

Section A | Proposal Cover Sheet

In compliance with the request for proposal for **SOLID WASTE COLLECTION, RECYCLING, AND DISPOSAL SERVICES**, the undersigned hereby agrees to furnish all labor, materials, and equipment to perform the services in the proposed CONTRACT, which is enclosed herewith; and to do so in strict accordance with the provisions of the proposed CONTRACT.

The undersigned PROPOSER declares that the only persons or parties interested in this PROPOSAL as principals are those named herein; that the PROPOSAL is made without collusion with any other person, firm, or corporation; that PROPOSER has carefully examined the locations therein referred to; and PROPOSER proposes, and agrees if this PROPOSAL is accepted, that PROPOSER will execute a Contract with the City of Livingston in the form annexed hereto to provide all necessary labor, machinery, tools, and to do all work and provide materials required as specified in the Contract documents according to the requirements of the City of Livingston as set forth; and that the PROPOSER will take as payment at the unit prices described in the Contract documents, as payment in full for the performed scope of work.

The undersigned PROPOSER certifies that PROPOSER is aware of the requirements of the Immigration Reform and Control Act of 1986 (8 USC §§ 1101-1525) and has complied and will comply with these requirements, including but not limited to verifying the eligibility for employment of all agents, employees, subcontractors and consultants that are included in this CONTRACT.

SIGNATURE OF PROPOSER

This document is signed by an individual clearly authorized to bind the PROPOSER.

PROPOSER: Joseph Kalpakoff

ADDRESS: 15300 W. Jensen Ave. Kerman, CA 93630

PHONE: 559.843.2467

BY: _____ **8-15-12**
SIGNATURE *DATE*

Vice President
TITLE



Partnering with Livingston
to Maintain a Safe and Healthy Environment



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Section B | Exceptions to the Request for Proposal and/or Draft Contract

Mid Valley Disposal has made a thorough review of the Request for Proposal and takes no exceptions. Our proposal submittal is reflecting a ten year contract initial term.



Partnering with Livingston
to Maintain a Safe and Healthy Environment



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Section D | Public Outreach Budget and Schedule

The objective of this section is to a) convey MVD’s competency in developing and managing public education programs; b) relay its proposed plan for outreach during the transition period and beyond; c) illustrate the Company’s willingness to become involved in the community. A draft Public Education Plan to serve as the basis for the final plan for contract year one is included in this section.

MVD owners have been collecting solid waste and recyclable materials for decades; and during this time outreach efforts have had to flex with industry changes to ensure proper communication of them to customers. This communications experience will positively contribute to a smooth transition between contractors for MVD customers.

"[MVD's] dedicated approach with our schools is one example of their involvement in our community and their civic leadership. MVD's proactive, educational recycling programs are evident throughout our community requiring very little City time to administer....MVD's exceptional recycling staff provide all the on-ground outreach and follow-up."

*Ron Manfredi,
Kerman City Manager*

MVD’s approach to communicating with its customers is simple and creative. It respects the fact people are inundated with information. Outreach materials convey solid reasons for cultivating new, green behaviors in order to motivate customers, and will also identify additional resources for customers who want to know more about environmental issues.

Although a consistent message repetitively delivered in an abbreviated, friendly way is most effective, once the desired behaviors are adopted by customers, sustaining them requires regular reinforcement. Finally, emphasizing the difference an individual’s recycling practices makes is helpful. MVD’s public education program will continually remind customers of the importance of adhering to program guidelines and will report their progress and associated positive environmental impacts back to them.

This program incorporates a strong community relations element. The Company’s middle and top management will interface with the community, reinforcing MVD’s pledges of human and financial resources to the community’s benefit are made and kept.



The Company also proposes an interactive educational component for schools that is age-appropriate, engaging, and designed to reinforce good recycling behavior.



Excellent coordination between MVD and the City will contribute greatly toward program success. To facilitate communication, MVD will respectfully and actively participate in coordination meetings with the City during the ramp up period and throughout the term of the Agreement.

MVD will track all public education and community relations efforts meticulously and quantify results in accordance with the draft Franchise Agreement. The Company has considerable experience doing this in several other jurisdictions where it is required as part of periodic reporting.

Structure

MVD's education and outreach team will benefit the City's diversion programs through the provision of recycling outreach staff to the City to monitor, implement, and track residential, commercial, school, C&D, multi-family, organics, and government recycling programs. MVD's education and outreach team is overseen by a Recycling



Coordinator who manages four Outreach Specialists. Each Outreach Specialist is assigned to distinct area comprised of specific jurisdictions MVD serves; these individuals are each responsible for managing all diversion programs within their assigned area. Each area is assigned to five jurisdictions each, with the exception of the City of Fresno which has its own Outreach Specialist to oversee over 6000 customers. Outreach staff support one another when targeting events or large group presentations.

The outreach program for each area is generally structured in the same manner. Each City MVD services has a residential curbside program, commercial recycling, school, and multi-family recycling program. Specialists conduct quarterly intensive site visits for each jurisdiction. When a site visit is scheduled, the Outreach Specialist prepares to visit businesses, multi-family complexes, and schools to observe each of the programs and provide technical support during the visit if needed.

The Outreach Specialists and Recycling Coordinator meet weekly to discuss site visit results and strategies to improve recycling efforts in each jurisdiction. The Outreach Specialists also provide the Recycling Coordinator with a summary report providing highlights of the site visit.

The Recycling Coordinator provides each City Manager with an electronic quarterly newsletter which includes recycling program updates from the site visit report.

Recently, MVD's Outreach Team began working with community groups to target our multi-family program. It has been a successful partnership and the Company hopes to continue to bring awareness to residents living in apartments. This new partnership allows MVD to work with community groups to organize on site outreach events. These groups will help MVD distribute flyers and deliver the event information out to all tenants. MVD provides a light meal and recycling education and prizes to encourage tenant involvement in their community recycling program.

In addition, Outreach Specialists schedule meetings with school staff, apartment managers and staff, and businesses to address issues and needs. The outcome of these meetings is a special project, events, partnership, or presentation to a group.

Outreach Specialists also work closely with City Planning Department Staff to track and monitor Construction and Demolition recycling programs. MVD has created a model program that is used in each of the City's to accomplish diversion during construction and demolition projects.



MVD's Outreach Team delivers a comprehensive program that generates close partnerships with City Civic groups, church members, Chambers of Commerce, public agencies, educational and training agencies, and City staff. MVD staff attends every size and type of event: large community events, community yard sales, and food drives, for example, to deliver its education materials to the public. MVD's Outreach Team is very enthusiastic about their job and provides our customers with a personal touch when providing outreach in a community.

The Outreach Team is proud of various accomplishments which range from assisting Cities with grant funding, increasing beverage container recycling, conducting base year studies that increase diversion, helping cities meet State recycling regulations, seeing measurable results from contamination programs, and implementing mandatory commercial recycling programs.



Staffing

The biography of Ivette Rodriguez Public Relations Manager, is included in Section M. Along with four public education specialists, Ivette is responsible for general oversight of the entire program, including overseeing of the four public education specialists, and the following specific public education activities:

- Municipal and media relations
- Development and distribution of effective promotional and educational collateral materials, including all electronic components
- Development and delivery of presentations to business and civic groups
- Coordination of coverage of community activities
- Development and delivery of interactive school assemblies, classroom visits, and school group activities
- Collaboration with all MVD Public Education Specialists for development and distribution of effective collateral materials, including electronic components
- Update of website and all e-activities.

Government, Community, and Media Relations

As noted in the draft Franchise Agreement, the Public Education Manager is responsible for **government** relations. As liaison, she will represent the Company to the City. In that capacity she will attend the following meetings and engage in the following activities:

- Attend City Council, City staff, and City strategy development meetings.
- Coordinate with the City to integrate municipal and contractor activities, as appropriate.
- Make requisite presentations and proposals.
- Function as a point of contact for contract compliance matters.

In the area of **community** relations, the Public Education Manager will:

- Represent MVD in community activities.
- Support local community service organizations.
- Ensuring other mid- and top-tier managers are involved in community relations activities.

In her role as **media** relations interface, the Public Education Manager will:

- Proactively develop rapport with the all local media outlets: TV, radio, and print.
- Track media coverage of the Company, industry, and environmental issues and developments in general.

Although the Public Education Manager is responsible for the above tasks, she will engage other MVD employees to participate in certain activities as may be warranted or appropriate. For example, in monitoring contract compliance she may bring in the operations manager for discussions on matters relating to driver management for quick resolution.

Public Education Plan

This draft Public Education Plan first addresses items that apply to all programs. Following that is a chart based on the public education parameters given in the draft Franchise. Once the Agreement is finalized, MVD’s first order of business with the City is to begin meeting regularly to coordinate all start-up activities, including these.

- Develop, produce and distribute, in close collaboration with the City, all public education materials listed in the proceeding plan. Each piece will be carefully considered in order to determine how the information is best conveyed to non-English speaking individuals. Also factor in the cultural context and/or business environment as necessary and appropriate.
- Customize materials to specific business types
- Design and place print ads and posters and distribute press releases that correspond to program milestones as determined to be a wise program complement.
- Hold workshops to correspond to program milestones or as otherwise needed in order to be accessible to customers.
- Create and maintain a user-friendly website that is both an effective customer service tool and that also organizes the community and helps move it toward its sustainability objectives.



The draft plan on the following page is provided as a starting point for discussions with the City relative to the Public Education component of the scope of work. Sample outreach materials are included as an attachment.

Task	Description	Purpose	Distribution/Frequency
START-UP			
1	Transition Information Announcement and Service Level Confirmation Single Family	Notifies customers of the change in contractors, describes what to expect during transition, provides MVD contact information, and briefly describes new services.	One time. 30 days prior to container distribution.
2	Guide to Services Residential Available Services Flyer Commercial	Fully describes all services offered and set out procedures. Commercial version explains recycling services by business type, such as retail, business office, food service, manufacturing, and so forth.	All residential customers with delivery of new containers. All commercial businesses during initial site visits.
3	Neighborhood Workshops Residential Assessments/Technical Assistance Commercial	Provide neighborhood workshops for residential customers and on-site training for commercial customers (scheduled during initial assessments per customer request).	Workshops: Advertise and hold 30 days prior to contract start date. Assessments: meet with each business during start up.
ONGOING			
4	Newsletter (Enhancement) Residential	Newsletters with relevant content.	Twice Annually. Direct mail.
5	Annual Information All Generators	Updated program information in format to be determined by City (newsletter or brochure for example).	Annually. Direct mail.
6	Recycling Opportunity Assessments Commercial	MVD will make contact with every business to set appointments. Distribution of how-to information, enclosure posters, and interior container posters and labels to occur during training process. Assertive training, follow-up, and monitoring are featured. Major emphasis on substantially increasing diversion.	All businesses. Initial contact prior to contract start-up; ongoing as needed or per schedule to be developed jointly with City.
7	Employee Training Commercial	On-site training based on customer need.	All businesses subscribing to recycling/organics collection services by request.
8	Invoice Blurbs	Brief statements concerning relevant program features.	All businesses, quarterly.
9	Schools – Educational Program	Provide educational activities, assemblies, presentations geared toward various grade levels to Livingston schools (public and private).	Annual notification to schools of availability. Presentations upon school request.



Additional Information – School Outreach

MVD's school education program is one of the Company's most important programs. MVD notices the increase in recycling tonnage within the residential and school programs when school aged children, school faculty, and staff receives recycling education. MVD provides recycling bins and educational materials to schools. Outreach Staff meet with custodial and cafeteria staff to ensure recyclable material is diverted from the waste stream.

