreement without approval by the City.	\$ <u>300</u> per incident.
24.	Each failure to notify the appropriate authorities of reportable quantities of Hazardous Waste.	\$ <u>300</u> per incident.
25.	Failure to prepare and mail annual newsletter to all customers by the end of the year.	\$ <u>100</u> per day until mailer is sent.
26.	Failure to maintain accurate and complete web site dedicated to the services Contractor provides the City	\$ <u>100</u> per day.
27.	Failure(s) to take direction from City, provide data requested by City within twenty (20) Business Days of such a request, or fully cooperate with the City and/or next contractor as required by Section 14.8.	\$ <u>500</u> .
28.	Failure to perform any of the obligations set forth in this Agreement not specifically stated above and not corrected, or proceeding in good faith to correct, within twenty-four (24) hours of notification by City.	\$ <u>500</u> for each obligation per day until obligation is performed.
29.	If after full implementation of programs, City's is deemed to be non-compliant by CalRecycle.	\$ <u>500</u> for each day City is deemed non-compliant by CalRecycle plus all fines and penalties levied by CalRecycle.

FORM 7.5-10 COST PROPOSAL DETAIL								
Proposer: ATHENS SERVICES								
A	B	C	D	E	F	G	H	I
RESIDENTIAL					COMMERCIAL			TOTAL (b)
1	Costs Data	Refuse	Recycle	Green Waste	Total Residential	Bin Service	Roll-Off	TOTAL (b)
2	Labor Costs (a)	493,107	182,459	269,821	945,387	300,040	163,292	1,408,719
3	Vehicle Costs (b)	542,311	201,394	302,091	1,045,797	238,386	123,551	1,407,734
3	Container Costs (c)	170,503	142,814	149,119	462,436	67,748	29,368	559,553
4	Disposal Costs (d)	1,166,870	-	-	1,166,870	633,228	469,234	2,269,331
5	Transfer Costs (d)				-		-	-
6	Transformation Costs (d)				-		-	-
7	Processing Costs (d)						47,502	47,502
8	Recycling Cost or Revenue (e)		(293,587)		(293,587)	(41,608)		(335,195)
9	Green Waste Processing (f)			639,715	639,715	-	57,691	697,406
10	Other Costs (g)	210,927	78,121	78,121	367,168	109,722	73,168	550,059
11	RFP Development Costs (h)							15,000
12	City Fees (i)							
13	Overhead & Profit (j)				1,177,136	339,333	134,393	1,650,863
14	TOTAL COSTS				5,510,922	1,646,850	1,098,200	8,270,971
(a)	All costs related to direct labor including benefits.							
(b)	All costs related to vehicles including operational costs, insurance, depreciation and interest expense.							
(c)	All costs related to containers including repair/replacement, depreciation and interest expense.							
(d)	All costs related to disposal, transfer, transformation, processing as may apply to each waste stream.							
(e)	The net costs or revenue from the processing and sale of recyclables.							
(f)	Processing costs for green waste, if applicable.							
(g)	Do not include cost of optional services. Attach a itemized schedule listing categories for items included in Row 10.							
(h)	RFP development costs of TBD amortized at a minimum of ten (10) years.							
(i)	TBD							
(j)	All other costs including administrative and profit.							

Operational Data								
14	Units Served per Week	23,015	20,341	20,341				
15	Stops per Week	23,015	15,256	18,307		1,162	48	
16	Route Hours Per Week	280	100	150		130	95	
17	Number of Routes	5	2	3		3	2	
18	Number of Containers Served	24,815	16,154	20,832		1,220	63	
19	Refuse Tons Disposed	25,032				13,182	10,316	
20	Refuse Tons Transferred							
21	Refuse Tons Transformed							
22	Refuse Tons Processed						819	
23	Recyclables Tons Collected		7,146			1,664		
24	Green Waste Tons Collected			15,724			1,418	