At the start of each school year a letter is mailed to the Superintendent of each school district, requesting approval of MVD's education program. Once approved, the Outreach Specialist informs the principal and teachers about our school recycling program and presentations by mail, e-mail, flyers, posters or a short presentation during a staff meeting. Once the information has been distributed, teachers begin requesting assemblies and classroom presentations during the school year.

MVD recycling presentations range from 15 to 45 minutes and are suitable for each grade level. Common presentation topics include: definition of recycling, reasons to recycle, the landfill, recyclable products, common mistaken non-recyclables, the recycling process, the 3 R's (Reduce, Reuse, Recycle) and classification games. Presentations are very interactive and also include recycling games such as Jeopardy and Bingo for prizes. Prizes made out of recycled materials are given to all students depending on the size of the group.

Outreach specialists also attend events held within our schools, for instance: Earth day, Career Day, and Food Fairs.



Special Programs/Projects for Schools

Phonebook Challenge

The Phonebook Recycling Challenge is a project sponsored by AT&T Real Yellow Pages, Fresno County Department of Public Works and Planning Resources Division, and MVD. The contest provides schools an opportunity to collect outdated phone books for recycling and to compete for cash prizes. Outreach Specialists kick off the challenge by conducting an assembly to rally students to collect and recycle the most phonebooks. During the Challenge MVD tracks and monitors the amount of phone books collected at each school site. At the end of the challenge an assembly is given to the winners of the competition presenting results and prizes. Hundreds of phonebooks are recycled from each school during the challenge.



Earth Day Presentations

During the month of April, MVD's Education Department plans different projects and events to promote Earth Day. Our last project included a tree planting ceremony with a presentation and an assembly providing students with the brief history of Earth Day. Other events include free E-waste events, art contests, community cleanup days, and tree planting in the community.

State-Wide Recycling Challenges Participation

MVD provides schools with information regarding state recycling competitions like the California K-12 School Recycling Challenge (Recycle-Bowl), sponsored by Keep California Beautiful. This year we assisted Kerman Floyd Elementary participate in the 2011 KAB Recycle Bowl with a kick off assembly and track the amount of recyclables collected during the competition.

Statistics

This past year MVD reached a total of over 5,000 students through classroom presentations, school assemblies, and school events. Media used in schools presentations include: PowerPoint, posters, tangible examples, and presentation boards.

Additional Information – Community Outreach

Community outreach consists of recycling presentations and attending community events.

Recycling Presentations

Presentations are scheduled with multi-family complexes, clubs, non-profit organizations, church groups, and other community organizations. Presentations are very interactive and informational. Residents are able to see the impact they make when they recycle and when they don't as well. The multi-family education program an evening program held in a common community area for families to gather, providing dinner or snack and a presentation regarding the recycling program at their complex.



Material Recovery Facility Tours

Educational tours of MVD's material recovery facility provide the public with an up-close look at the recycling process. MVD has an education room above its facility that allows students and adults taking the tour to see recyclable materials being processed through the facility's state-of-the-art sort lines.



Community Events

Residents are also targeted through community events. A booth is set up to discuss our recycling program information and provide giveaways. Our interactive prize wheel attracts people of all ages. They spin the wheel, answer a simple but meaningful question, and get a small prize for participating. Each person that comes by our booth is reminded about all the different materials that can be recycled and informed on how to properly dispose of household hazardous waste, electronics, white goods, sharps and anything else they are concerned about. The following brochures are made available to the populations during these events: Household Hazardous waste, Sharps, Recycling Oil, Kids Recycle, Residential Recycling Program Brochure, School Program Brochure, and Commercial Recycling Brochure.



Materials Used

Presentation board showing the recycling process at our Material Recovery Facility, recyclable materials, giveaways, Brochures, tangible examples of recycling process, and prize wheel.

In 2011 MVD reached nearly 3000 residents from eight different communities through presentations and community events.

Additional Information – Approach to MFD/Commercial Recycling: Commercial Recycling Technical Assistance

Summary of Technical Assistance Approach

MVD will provide education, outreach, training, follow-up, troubleshooting, monitoring, data collection, and program evaluation services for commercial, institutional, and multi-family customers. Providing such services on the premises of customers is referred to as recycling technical assistance.

Goals

MVD public education staff will focus on increasing the diversion of various reusable, recyclable, and compostable materials from these sectors, in accordance with the City's and county's waste diversion and resource conservation goals. MVD's aim is to maximize tons diverted and level of participation while minimizing materials contamination.



Summary of Approach

MVD will provide practical advice, encouragement, and positive reinforcement to customers in support of these goals. MVD will develop collaborative working relationships with the City of Livingston and its residents.

Understanding of the Nature of Recycling Technical Assistance

MVD understands this work requires:

- Rapid response and assessment of customer needs, including during non-standard business hours.
- Collaborative interaction with various stakeholders, including the City, County health inspectors, customers of all types and their staff—ranging from top managers to custodians.
- Sensitivity to the varied cultures, languages, and organizational structures found within businesses, institutions, and multi-family dwellings.
- Close working relationships with the City of Livingston and its residents.
- Strong knowledge of recyclable material specifications, and of reusable, recyclable, or compostable substitutes for commonly-disposed products.
- Attention to the special issues associated with food scraps recovery.
- Strong problem-solving, analytical, and communication skills.
- High ethical and professional service standards.

Summary of Tasks to be Undertaken

MVD will provide the following services to its Livingston customers:

- Implementation strategy development.
- Customer screening, targeting outreach.
- On-site Recycling Opportunity Assessments.
- Product substitution options.
- Review of outreach materials.
- Customer training.
- Customer monitoring, troubleshooting, and follow-up.
- Reinforcement for cross-program education and use.
- Assistance with customer recognition programs.
- Data collection and analysis.
- Program analysis and recommendations.



In subsequent years, MVD will reduce its intensity of effort as the program moves from an implementation stage to a maintenance level.

How the Program Works

This section covers the following elements of MVD's commercial outreach approach in more detail:

- Waste Assessment Process
- Commercial businesses Statistics
- Waste Assessment Forms (samples attached)

MVD has designed a Commercial Outreach program that has been a successful and rewarding program for both MVD and the jurisdictions involved. Commercial assessments and site visits are done on a quarterly basis in each jurisdiction. The ongoing site visits provide beneficial results to track and monitor each of the businesses closely.

The preparation for commercial assessments is a step by step process that begins with the Outreach Specialist creating an excel report which includes the city's commercial account information from MVD's customer management database. The report includes the name of each business/multifamily, the address, and the weekly recycling and trash services. A review of the previous site visit report is undertaken prior to leaving to a jurisdiction to make certain all follow-up requests are completed.

The assessment begins at a business with a bin check of the trash and recycling bin and a photo is taken if contamination is identified. Staff goes into the place of business speaks to employees and or business owner to discuss findings of bin check and also assess the need for additional opportunities to recycle. The Outreach Specialist completes an assessment inside of the business by learning from the employees the recycling process before recyclables are walked out to the collection bin. Education materials are provided to businesses that need some additional assistance with placing correct materials in each bin. The outreach specialist also suggests a presentation for the employees at the commercial site.



Presentations are either scheduled at a later date or at the request of the business. If the opportunity presents itself, and a business owner request staff to present during the time of the visit, MVD is flexible and meet with employees at that time. It is crucial to target employees in their working space to improve recycling efforts and find additional recycling opportunities. The reward of the audit is finding that businesses are improving and have the education posted in their facility. When a business is doing an outstanding job MVD rewards them with a certificate of excellence and appreciation.



MVD's statistics have shown that most of the commercial diversion rates are increasing in general, but that they can fluctuate seasonally in some cities. Businesses are becoming more aware and careful about what to recycle. Some of the challenges that MVD encounters is the influx of population during harvest seasons. Therefore diversion rates fluctuate among the jurisdictions because residents are temporarily living in the City from 4-7 months. Overall, improvements are still noticed. Mendota in particular has gone from a 7% diversion rate in 2009, to 15% diversion rate, within their commercial sector. Although they do fluctuate they have not decreased lower than 10.05% in 2011. The City of Mendota recently adopted a Mandatory Commercial Recycling Ordinance requiring each business to implement recycling services. MVD fully implemented the City's mandatory program in June of 2011.



The City of Firebaugh is another example of a successfully implemented commercial recycling program. MVD began exclusive service within the City of Firebaugh in February of 2009 and the City was placed on Compliance in January of 2009. MVD was prepared for the challenge to implement all programs necessary to make sure the City met all requirements and was removed from their State Compliance Order. The City of Firebaugh has also recently improved with their commercial diversion rates from 4% in 2009 to 11% as of September 2011. As of this July 2011 they are no longer on a compliance order with the State.



**MID VALLEY
DISPOSAL**

Waste Diversion Assessment Form

Facility Name:	
Facility Function:	
Address:	
Number of employees:	
Principal Contact:	
Phone/e-mail:	
Surveyor:	
Date:	

Waste Assessment

Existing Recycling (Include Landscaping)				
Material	# of Bins	Bin Size	Per(week/month)	Fullness
List Material Handlers				

Existing Waste Prevention (Recycle content paper, Double sided copying, reusing pallets, donations?)				
Material	Quantity	Per (week/month)	Recipient	Notes
Monthly costs (if known):				



Disposal-Regular Collection (Are bins shared with other businesses?)			
Container size	Frequency	How full now/at collection	Materials inside by percentage
Monthly costs (if known):			

Disposal-Occasional/Seasonal			
Container size	Frequency	How full now/at collection	Materials by percentage
Annual Costs (if known):			

Waste Prevention and Recycling- Potential			
Material	Quantity	Per (week/month)	Note

Waste Prevention and Recycling Recommendations

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Section E | Customer Service Operations Plan

MVD prides itself on delivering customer service of the highest quality and professionalism. MVD managers continually remind their employees that customer service is all the Company has to offer.

MVD's key personnel, through their extensive industry experience, have learned that customers really do care about the quality of their garbage service, which becomes quite evident if they ever happen to experience a missed collection—or even a perceived missed collection. MVD customers have come to rely on the Company's consistent service.

When MVD does miss the mark and a customer is disappointed or upset, MVD's approach is to listen and then simply seek a solution that satisfies the customer and permanently resolves the service issue. MVD customer service representatives are regularly reminded to think like a customer in order to access a solution-oriented frame of mind that is soothing and constructive.



MVD's Customer Service Manager, Lisa Helm is committed to quality performance, which is demonstrated by the longevity and success of her career in waste management. She knows how excellent customer service sustains contracts which translate into revenue and over time, with wise management make a company established and vital in the community. Lisa possesses decades of experience as a customer service representative then manager in the solid waste and recycling field. She has a calm, organized demeanor and a can-do attitude, and will administer this customer service program with the Company's complete confidence in her. Please refer to Section M – Key Personnel.

MVD is also fortunate to have on board a talented Operations Manager who relates well to drivers, the public, and can quickly find a resolution to challenging situations and when under pressure. His fairness garners driver respect; his ability to communicate with individuals at all levels and of all walks of life makes him approachable.

With these people directing and overseeing operations and customer service, MVD is confident that the people component of the Company will please the City and citizens of Livingston. MVD knows that it's the frontline people that make all the difference: drivers, customer service representatives, and field service supervisors. The cleanliness and appearance of company equipment also makes a statement, as does the appearance and energy of the front office.



Type and Description of Customer Management Software Used

MVD uses a software application called Encore, which is Microsoft certified. The Company selected Encore because of the dispatching and customer service components. Route or service problems can be tracked easily at the route level, which transfers into customer notes. Customer service note-taking and service orders can also be created and tracked efficiently. Online payments are processed through a web portal. Encore has user-friendly Crystal Reports built into it as well. Sample images of software will be attached.

Capabilities and features Include:

- Customer Management
- Integrated Email
- Customer Website Portal
- Accounts Receivable Billing and Accounts Payable Accounting
- Brokerage Tracking with Shipping Reconciliation
- Onboard Truck Computer Integration
- On-Call Services, Roll-Off, Recurring Route Mapping and Route Optimization
- Scale Management: Transfer Station, Landfill, MRF, and Recycling Facilities
- Link Pictures and Attachments to Scale Tickets and Work Orders
- Split Ticket Multiple Customer, Multiple Material Loads
- Recycling Management: AP, AR, and MRF Management
- Process, Purchase Order, and Sales Order Management
- Fleet and Equipment Management and Maintenance

Management's Approach for Managing Inquiries and Complaints

These are the core concepts of MVD's customer service program which were developed specifically to minimize repeat customer service issues.

- **First Impressions Matter**
Whether the first impression that registers with a customer is a phone call with a customer service representative, the observation of MVD service performance or driver mannerisms, or the appearance of collection vehicles: friendliness, neatness, simplicity, appropriateness, reliability, caring, and concern are all attributes that either help or hinder customer relations. Milliseconds count. MVD's frontline personnel keep this in mind and try to make an excellent first impression.
- **Courtesy Counts**
Most people are understanding and willing to work through service concerns. It is



MVD's experience that even if a customer is initially disconcerted, when they are allowed to vent their frustrations and feel as though they were treated with respect, they will usually become calm and even thank the customer service representative at the end of a call. If this can be accomplished, the customer has been won over, and the employee feels relieved. MVD's goal is always to make the best effort to have customer interactions begin and end on a positive note.

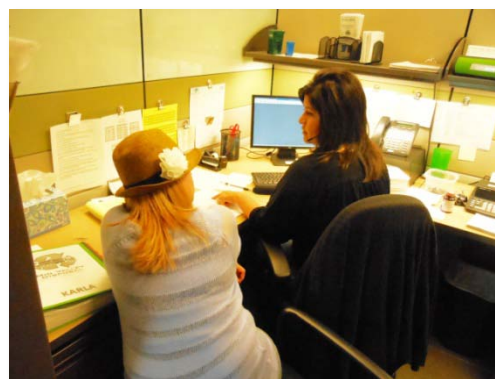
- **Doing the Right Thing is Rewarding**

MVD encourages doing the right thing by reviewing problematic situations/posing hypothetical problem situations at training or coordination meetings. If an employee knows issues will be constructively reviewed they will put more effort into managing customer interaction knowing their performance is monitored and does matter. And MVD believes that most people know what the right thing to do is and just need to feel empowered to do it. MVD makes the effort to recognize good customer service and always reviews challenging situations—even when they were perfectly managed—such that the entire customer service staff can benefit from the experience.

Customer Service Training

MVD customer service staffing is comprised of eight customer service representatives (CSRs). If MVD is awarded the Livingston contract, an additional CSR will be hired and professionally trained. Each CSR is provided with a resource manual that lists pertinent details about each jurisdiction served, service and program requirements, and other general information to enable CSRs to promptly, professionally, and courteously respond to customer requests. A copy of the resource manual is included with this submittal in a separate binder.

New hires sit with a highly experienced or lead CSR for five days for observation and training. They are then shadowed and coached by a CSR for three weeks. Each new CSR is placed at desk near the Customer Service Manager so that calls can be monitored and CSR skills improve rapidly. Formal training is conducted monthly with impromptu training daily and weekly depending on need for all CSRs.



Procedures to Ensure Timely Accessibility of Information by Jurisdictions

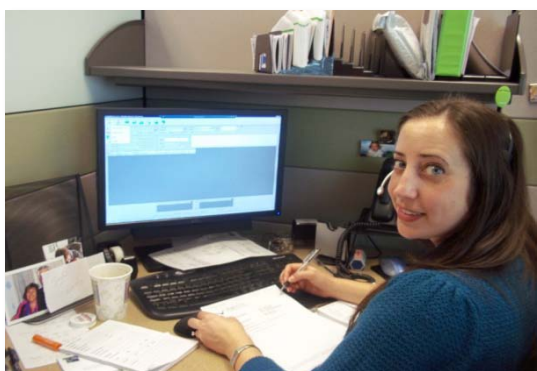
MVD provides collection services to multiple jurisdictions, each requiring a degree of reporting. MVD maintains a reporting schedule and an internal sign-off procedure to make certain reports are processed and submitted on time. MVD route data is input into Encore at



the end of business daily. All data contained within the system is current and accurate each day, which means that any request for route data the City may have could be responded to with current information the same day.

Call Center

MVD prides itself in being a local business, with its call center is located at its primary operations base in Kerman, California. MVD also plans on opening a facility within the city of Livingston for equipment and parking needs with a local number at the convenience of Livingston residents to call for any type of customer service issues. MVD's customer service call center will be staffed between 7:00 am – 5:00 pm Monday through Friday.



Phone Call Metrics

All incoming telephone calls are answered in three rings or less by a human being. Standard protocol is that a live receptionist answers on the first ring and directs call to proper department. A CSR will answer the call directly on the second ring and assist the caller. In the rare instances when the telephone rings

a third time, a manager will answer and assist the caller. MVD's average hold time is less than twenty seconds

MVD's receptionists answer an average of 6100 calls each month. The customer service department currently receives and responds to an average of 3900 phone calls a month. Additional phone call facts:

- 1% of calls are billing inquiries.
- 31% of calls are pay by phone requests.
- 38% of calls are service level changes
- 16% of calls are information requests
- 14% of calls are perceived missed collections.

Email and web response times are immediate. Management is equipped with mobile devices to receive emails.

Responding to Common Customer Concerns

Although MVD prides itself in having developed systems and a culture of full accountability to avoid operational missteps that generate customer concerns, MVD management of

common customer concerns is presented below. As indicated in the draft Agreement, MVD will provide reporting to the City relative to customer complaint abatement, within five days of the occurrence. However, MVD attempts to permanently resolve all customer complaints within a 24-hour period.

Missed Collections

MVD has a miss rate of approximately one percent, well below the industry average. Route supervisors spend nearly 100 percent of their time supervising routes in the field to make certain that all driver tasks are completed as scheduled. If a missed collection occurs, MVD's dispatcher makes every attempt to collect the miss the same day it is reported, either through the assigned driver (if still out on the route), a driver from a neighboring route, or through the route supervisor. From time-to-time a miss must be collected the following morning if reported late in the workday.

Spills and Litter Resulting from Collection Activity

MVD only receives spills and litter complaints during windy conditions. MVD trucks are equipped with lids that are regularly utilized, and roll-off loads are tarped. Again, route supervisors are primarily in the field rather than working behind a desk, and they are tasked with checking collection routes to ensure all collections have been made and collection areas and streets are clean.

Collection Schedule Changes

In the event MVD must change the scheduled collection day for either a commercial or residential account, we will notify the customer no less than 30 days in advance, in writing and through the website.

Broken or Missing Containers

MVD drivers call in all damage immediately regardless of severity and the route supervisor follows up to document all findings. Drivers are tasked with reporting containers in need of repair immediately. If possible, repairs are made on-route immediately, as is the case with a broken lid or caster. If damage is more severe the container is exchanged immediately and the damaged container repaired.

Improperly Prepared Set-Outs

MVD drivers will notify the dispatch office when a customer's container is not serviceable. The dispatch will make contact with the customer to ensure the cart is set-out properly their next service day.

Noise Complaints

MVD's routing approach protects residential areas which are more sensitive to collection activity noise. Commercial stops located adjacent to residential areas are sequenced toward the end of the route so that early morning collections do not occur and disturb residents. Even though MVD has never encountered this problem, if persistent or multiple noise complaints were received in connection with a particular route the matter would be investigated immediately and routing changes made to mitigate the problem. MVD's Operations Manager would follow up to make certain the problem was permanently resolved.

Traffic and Sidewalk Obstruction During Collection

MVD prides itself on maintaining open lines of communication with the Public Works and emergency response personnel in the cities it serves, which helps the Company anticipate when road construction will occur such that collection activity can be temporarily routed around it. If an unforeseen obstruction occurs, MVD drivers are to call the matter into Dispatch and work through an MVD-approved solution. Communication with the jurisdiction and/or affected customer(s) occurs as appropriate.

Safety Around Collection Vehicles During Operations

Drivers receive extensive driver training when it comes to safety, and make sure that all safety measures are ensured when around collection vehicles.



Reporting

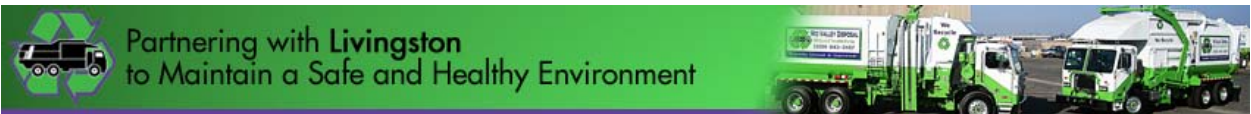
Each of MVD's contracts have varying reporting requirements, all of which MVD meets through the information gathered through the customer management software described in this section, Encore. Sample reports are included. MVD will diligently work cooperatively with the City to comply with reporting due dates and templates that provide the City with the information it needs to monitor MVD activity and performance, as described in proposal agreement.



Website

MVD's website address is: www.midvalleydisposal.com. MVD considers its website to be more than just a web presence, but rather a fully functioning and interactive website that not only provides current information but also keeps MVDs public up to date on its activities, as well as providing a contact us form that provides online services such as:

- Online bill-payment
- On-call bulky-item collection inquiry
- Extra solid waste pick-ups inquiry
- Service changes
- Cancellations
- The ability to document and resolve complaints or commend our services



Screenshots of EnCORE (Customer Information)

EnCORE 8.11.11.17 - Mid Valley Disposal - [Customers]

File View Windows Help

Customers Operations Accounting Tools Reporting Utilities Web Portal History

Name: SEQUOIA RIDGE APTS Acct No: 40401700 Internal Notes: [Config](#)
 Address: 5647 E BALCH AVE Phone: 949-955-0888 Flag

General History Pricing Routing Equipment Contracts Advanced Comments Activity

Site/Service Information [Browse](#) Billing Information [Receive Payment](#) Setup

Mast/AA: 404017 185678
 Name: SEQUOIA RIDGE APTS
 Name 2: BASCOM WAVERLY AVE APTS
 Addr: 5647 E BALCH AVE
 Addr2:
 City/St: FRESNO CA
 Zip/Co: 937274643
 Contacts:
 Email:
 Phone: 949-955-0888 Ext:
 Fax:
 E-pay:

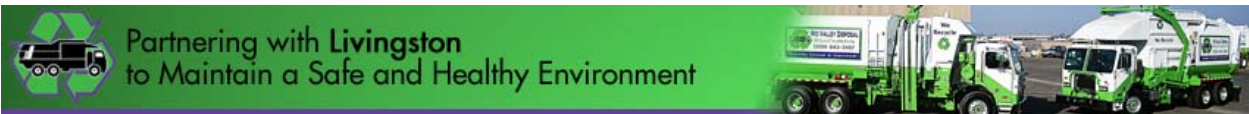
Name: BASCOM WAVERLY AVE APTS LLC
 Name 2:
 Addr: C/O SEQUOIA RIDGE/LEASING OFFC
 Addr2: 454 S WAVERLY LN
 City/St: FRESNO CA
 Zip/Co(F): 93727
 Contacts:
 Email:
 Phone: 949-955-0888 Ext:
 Fax:
 *Buildin:
 Setup:
 Bill Status: ACTIVE
 Serv Type: SINGLE FAMILY
 Bill Group: FRESNO MTHLY ADVAN
 Company: MVD FRESNO
 Inv Cyc: MONTHLY
 Bill Type: STATEMENT
 Fin Cyc: 30 DAYS
 Prc Ara: FRESNO
 Tax Area: NONE
 Tax Exmp

Code	Qty	Size	Type	Freq	Total	Billed	Mon	Tue	Wed	Thu	Fri	Sat	Sun
▶ 2R2	1	2 YD	FL R	2 WK	63.17	MO	M-605(360)			H-605(240)			
4T3	2	4 YD	FL T	3 WK	739.58	MO	M-504(370)		W-511(3)		F-504(300)		

Driving Directions
 Map Directions

Add Edit Manage Print Directions New Order Map Refresh Find Cancel Save

Status: READY Username: |MVDLISAH Server: |ASP3\DBSERV5\CCSI_MVD Access: |SECURE Client ID: |273581545 LogonTime: |1/6/2012 9:07:00 AM



Screenshots of EnCORE (Billing Inquiry)

EnCORE 8.11.11.17 - Mid Valley Disposal - [Customers]

File View Windows Help

Customers Operations Accounting Tools Reporting Utilities Web Portal History

Name: SEQUOIA RIDGE APTS Acct No: 40401700 Internal Notes: []
 Address: 5647 E BALCH AVE Phone: 949-955-0888 [Flag] [Config](#)

General History Pricing Routing Equipment Contracts Advanced Comments Activity

Invoice | Date | Total | Balance
 19550 | 12/01/2011 | 802.75 | 802.75
 19550 | 12/01/2011 | 802.75 | 802.75

Payments:

Date	Code	Ref/Check	Amount

Bill Details:

Date	Location	Code	Desc	Ref/No	PO Rel	Units	\$/Unit	Total
12/01/11	40401700	4T3	4YD TRASH 3XWK			2.0000	369.7900	739.58
12/01/11	40401700	2R2	2YD RECYCLE 2XWK			1.0000	63.1700	63.17

Last Pay: Date: 1/1/2000 Amount: 0.00

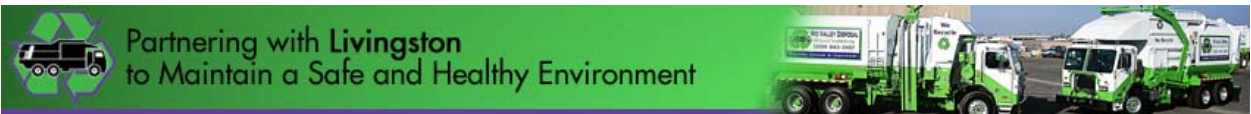
Aging:

Unapplied	Unbilled	Current	30 Days	60 Days	90 Days	Total
0.00	0.00	0.00	802.75	0.00	0.00	802.75

View: Invoice Unbilled/Unapplied Filtered
 Running \$ (Beta)

Print Audit Unposted Refresh Req Credit Pay by Credit Card Pay by ACH

Status: [READY] Username: [MVDLISAH] Server: [ASP3\DBSERV5\CCSI_MVD] Access: [SECURE] Client ID: [273581545] LogonTime: [1/6/2012 9:07:00 AM]



Screenshots of EnCORE (Pricing Information)

EnCORE 8.11.11.17 - Mid Valley Disposal - [Customers]

File View Windows Help

Customers Operations Accounting Tools Reporting Utilities Web Portal History

Name: SEQUOIA RIDGE APTS Acct No: 40401700 Internal Notes: [Config](#)
 Address: 5647 E BALCH AVE Phone: 949-955-0888 Flag

General History Pricing Routing Equipment Contracts Advanced Comments Activity

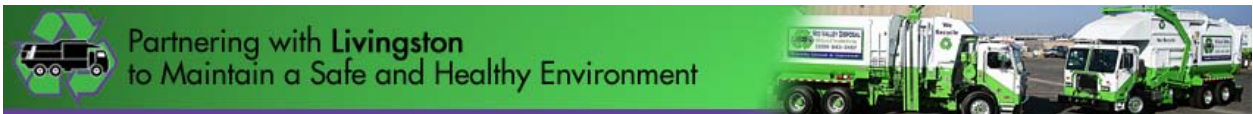
Recurring Charges / Special Pricing

Code: 2P2 Trans Cyc: MO *Inc/min/max: 0 0 0
 Desc: 2YD RECYCLE 2X *Price: 63.1700 *PO Rel:
 Units/Qty: 1 Total \$: 63.1700 *Ref:
 Size: 2 YD Disc %: 0 [Servicing](#)
 Serv Type: FL RECYCLE Default \$: 0.0000 Sal Rep: UNASSIGNED
 Serviced: 2 WK Cost \$: 0.0000 Avg Wt: 0
 Sub/Vend: NONE Starts: 11/30/2011
 Entry ID: 3344 Ends: 6/ 6/2079
 Use Area Pricing Last Billed: 12/14/2011
 Under Contract Next 28Day: 1/29/2000

ID	Code	Description	Qty	Siz	Typ	Freq	Total	Billed	Starts	Ends	Mon	Tue	Wed	Thu	Fri	Sat	Sun
▶ 3344	2P2	2YD RECYCLE 2XWK	1	2 Y	FL	2 WK	63.17	MO	11/30/11	06/06/79	M-605 (36			H-605 (24			
3343	4T3	4YD TRASH 3XWK	2	4 Y	FL	3 WK	739.58	MO	11/30/11	06/06/79	M-504 (37		W-511 (F-504 (30		

Add Edit Delete Nearby List Hide Expired Print Prorate Cancel Save

Status: READY Username: MVDLISAH Server: J:\ASP3\DBSERV5\CCSI_MVD Access: SECURE Client ID: 273581545 LogonTime: 1/6/2012 9:07:00 AM



Screenshots of EnCORE (Route Information)

EnCORE 8.11.11.17 - Mid Valley Disposal - [Customers]

File View Windows Help

Customers Operations Accounting Tools Reporting Utilities Web Portal History

Name: SEQUOIA RIDGE APTS Acct No: 40401700 Internal Notes: [] [Config](#)

Address: 5647 E BALCH AVE Phone: 949-955-0888 Flag

General History Pricing Routing Equipment Contracts Advanced Comments Activity

Routing

Service/Billed: All Services/No Filtering

Route No: UNASSIGNED F Next Service: 1/ 6/2012 Stop Notes: []

Stop Number: [] Stop Service: 1/ 6/2012

Frequency: EVERY 1 WEEK(S) ON: Last Serviced: 1/ 6/2012 Temp Notes: []

Serviced: [] Start Window: 12:01:00 AM Serviced: 1/ 6/2012

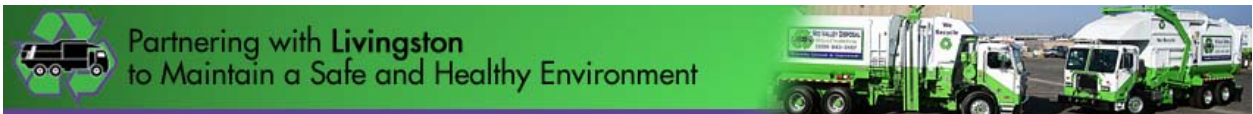
Stops On-Call End Window: 11:59:00 PM Lbs/Yds: []

Route	Day	Stop	Freq	Description	Next Date	Last Date	First Date	Stop Date	Pricing ID
M-504	MONDAY	370	1	MONDAY FL TRASH	01/09/12	01/02/12	12/05/11	06/06/79	3343
M-605	MONDAY	360	1	MONDAY FL RECYCLE	01/09/12	01/02/12	12/05/11	06/06/79	3344
W-511	WEDNESDAY	370	1	WEDNESDAY FL TRASH	01/11/12	01/04/12	12/07/11	06/06/79	3343
H-605	THURSDAY	240	1	THURSDAY FL RECYCLE	01/05/12	12/29/11	12/01/11	06/06/79	3344
F-504	FRIDAY	300	1	FRIDAY FL TRASH	01/06/12	12/30/11	12/02/11	06/06/79	3343

Serviced Serial No ID No ->> Unserviced Serial No ID No

[Service History](#)
 Hide Expired

Status: READY Username: IMVDLISAH Server: ASP3\DBSERV5\CCSI_MVD Access: SECURE Client ID: 273581545 LogonTime: 1/6/2012 9:07:00 AM



Screenshots of EnCORE (Customer Notes)

EnCORE 8.11.11.17 - Mid Valley Disposal - [Customers]

File View Windows Help

Customers Operations Accounting Tools Reporting Utilities Web Portal History

Name: SEQUOIA RIDGE APTS Acct No: 40401700 Internal Notes: [Config](#)
 Address: 5647 E BALCH AVE Phone: 949-955-0888 Flag

General History Pricing Routing Equipment Contracts Advanced Comments Activity

<- Week Week -> Today 12/ 9/2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Nov 20	Nov 21	Nov 22	Nov 23	Nov 24	Nov 25	Nov 26
Nov 27	Nov 28	Nov 29	Nov 30	Dec 1 2011	Dec 2	Dec 3
					<ul style="list-style-type: none"> PRICING ENTRY UPDATE VI PRICING ENTRY UPDATE VI PRICING ENTRY UPDATE VI PRICING ENTRY UPDATE VI PRICING ENTRY UPDATE VI PRICING ENTRY UPDATE VI 	
Dec 4	Dec 5	Dec 6	Dec 7	Dec 8	Dec 9	Dec 10
	<ul style="list-style-type: none"> SERVICE ORDER NUMBER SERVICE ORDER NUMBER SERVICE ORDER NO: 50047 SERVICE ORDER NUMBER WE SERVICED THE ACCT T 	<ul style="list-style-type: none"> SERVICE ORDER NUMBER CUSTOMER EDITED BY: CO CUSTOMER EDITED BY: CO CUSTOMER EDITED BY: CO SERVICE ORDER NUMBER SERVICE ORDER NUMBER 	<ul style="list-style-type: none"> SERVICE ORDER NUMBER 	<ul style="list-style-type: none"> ROUTE ENTRY SCHEDULED 		<ul style="list-style-type: none"> ROUTE ENTRY SCHEDULED ROUTE ENTRY SCHEDULED ROUTE ENTRY SCHEDULED ROUTE ENTRY SCHEDULED
Dec 11	Dec 12	Dec 13	Dec 14	Dec 15	Dec 16	Dec 17
		<ul style="list-style-type: none"> ROUTE ENTRY SCHEDULED 	<ul style="list-style-type: none"> ROUTE ENTRY SCHEDULED 	<ul style="list-style-type: none"> ROUTE ENTRY SCHEDULED 	<ul style="list-style-type: none"> ROUTE ENTRY SCHEDULED ROUTE ENTRY SCHEDULED ROUTE ENTRY SCHEDULED 	<ul style="list-style-type: none"> ROUTE EDITED STOPID: 17
Dec 18	Dec 19	Dec 20	Dec 21	Dec 22	Dec 23	Dec 24
	<ul style="list-style-type: none"> ROUTE ENTRY SCHEDULED 	<ul style="list-style-type: none"> ROUTE ENTRY SCHEDULED 				

Status: |READY| Username: |MVDLISAH| Server: |ASP3\NDBSERV5\CCSI_MVD| Access: |SECURE| Client ID: |273581545| LogonTime: |1/6/2012 9:07:00 AM|



Partnering with Livingston
to Maintain a Safe and Healthy Environment



Screenshots of Website (Homepage)

MID VALLEY DISPOSAL
Contact Us (559) 843-2467
15300 W. Jensen Ave. Kerman, CA



MID VALLEY DISPOSAL
RECYCLING AND TRANSFER STATION

- HOME
- COLLECTION SERVICES
- RECYCLING
- PUBLIC DISPOSAL
- NEWS & EVENTS
- CONTACT US

FRESNO CUSTOMERS  **ONLINE BILL PAY**



OUR GREEN COMPANY

When it comes to green practices, we like to lead by example in trying to reduce, reuse, and recycle. Mid Valley Disposal has strived to become one of the greenest companies in the Central Valley, from making notepads out of used paper to on-site vermicomposting. As a company that provides recycling services it is important that we also do our part to reduce green house gases and keep our environment clean and green. For that reason, we like to continually inform and educate our employees about our company's green practices to reduce waste wherever possible.



THE LOCAL EXPERTS IN SOLID WASTE AND RECYCLING COLLECTION

Mid Valley Disposal is a privately held local recycling and solid waste management company that has been in business since 1997. Through the 15 years that Mid Valley Disposal has been serving the San Joaquin Valley, operations and values have remained exactly the same, being "locally owned and operated." We are dedicated to providing our "personal touch" to all of our customers through the generations of experience in the industry that our team has. Mid Valley Disposal strives to provide customers with the best quality service, innovative recycling education programs, and community participation.

COLLECTION SERVICES



We offer residential and commercial collection services.

[Learn More »](#)

RECYCLING SERVICES



Our Recycling Education Program is here for all your needs

[Learn More »](#)

NEWS & EVENTS



Stay updated on all the latest news and events at Mid Valley Disposal

[Learn More »](#)



Partnering with Livingston
to Maintain a Safe and Healthy Environment



Screenshots of Website (Contact Us Form)

MID VALLEY DISPOSAL
Contact Us (559) 843-2467
15300 W. Jensen Ave. Kerman, CA



MID VALLEY DISPOSAL
RECYCLING AND TRANSFER STATION

- HOME
- COLLECTION SERVICES
- RECYCLING
- PUBLIC DISPOSAL
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FRESNO CUSTOMERS
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CONTACT US

New Customer

First Name*:

Last Name*:

Email*:

Phone*:

Address*:

City*:

State*:

Zip*:

What type of service would you like to sign up for?:

Residential Services

Commercial Services

Roll-off Services

Temporary Services

Comments:

b f b 7 f

Enter code as shown*:

Section F | Collection Implementation Plan

The objective of Section F is to convey how MVD will expand and roll-out new services in Livingston according to the City’s requirements outlined in its RFP for integrated solid waste collection services. As highlighted in Section G, MVD has established infrastructure and operations throughout different cities in the local area. The Company is familiar with the service area, and has recently implemented the City’s requested scope of services in other local jurisdictions, as is also indicated in Section G. MVD looks forward to collaborating with City staff to roll out the selected services in a seamless manner.

MVD is committed to working with the City to ensure compliance with State-mandated diversion objectives as well as helping to create an enhanced quality of life in Livingston. Implementing and operating programs with that demonstrate partnership between City and Contractor and that feature strong community involvement and diversion components have been key to MVD’s success with its cities.

General Approach to Services

MVD will provide all labor, supervision, materials, and equipment necessary to provide for the automated collection and disposal of refuse, and the automated collection and processing of recyclable materials and green waste from all customers utilizing the equipment. All MVD vehicles meet and exceed the highest equipment specifications and safety standards in the industry. MVD ensures all vehicles meet all specifications set forth in the RFP and this proposal, and are and will continue to be fully compliant with all environmental standards, rules, and regulations including those set forth by the US EPA, CAL/EPA, the California Air Resources Board (CARB).

MVD will continually promote recycling participation at every opportunity to all customers through the methods indicated in Section D – Public Education and Outreach.

Staffing Plan



In order to preserve safety as the highest priority, MVD employees are experienced in their individual areas of expertise, are active members of the solid waste industry, and many of the employees engaged in local area operations have been so for many years. MVD will continue to use only highly qualified personnel to perform all duties associated with this contract. MVD

will also seek to recruit Livingston residents for open positions wherever possible and appropriate. Every team member involved in the transition has extensive experience in successfully implementing new municipal contracts.

Implementation Plan Description

A smooth transition is a critical element to the success of a new program and in building confidence and rapport with customers. Section G provides a summary description of MVD's past experience with new program and contract start-ups.

MVD is known for its well organized and systematic planning and implementation of new contracts with particular emphasis on excellent communication between MVD, the City and the service recipients prior to, during and after the start-up of a new contract. With every new contract, MVD prepares an implementation plan that details the division of duties and responsibilities among the various key employees, specific tasks and procedures, timeline for completion, and checklists for completion of required tasks. To ensure a smooth and orderly transition MVD's Implementation Plan begins upon the execution of the contract.

Transition Planning and Organization

Initial Coordination Session

Immediately upon contract award the key transition team members will meet to review and outline all program requirements and specific requirements of this contract. The team will outline all program objectives, key contractual requirements, timelines, and important milestones, as well as to assign specific responsibilities related thereto. An overall detailed implementation and transition plan, based on the above and the general Implementation Plan included in this section will be developed the week following contract award, as well as a summary outline of all operational and administrative obligations and requirements as per the contract.

Transition Team Responsibilities

This transition team will be responsible for implementing the transition plan and ensuring a smooth service expansion into the service area(s). The plan will include finalizing routes, procuring the quantity and type of vehicles and equipment needed, identifying and training personnel, planning and coordinating the distribution of containers, preparing informational and educational materials for residential and commercial customers, rolling-out a public education and informational program during the start-up period (and thereafter), developing and implementing customer service programs and conducting employee training, surveying



and accurately identifying customers and customer account information including service levels, billing and service address information, and setting up accounts for work-order processing, billing purposes and reporting to the City.

A key component of the plan will involve the cooperative coordination with other current haulers in the service area(s) relating to obtaining customer account and route information, written communications with customers, and the actual container delivery and exchange process.

In addition to implementation responsibilities, MVD key personnel will maintain ongoing involvement with community relations activities, civic organizations, public education, and program promotion in order to further the program objectives and maintain visibility and a good standing as a responsible and involved corporate citizen.

MVD's key transition team members will meet once a week (or more frequently, depending upon the circumstances) throughout the start-up phase of the transition to ensure that all goals, objectives, and timelines are met. MVD's designated contractor representatives will meet and/or communicate with the City weekly, with updates regarding the implementation and transition process.

Customer Service During Transition

Customer Service Representatives (CSRs) will handle service inquiries and customer concerns and requests courteously and efficiently. MVD CSRs undergo extensive initial and ongoing training to ensure the highest quality of service to MVD customers. MVD representatives are trained in customer service techniques such as:

- Utilization of MVD's phone system;
- Customer interaction protocol;
- MVD policies and procedures for responding to any service or billing concern;
- Use of the customer account database and all features.

Livingston Customer Service Reference Manual

MVD's customer service resource manual will be updated to include information pertaining to the new Livingston contract. These are some of the items the resource manual will address:

- 1) Key contract provisions, including , for instance, information regarding rates, service types, billing and payment procedures, pick-up schedules, hours of collection, container set out requirements, procedures regarding additional containers and container replacement, extra pick-ups, overage allowances, drop-off programs (if



- applicable), information regarding set-out procedures, acceptable recyclable materials and green waste/organics, qualifications for fee discounts and the application process (if applicable), holiday schedule, and program dos and don'ts.
- 2) All CSRs are supplied with a surplus of mailers and brochures to be distributed to customers upon request.
 - 3) The CSRs receive the phone number and address of previous contractors, if necessary, for referral regarding prior billing issues or old container pickup, for example.
 - 4) All CSRs have on-line access to the MVD customer data base which includes billing information/aging, owner and service address information, contact person, service levels, recycling services, and customer comments that have been inputted into the system for each individual customer as well as the customer's work order history.

Equipment Acquisition

Vehicles

MVD will have all of the necessary vehicles in place to begin services in Livingston prior to the operations start date. MVD will coordinate with the City to ensure the vehicles reflect City preferences in signage and painting.



Carts

MVD will purchase all new carts from Toter inc. for the City of Livingston and its residents and businesses prior to commencement of services on January 1st, 2013. (Brochures for equipment will be included as an attachment.)

Bins and Bin Delivery

MVD will procure new bins from Consolidated Fabricators Corp (Brochures for equipment will be included as an attachment.) Bin sizes initially ordered will reflect existing service levels with some migration due to any rate changes, initial assessments, and the implementation of free recycling collection services. As commercial/MFD initial assessments are conducted, bin sizes and the customer database will be refined. Containers will be delivered to commercial customers on collection day after containers are serviced. MVD will deliver new trash and recycling containers prior to commencement of services on January 1, 2013. All container deliveries, carts and bins, will be managed by a MVD operations supervisor who will be 100 percent responsible for ensuring timely and accurate containers deliveries. Delivery information will be reported to the City in the form of a weekly status report.

Route and Customer Database Development

MVD has successfully achieved seamless transitions to new services when awarded a new franchise contract. This has been accomplished through extensive route planning, as is evidenced in the collection details included in Section G for most of the experience citations included. As a key component to our start-up and transition, MVD will conduct a route survey and field audit throughout the service area. MVD personnel have already conducted a preliminary field survey in the service area(s) as a precursor to submitting this proposal. This preliminary assessment will be expanded as part of the full audit to be conducted by MVD during the pre-startup phase.

Preliminary Customer Database Information

Initially, MVD will use the customer account information received from the City and outgoing hauler to create a preliminary database suitable for routing the residential service sector and to create our preliminary customer database that will form the basis for future billing and work order preparation. MVD plans to complete this step through receipt of data files from the existing hauler or the City.

Development of Routing System and Route Sheets

Prior to commencement of collection service, MVD will create a routing system to enable the production of route sheets and route maps to be used (daily) by our drivers (and updated daily for service level changes). MVD will generate sequential routing, route entry and exit points, and route maps for the areas to be served. The routing information will be up-loaded back into MVD's customer management database.



MVD will design and develop routes in an effort to minimize impacts on service recipients. To the extent possible, MVD will develop route patterns and schedules in view of the current collection schedules to minimize service interruptions and unnecessary confusion to residential and multi-family accounts.

In addition to the above, MVD will pay close attention to the following issues when developing routes:

- Hours of operation. MVD determines the number of vehicles to be utilized and the ways in which these vehicles will be routed given the parameters of collection hours from the landfill that are specified by the draft Agreement.
- Traffic patterns. MVD attempts to design routes that are opposite to peak traffic patterns within the service area(s), to the extent possible or applicable. This is not only beneficial to the service area but increases MVD's collection efficiencies.

Schedule of Key Operations Tasks

This schedule anticipates time requirements to accomplish tasks. It can be programmed to accommodate any contract award date and adjusted to reflect subtasks.

- **Execute Agreement with City.** The official ramp up period begins, which triggers all other tasks, below.
- **Procure Vehicles.** MVD procures collection vehicles and containers for the Service Area.
- **Conduct Route Shadowing.** Follow and document residential collection routes not currently operated by MVD. Other information such as cart sizes and numbers will also be captured.
- **Conduct Commercial/MFD Initial Audits.** MVD will audit all commercial/MFD premises to ensure an accurate database, and assess recoverability of the waste stream in order to offer the correct mix of services optimized toward recycling.
- **Database Matching/Finalize Routes and Route Maps.** Database information gleaned from route shadowing and auditing is matched against account information obtained from the previous contractor and/or the City.
- **Driver and Customer Review Sessions.** MVD will conduct driver and customer review training sessions to ensure everyone understands service parameters.



Schedule of Key Administrative Tasks

- **Develop Public Education and Outreach and Other Collateral Materials.** The Company anticipates beginning coordination efforts with the City on an effective outreach campaign based on some or all of the ideas presented in this submittal. A review of all materials, including standard forms. The chart indicates an abbreviated period of two weeks to review and print essential materials—which represents MVD’s minimum requirement.
- **Print Collateral Materials.** As soon as all collateral materials are developed, printing will be expedited. This will allow MVD to be ready to go to make the transition earlier if need be.
- **Mail Introductory Packets.** Based on decision reached with the City, direct mail of introductory packets will be either at once, or in waves by route. Date indicated on implementation schedule is mailing start date.



The transition timeline on the following pages reflects the elapsed time necessary for each of the items discussed in this section.

Task	August	September	October	November	December	January	February
Administrative							
Contract Execution			X				
Coordination Meetings			X X X X	X X X X	X X X X	X X X X	X X
Employee Training					X X X X	X X X X	X X
Education and Outreach							
Develop Materials			X X X X	X X X X			
Approval/ Printing					X X		
Update Website					X X X X	X X X X	X X X X
Schools Program					X X X X	X X X X	X X
Operations – Site Assessments and Routing							
Initial Site Audits						X X X X	X X X X
Route Shadowing						X X X X	X X X X
Database Updates					X X X X	X X X X	X X
Route Mapping					X X X X	X X	
Container Operations							
Issues PO's for Containers					X		
Update orders based on site assessments and subscription results					X X X X	X X X X	X X
Container Production and Transport					X X X X	X X X X	
Deliver Bins						X X X X	X
Start Service						X	



Section G | Service Initiation/Transition Experience & Collection Approach

Service Initiation/Transition Experience

Contracts that have been awarded to Mid Valley Disposal since start of operations:

City of Fresno

Since 2011

City of Coalinga

Since 2004

City of Kerman

Since 2008

City of Firebaugh

Since 2009

City of Avenal

Since 2000

Fresno County Unincorporated

Since 2006

City of Huron

Since 2001

City of Mendota

Since 2003

City of San Joaquin

Since 2001



Each of the above contracts was obtained through dedication, vision, and hard work. Most recently, MVD implemented a contract in the City of Fresno, where the Company was awarded two quadrants, in December 2011.

In 2000 MVD strategized a five, ten, and 15-year growth plan in which the Company completed in just five years. Its goal: to establish long term contracts with each of the five cities in Western Fresno County and to secure a permit to operate in the rural areas. With that objective met, MVD developed a state-of-the-art material recovery facility and transfer station in Kerman.

MVD has made a thorough review of the RFP to ensure it meets the City of Livingston's stated qualifications and that the Company can assist the City in meeting all state regulation solid waste mandates. MVD believes that it is well-equipped to take on the scope of work conveyed in the RFP, and that the creative ideas outlined in this proposal will enable the City to reach its diversion goals as well.



The following is a list of services MVD currently provides to its customers:

Residential recycling and organics collection and processing services.

- Residential solid waste collection services.
- Commercial recycling collection and processing services.
- Commercial solid waste collection services.
- Bulky item collection and reuse facilitation, recycling, or disposal.
- Community clean-up events (high diversion)
- Public education and outreach
- Construction and demolition recycling



City of Fresno



DESCRIPTION OF SPECIFIC REQUIREMENTS FOR TRANSITION:

MVD Managers, Supervisors, Mechanics, Customer Service Representatives, Recycling Coordinator, and Truck Drivers worked diligently to make sure the implementation of services was smooth and organized as much as possible.

MVD began exclusive service within the City of Fresno on December 5th with close to 6000 commercial customers. The contract was awarded to two different haulers splitting sections of the City of Fresno service area.

MVD bills commercial accounts directly on a monthly billing cycle. The customer has the option to pay their bill online through our website, or by phone with Visa, MasterCard, Discover, or by mail.

MVD procured a total of 20 trucks from the City of Fresno, 25 truck drivers, and two office staff. The driver training included 3-4 orientation meetings, safety meetings, safety videos, proper post and pre trip inspections, truck familiarization and training. Supervisors and Managers spent 8-10 hours meeting with drivers to find out the areas they were already familiar with and conducting site visits to learn routes and service areas.

The City of Fresno commercial routes were provided to MVD two weeks before the start date. The route information included customer name, address, type of service and frequency. The information was then transferred to an excel report and MVD created new routes using the information provided by the City of Fresno Public Utilities Department. The routes were created by based on mapping, number of hours it would take the driver to complete a daily route and the number of containers to be serviced daily.

For the first few weeks the managers and supervisors spent one on one time with the drivers providing detailed maps and meeting with the drivers before and after their day to answer questions and concerns. The drivers also received a detailed route with map included. On a daily basis the driver, dispatcher, and customer service representative communicate and work together to provide our customers with efficient reliable service. The customers concerns and complaints are also dealt with on a daily through our customer service representatives answering calls.

The initial outreach information was provided to each customer by a letter sent out from the City of Fresno during the month of October. A second letter was sent out by MVD on November 8th, informing the customer of the new hauler and service area. The letter also

requested the customer to contact MVD if they have a locked enclosure/gate in order to pickup keys and remotes. A postcard was also sent out the customer providing day of service.

MVD became proud members of the Central Valley Hispanic Chamber, The Greater Fresno Chamber, and the Fresno Metro Black Chamber before starting services. This provided MVD with resources necessary to provide outreach to local business owners regarding the implementation. MVD Outreach Staff attended monthly mixers, luncheons, and events to introduce our company and the new services within the City of Fresno.

MVD also included e-blast in each of the chamber electronic newsletters. This partnership between business associations like the chambers will create additional opportunities for outreach throughout the City of Fresno. MVD created a multi-media advertising plan to target each of the requirements from the City of Fresno. A checklist of accomplishments is tracked to monitor the outreach completed.

Specific requirements for transition included:

- Procure the City's trucks.
- Procure displaced workers.
- Create educational materials in multiple languages.
- Update MVD's website to include City of Fresno information.
- Create a multi-media outreach strategy plan.
- Produce and apply interior and exterior enclosure signage/labels.
- Community meetings – advertise and hold 30 days prior to the contract start date.
- Business Association meetings – hold 30 days prior to the start-up.

NUMBER OF CUSTOMERS SERVED

Commercial customers: 6,000

MVD provides services an estimated 7500 recycling and trash metal bins and 5000 recycling, trash, and green waste carts. These totals include commercial and multi-family customers.

DESCRIPTION OF MEASURABLE OUTCOME

Initial meetings and time spent with the drivers before the start date of service assisted with a smoother transition. The site visits before the implementation also assisted managers solve route and safety issues promptly and proactively. MVD was also prepared with inventory of



bin and carts. The trucks purchased from the City of Fresno were serviced by MVD's LNG certified mechanics to ensure safety and make sure trucks were in top shape.

SERVICE INITIATION CHALLENGES AND SOLUTIONS

The sensitive time issues were a challenge, trying to keep customers calm and satisfied with the transition of services. Other challenges included retrieving the gate keys and remotes from the individual customer. MVD had staff available daily for the first month collecting keys and remotes and addressing additional customer concerns in person.



City of Coalinga



DESCRIPTION OF SPECIFIC REQUIREMENTS FOR TRANSITION

- Procured City's collection vehicles, containers, and employees.
- Implemented single-family collection services with an automated 3-cart system.
- Implemented commercial solid waste and recycling services.
- Implemented a comprehensive community education program.

In 2004, when the City of Coalinga issued a Request for Proposals to privatize its solid waste, recycling, and yard waste collection contract, MVD was awarded the contract. At that time the City provided only solid waste collection (no recycling collection services). MVD proposed services for all generators: residential and commercial solid waste and recyclable materials collection, residential and commercial yard waste collection services, and recyclable materials processing.

Also, as part of the contract, MVD was to conduct waste audits of all premises city-wide and provide containers right-sized to the new services. MVD took an assertive approach with the residential waste stream by offering only 64 gallons for solid waste in order to shift recoverable materials to the recycling stream to the greatest possible extent. A rate model was developed for commercial generators such that they were/are charged only for solid waste containers; recycling collection services were/are provided at no charge. The City's equipment was procured by MVD, and the operation of their existing solid waste system was transitioned in 30 days. The following 45 days MVD delivered 10,000 new residential carts while implementing a new 3-cart system. In addition to commencing solid waste collection, the terms of the contract also called for the following changes:

- SFD solid waste collection decreased from a 96-gallon cart to a 64-gallon cart.
- Weekly SFD recyclable materials and yard waste collection with 96-gallon containers.
- Commercial recycling at all businesses.
- Convenient drop-off location for residents' bulky items.
- Recycling collection and education at all government buildings.
- Partnered with local thrift stores for unwanted furniture and discarded items.
- Implemented two annual cleanup days at no additional charge to residents.
- Opened a CRV buy-back center.

NUMBER OF CUSTOMERS SERVED

Single-family customer accounts: 3,400

Multi-family units: 850

Commercial accounts: 300

DESCRIPTION OF MEASURABLE OUTCOMES

The City of Coalinga now has a full range of integrated solid waste collection services and significant diversion.

SERVICE INITIATION CHALLENGES AND SOLUTIONS

The operation of the City's then current solid waste system was to be transitioned in 30 days. MVD procured the City's equipment and commenced services within that timeframe. Over the following 45-day period, MVD rolled out 10,000 residential carts and simultaneously implemented a 3-cart system. These challenges were met through a highly organized approach developed by experienced personnel who were held accountable for ensuring the completion of each action item associated with the transition plan.



City of Kerman



DESCRIPTION OF SPECIFIC REQUIREMENTS FOR TRANSITION

- Transition between contractors: single-family solid waste, recyclable materials, and organic materials collection services.
- Simultaneous implementation of universal recycling for multi-family and commercial customers.
- Multi-family recycling technical assistance provided.

In August 2008, the City of Kerman awarded the contract for exclusive collection services to MVD. It was a great accomplishment to gain the contract with the City of Kerman for several reasons:

1. MVD expanded operations by building a new material recovery facility located in the City of Kerman.
2. The City of Kerman was located in the West region of Fresno County, which is the area MVD primarily served.
3. The City of Kerman was in great need of implementing a commercial recycling program to meet State requirements, and MVD was confident it had the experience and dedication to assist the City in successfully meeting its objectives.

Upon contract award, MVD promptly began to develop a strategic implementation plan for the City of Kerman's new Pay As You Throw commercial recycling program. The Company hired additional staff to assist with the initial education efforts. Three staff members conducted waste audits to target every business in the City of Kerman. Each auditor was responsible for targeting a section of the City and checked current services to determine the size recycling bin or cart to propose. Auditing staff had a route sheet with the services the business received and also a proposed waste audit form to complete after audit was complete. Staff also provided each business with a recycling guide, which included photos and listed the acceptable materials to be placed in a recycling bin or cart.

The feedback was primarily positive and businesses seemed to be ready for a change. The City Manager also sent out a letter to businesses informing of the change and the importance of participating in the commercial recycling program. The support of the City Manager was very important to implement this new program.



Once the recycling services were determined through waste audits, delivery of bins and carts began the end of July 2008 and MVD began collection services with businesses by August 4, 2008.

In addition to conducting a waste audit/site visit with each business during implementation, MVD Outreach Staff conducted a total of 51 site visits during 2009 and a total of 114 site visits this year. On a side note, there approximately over 165 commercial businesses, excluding multi-family and schools (these programs are tracked separately). The Company has monitored the commercial program each year and have increased recycling tonnage since implementation (please refer to tonnage report included at the conclusion of this Example).

The multi-family program is also crucial in increasing recycling efforts within the City of Kerman. MVD received grant funding from Cal Recycle to fully implement a multi-family recycling program in the City of Kerman and six additional cities served by MVD. The City of Kerman's multi-family recycling program start date was June 2, 2009. MVD staff continues to visit each complex and monitors progress. Results show that overall program is a success.

MVD staff provides ongoing education by delivering new education materials for tenants. The education materials are available at the manager's office, where tenants can view them when a paying their rent. Education flyers are also placed in application packets for new tenants. MVD also attends events coordinated by two complexes located in Kerman.

MVD has also fully implemented a construction and demolition recycling program with the City of Kerman Planning Department. MVD staff and City staff work closely to make sure contractors follow the City's C&D recycling ordinance. Contractors are required to rent a roll-off bin through MVD or must self haul to our transfer station in Kerman. MVD staff tracks diversion from each C&D project in Kerman and provides contractor with a diversion report at the end of each project. The program has shown success with projects diverting over 60-80 percent of materials from C&D projects.

The schools in the Kerman Unified School District have also improved recycling efforts with MVD schools recycling program. MVD Outreach Staff is very active within each campus making sure that recycling containers are full of recyclables. Each campus has recycling containers located near cafeteria to capture cardboard. The schools in Kerman also have on campus recycling 96-gallon carts which are conveniently located near each hall way for classrooms to recycle. The Kerman School recycling program requires students to participate and move carts to the collection point and return them back to their appropriate location.

Teachers and students have also formed recycle clubs that monitor programs and report back to MVD when technical assistance is needed.

MVD has reach over 1000 students by conducting classroom presentations and school assemblies. MVD has also donated education materials to school events and fund raisers.

This year MVD will also partner with the City of Kerman and six additional cities served by MVD to purchase a recycling robot that will be used for education purposes. This will be an exciting acquisition to our education program.

In addition to beginning solid waste collection, the terms of the contract also called for the changes listed below, all of which MVD successfully implemented.

- New three-cart systems for each residential home (refuse, recycling, and green waste). Carts are gray with different color lids.
- SFD recyclable materials, yard waste, and refuse weekly collection.
- Fully implement a commercial recycling program.
- Provide each business with new refuse bins or carts.
- Fully implement multi-family recycling program (six complexes).
- Fully implement a school recycling program.
- Fully implement C&D program.
- Provide an on-call collection of bulky material, green waste, and e-waste twice a year to residents.
- Complete annual reports on behalf of the City to Cal Recycle.
- Contamination program (monitor residential program with tagging system).

In conclusion MVD successfully implemented residential, commercial, and school recycling programs for the City of Kerman. These programs have proven success with the results of the Cal Recycle Annual Report calculated 2009 disposal amount decreasing to reach the City diversion goal.

NUMBER OF CUSTOMERS SERVED

Single-family customer accounts: 2,801

Multi-family units: 41 complexes, 815 units

Commercial accounts: 329

DESCRIPTION OF MEASURABLE OUTCOMES

The City of Kerman now has a full range of integrated solid waste collection services and significant diversion.

SERVICE INITIATION CHALLENGES AND SOLUTIONS

The complicated challenges presented above were simultaneously and successfully met through a highly organized approach developed by experienced personnel who were held accountable for ensuring the completion of each action item associated with the transition plan.



City of Firebaugh



DESCRIPTION OF SPECIFIC REQUIREMENTS FOR TRANSITION

- Transition between contractors: single-family solid waste, recyclable materials, and organic materials collection services.
- Simultaneous universal recycling roll-out for multi-family and commercial customers.
- Multi-family recycling technical assistance.

MVD initiated exclusive collection services with the City of Firebaugh in February 2009. To begin services, the Company purchased two contracts from the original hauler. The contracts included the City of Firebaugh and Fresno County. In addition to gaining two new contracts with the City of Firebaugh, MVD implemented new recycling programs to remove a non-compliance order on the City by Cal Recycle.

MVD began implementing the 3-cart single family program February 1, 2009, by implementing a residential education program. The education program began with showcasing the 3-carts that would soon be delivered to each residence in front of City Hall. The display also included posters for each cart showing pictures of the materials accepted. In addition, MVD contacted the local Spanish television station for an interview to inform residents of the new residential program. MVD also created an education flyer that showed the three carts along with photos of the materials accepted in each cart. This education flyer was mailed out with the utility bill and sent to each single family residential customer.

On February 9th MVD began the 3-cart distribution to each home. Along with the 3-cart delivery, residents received a guideline flyer, calendar for collection day, and a letter from MVD providing residents with information regarding new program and contact information for questions.

On June 10, 2009 MVD staff also conducted a contamination analysis with the newly implemented residential program. This required staff to lift each cart and view the materials that were disposed.

The program provided MVD results of program implementation. Staff was able to find target information to improve the new program after four months of implementation.

MVD continues to target the 3-cart residential program by providing information to residents during events, mailers, school presentations, and the contamination program. With regards to the contamination program, this program continues with drivers leaving a contamination

tag on the cart where unacceptable materials were identified and the driver delivers a detachable portion of the tag to an Outreach Specialist, which then follows up with the customer by sending out a letter and residential education brochure.

The commercial program began with 175 bins and carts switched out within two weeks of our contract beginning. The previous hauler supplied very outdated containers and no recycling bins or carts. MVD delivered a new attractive refuse collection bin or cart to each business. Prior to delivery of refuse service a waste audit was conducted to make sure the customer received proper services.

Shortly after switching out the refuse bins, MVD then began the implementation of recycling services with each business with door to door site visits and waste audits. Each business was informed of the importance of adding recycling services along with the City non-compliance order. After determining the size container appropriate for each business another site visit was conducted with each business to provide education materials for employees. Education materials included laminated posters with photos and bilingual text to post in areas visible for employees. We also made sure to speak to business owners and employees about the waste stream and materials that should recycle.

MVD Outreach Staff continues education efforts with each business by conducting quarterly site visits to make sure that recycling guidelines are followed and also to provide technical assistance as needed. Some of the business share questions and concerns, request office recycling containers, and additional education materials during site visits.

The multi-family pilot program implementation began September 1, 2009. MVD staff first met with apartment managers at two different complexes. They both agreed to participate with the multi-family recycling pilot program. MVD conducted a door to door distribution of education materials for each tenant during the same week the 3-yard recycling bins were delivered for each complex. Ongoing visits are conducted to monitor program on a quarterly basis.

MVD also assisted the City to implement a Construction and Demolition recycling program that will require contractors requesting a permit from the City's Planning Department to follow the City's C&D ordinance.

In addition to beginning solid waste collection, the terms of the contract also called for the changes listed below, all of which MVD successfully implemented.



- New 3-carts for each residential home (refuse, recycling, and green waste). Previous hauler provided residents with refuse service only and residents used their own containers for the collection of refuse
- SFD recyclable materials, yard waste, and refuse weekly collection
- Fully implement a commercial recycling program
- Provide each business with new refuse bins or carts
- Implement a pilot program with multi-family complex
- Fully implement a school recycling program
- Fully implement C&D program
- Provide twice a year community cleanup events for collection of bulky material, green waste, and e-waste
- Complete annual reports on behalf of the City to Cal Recycle
- Complete quarterly reports to Cal Recycle as part of the requirement of the non-compliance order

In conclusion MVD successfully implemented a residential, commercial, and school recycling program for the City of Firebaugh. These programs have proven success with the results of the Cal Recycle Annual Report calculated 2009 disposal amount decreasing to reach the diversion goal. As a result of the successful recycling programs the City of Firebaugh is expected to be taken off compliance at the end to the year.

NUMBER OF CUSTOMERS SERVED:

Single-family customer accounts: 1,250

Multi-family units: 450 units

Commercial accounts: 226

DESCRIPTION OF MEASURABLE OUTCOMES:

The City of Firebaugh now has a full range of integrated solid waste collection services and significant diversion.

SERVICE INITIATION CHALLENGES AND SOLUTIONS:

The complicated challenges presented above were simultaneously and successfully met through a highly organized approach developed by experienced personnel who were held accountable for ensuring the completion of each action item associated with the transition plan.



Collection Approach

Driver Training

MVD only employs qualified personnel to perform collection services. In order to deliver superior performance, drivers are trained carefully. Properly trained drivers increase the likelihood that services are performed correctly the first time, and that accidents and incidents will be avoided. The objective of this section is to provide the City with MVD's approach to recruiting/developing the optimal workforce.

MVD assigns the highest priority to workplace safety, as evidenced by the current safety program in place for operations personnel.

Workplace Hazards Evaluation

MVD conducts thorough workplace hazards evaluations of all collection operations job classifications, maintenance shop job classifications, and general office workers, as well as for all physical areas of its facility. For example, hazards will be identified by job task, and a specific training measure identified to prevent incidents and accidents that could occur as a result of that hazard. Those specific training components are incorporated into the required training program for that position.

Employee Orientation

New employees will be required to review the following documents: the Company's Employee Handbook, Driver Handbook (referenced below), and Injury and Illness Prevention Program (IIPP).

- *Driver Handbook*

This manual is comprehensive, covering all components of the Company's safety orientation, including emergency procedures, accident/loss reporting procedures, and so forth. It is the Company's observation that when employees are fully informed about the high safety standards of the Company from the first day on the job, a strong effort is made by new employees to comply.

- *Injury and Illness Prevention Program (IIPP)*

As required by law, the Company has an IIPP. It is well organized, thorough, and OSHA compliant. The plan identifies hazards, as previously described, and identifies the various elements of the Company's overall safety program, such as safety practices, safety training, record keeping, and so forth.

Monitoring of Work Performance

During the first few days of being on the job with MVD, driver work habits are assessed by the supervisor to be sure good safety habits are strictly followed. Supervisors proactively address any problems observed, reminding the employee of what was learned in training. Safe work practices are continually monitored and addressed each time an incident or accident occurs.

Safety Meetings

Safety meetings are held once a month and are compliant with all safety regulations. OSHA topics are discussed in rotating order, and meetings are customized in that incidents—and how they could have been prevented—from the prior month are reviewed in an open, interactive format.

Facility Inspections

MVD conducts monthly site inspections of its facilities. Potential hazards are noted and corrected immediately.

Accident and Incident Management

MVD dispatches a supervisor to the scene immediately when an accident or incident occurs. A report is completed by both supervisor and employee. The day following the incident, the employee receives the appropriate retraining. First, a pretest on the incident type is used to assess the employee's knowledge of safe practices specific to the task being performed when the incident occurred. Proper procedure is reviewed. A post-test is then taken to check the employees understanding of safe practices needed to execute the task in question. The employee must pass the test with a score of 80 percent or better, or the entire process is repeated.

Required Postings and Signage

MVD maintains its employee bulletin board with all postings as is required together by law. MVD updates this bulletin board regularly to make sure all such materials are posted neatly and are easily readable. This is part of MVD's monthly site inspections, described above.



Driver Appearance, Conduct, Compliance

Drivers will wear a clean, company-issued uniform daily. They will have on their persons at all times a valid California Class B driver's license and medical card, will act in a professional and responsible manner, and will comply with all applicable local, state, and federal laws and regulations. All drivers will wear photo-identification at all times during work hours.

Alcohol and Drug Testing

MVD will perform alcohol and drug testing according to the Department of Transportation's testing procedures under the following circumstances:

- Pre-Employment Testing: MVD will require alcohol and drug testing after hiring and prior to commencement of work.
- Post-Accident Testing: Alcohol and drug testing is required as soon as possible after any accident involving any employee. The Company reserves the right to continue testing attempts up to 32 hours after the time the accident occurred.
- Random Testing: All employees who drive Company vehicles are subject to random alcohol and drug testing.
- Reasonable Suspicion Testing: MVD will require alcohol and drug testing based on a supervisor's personal observations of the employee's appearance, behavior, speech, performance, manner, and/or body odor. Likewise, MVD provides training for managers and supervisors on identification of symptoms and behaviors of alcohol and/or controlled substance use or abuse.
- Return-to-Work Testing: In the case where an employee has taken a leave of absence to participate in an approved drug or alcohol abuse rehabilitation program, the employee must submit to alcohol and drug testing prior to returning to work. Refusal to submit to alcohol and drug testing may result in immediate termination. Testing is contracted to and managed by an outside firm.

Routing Approach

Because truck emissions, traffic, and wear and tear to streets impacts the environment and the general public's health and safety, as well as the environment routing is especially important. Proper routing is a time-consuming and thoughtful planning process that MVD takes seriously. There are two components to routing: mapping and data confirmation, and



route balancing. Analyzing initial account data and balancing routes require human focus and decision-making.

Mapping and Data Checking

MVD will use map-based routing software as may be needed for this contract in order to keep routes efficient as the economy begins to spring back and return to a growth mode.



Existing and proposed routes will be checked during normal collection hours on assigned collection days in order to verify the following information:

- Number of service units per route;
- Number of solid waste carts set out per route (participation);
- Container size/corresponding service address;
- Number of container in need of repair or replacement/corresponding service address.

Route Balancing and Final Routing

A route supervisor will drive routes and document travel paths within them. Routes will be timed based on productivity estimates provided by the truck and automated arm manufacturers. To increase safety and efficiency, managers will specify right hand turns in as many cases as possible. Special notice and treatment will be given to areas where children are frequently present: schools, playgrounds, parks, community centers, and libraries. Depending on the location of these facilities, the Company will either route collection vehicles in a way that they are in and out of those areas prior to school starting, or during hours where children are in the classroom. In the end, routes will be balanced to ensure that tons collected are equalized, and that when all productivity assumptions and driver activities are factored in hours worked are equalized between drivers to the greatest possible extent.

Commercial/MFD route balancing is more complex because service frequencies may occur more than once a week and because of business managers' preferences. To achieve route balance for its new commercial customers, lifts per day are grouped by geographic area. To achieve better balance and greater efficiency, commercial customers may be encouraged to subscribe to a larger container serviced fewer times per week or to shift service days. Service levels will always be right-sized and geared toward achieving a 75 percent diversion rate.

Routes will then be mapped and turned over to the City for review and approval. If drivers employed by the outgoing contractor are interested in working in familiar territory, MVD will make every effort to grant their requests. This makes the transition easier for both the driver and those customers who notice and greet their drivers regularly.

Collection and Equipment Details

All collections will be made in a courteous, professional manner, and all property—public and private—will be respected.

Collection vehicles are standard across lines of business as selection of vehicles is based on container type, not generator type. For example, all cart collections—whether those be from residential recycling generators or from commercial solid waste generators—are made using the same type of collection vehicle because the materials are container in wheeled carts versus standard frontloader bins.

Emissions Control Features

All vehicles will meet and exceed the highest equipment specifications and safety standards in the industry. MVD ensures that vehicles will meet all specifications set forth in the RFP, are appropriate for the City's scope of work, and are and will continue to be fully compliant with all environmental standards, rules, and regulations including those set forth by the US EPA, CAL/EPA, and the California Air Resources Board (CARB).

Vehicle Replacement Schedule

MVD maintains its equipment in excellent condition and to manufacturer specifications. MVD's maintenance facility also observes all fleet maintenance best practices to ensure minimization of equipment failure and collection activity downtime, as well as to extend the useful life of MVD collection vehicles. MVD generally replaces its frontline collection vehicles every ten years.





Cart Collection Methodology, Equipment, and Personnel

All collection services will be performed according to the service requirements outlined in the RFP and to MVD’s high customer service standards. MVD will be using a two-cart system as mentioned in the RFP consisting of: Refuse and green waste, with an option of adding recyclables. MFD collection services are on-premise, meaning that it is not necessary for customers to place their containers at the curb for servicing. MVD will pull/push containers as needed to make collections.



MVD will use the standard automated sideloader collection vehicles indicated in the preceding Solid Waste Collection Assumptions chart (assumptions excerpted, below), 96-gallon wheeled carts, and a crew of one highly trained, professional driver.

Hard-to-Service Areas

MVD has thoroughly surveyed all of Livingston residential service areas (single-family/cart customers) and finds that the standard collection equipment proposed above is suitable for safely and efficiently delivering collection services to residential customers. However, should the need arise, MVD will use a scout vehicle to assist with challenging collections. MVD does factor sensitive areas into its routing approach for all service areas/generator types. Sensitive areas include those where children/the elderly are often present (schools, parks, community centers, libraries, libraries, senior centers). Final routes reflect avoidance of these areas or passage through these areas during times of typically low usage, such as early morning hours.

Residential (Cart) Collection Services: Driver Protocol

The driver activity sequence for automated cart collection is:

- 1) The driver arrives at the service address and checks the route sheet for any notes pertaining to that customer.
- 2) The driver checks for any possible obstructions to making the collection, and checks mirrors and cameras as a safety precaution.





- 3) The driver uses two controls to make the collection: the first to position the truck arm such that it is properly aligned to the targeted cart; and the second to engage the grabbing mechanism.
- 4) The driver then returns to use of the first control to lift, empty, and return the cart to its original position. As the cart is being emptied, the driver checks cart contents for hazardous/unpermitted wastes.
- 5) After the cart is replaced, the driver checks the serviced area to ensure it is clear or any litter.
- 6) If the collection is made without incident, the driver continues to the next stop on the route sheet.
- 7) Once the truck has reached capacity or the driver has concluded the route, the driver drives directly to the landfill (solid waste), MVD's recycling processing/transfer facility (recyclable materials and green waste. If the driver is not finished making collections, s/he return to the route to complete them.

For recyclable materials set-outs, MVD drivers will also:

- 1) Perform a visual contamination check of the cart contents.
- 2) If the Driver sees no contaminants, s/he will place the containerized motor oil and oil filters into the designated racks on the collection vehicle and continue to make the collection as indicated in the preceding section for solid waste collection.

If contamination is visible the cart will be tagged with a Corrective Action Notice tag. If a first offense for the customer or if the contamination is a rare occurrence for that particular customer, the materials will still be collected. However, if the customer is a repeat offender or a trend toward contamination exists on a particular route or in general, MVD will not empty the container until the correction has been made. As with all Corrective Action Notices and other route events and incidents, this information will be logged into MVD's customer database. Customers will regularly be educated about proper set out procedures through all of the outreach channels described in Section D – Public Education and Outreach. All materials collected will be hauled to Highway 59 Landfill as per the Joint Powers Agreement.



MFD/Commercial (Cart/Bin) Collection Methodology, Equipment, and Personnel



All collection services will be performed according to the service requirements outlined in the draft Franchise Agreement and to MVD's high customer service standards outlined in this Proposal. MFD collection services are on-premise, meaning that customers do not need to place their containers at the curb for servicing. MVD will pull/push containers as needed to make collections.

There are two base collection systems for MFD/commercial solid waste collection: a) standard automated sideloader collection vehicles from MVD's fleet, 96-gallon wheeled carts, and a crew of one highly trained, professional driver, or b) frontloader collection vehicles, frontloader bins in the sizes specified in the Solid Waste Assumptions chart and Cost Proposal, and a crew of one highly trained, professional driver.

Please refer to the previous subsection for productivity assumptions and collection methodology pertaining to automated sideloader collection of carts, since commercial and residential cart customers may be routed together for optimal efficiency and safety.

Collection systems are driven by container type chosen by property/business managers. Managers generally base their container selections on the following criteria:

- Number of units and waste generation rates.
- Premise configuration.
- Access.

Additionally, MFD/commercial customers will receive extensive outreach and technical assistance in order to produce recycling levels that guarantee the City is in compliance with State diversion mandates from the contract start date and throughout the term of the Agreement.

Standard Collection Equipment

Standard frontloader collection vehicles are specified for this contract. MVD intends to procure frontloader bins before implementation of services. MVD will procure new containers and deliver them to customers in the 60-day period immediately preceding the operations start date. Given the project timeline, there is ample time for manufacturing, labeling



Hard-to-Service Areas

MVD has made a thorough physical survey of all Livingston commercial service areas (MFD/Commercial bin customers) and finds that the standard collection equipment proposed above is suitable for safely and efficiently delivering collection services to commercial customers. MVD does factor sensitive areas into its routing approach for all service areas/generator types. Sensitive areas include those where there is heavy pedestrian/vehicular traffic and also where children/the elderly are often present (downtown/historic districts, schools, parks, community centers, libraries, libraries, senior centers); finalized routes reflect avoidance of these areas or passage through these areas during times of typically low usage, such as early morning hours. During the initial assessment phase, should MVD locate premises or pocket areas within routes that are unsafe, inaccessible, or challenging to service using standard collection equipment, the Company will schedule the deployment of a scout truck or a spotter, whatever is needed.

MFD/Commercial Collection Services: Driver Protocol

Commercial/MFD Frontloader/Sideloader Collection Activity Sequence:

- 1) The driver arrives at the service address and checks the route sheet for any notes pertaining to that customer.
- 2) The driver checks for any possible obstructions to making the collection, such as overhead wires, and checks mirrors and cameras as a safety precaution.
- 3) The driver dismounts the collection vehicle, if necessary, to unlock/open entrance or enclosure gates.
- 4) The driver opens the container lid to perform a visual check for hazardous/unpermitted wastes.
- 5) The driver positions the truck or pushes/pulls the container to the truck such that the truck forks are aligned to the bin pockets (or the container is aligned to the automated arm/grabber if an automated sideloader is used), and, ensuring there is ample overhead clearance, empties the container. The driver then slowly drives forward to “stab” the container (if a frontloader bin).
- 6) The driver uses a control to lift, empty, and return the container to its previous position. During this process, the driver again checks the container contents, as they are being emptied into the truck hopper, for hazardous/unpermitted wastes.
- 7) The driver dismounts the vehicle, if necessary to return the container to its collection point and locks the bin/enclosure gate if necessary.
- 8) While out of the vehicle, the driver picks up and disposes of any litter that has fallen during collection. If the driver encounters an enclosure or collection point that is



exceedingly/consistently messy due to overflow, the driver will call dispatch to place a call to the manager to ask for authorization for an extra dump. Should the manager refuse, MVD will report the matter to the City for resolution, along with service suggestions to remedy the situation long-term.

- 9) Once the truck has reached capacity or the driver has concluded the route, the driver drives directly to the transfer station, landfill, or processing facility.
- 10) If the driver is not finished making collections, she or he will return to the route to complete those.

Roll-Off/Compactor Collection Methodology, Equipment, and Personnel

All collection services will be performed in strict accordance with the service requirements outlined in the RFP and to MVD high customer service standards. MVD proposes the following collection system for roll-off (and compactor) solid waste collection as indicated in the preceding chart located in the section Overview: a standard roll-off truck and one highly trained, professional driver. For purposes of this discussion MVD assumes these loads are not mixed or recyclable loads, but strictly solid waste or organic material.

A large part of roll-off business is construction and demolition (C/D) waste, which consists primarily of recyclable inert material.. Through MVD’s comprehensive management of the roll-off waste stream, the Company can guarantee the City of Livingston a percent diversion rate on C/D loads/materials. To maximize diversion, MVD customer service representatives will query customers, when setting up roll-off service, as to the type and amount of waste material customers intend to discard.

Furthermore, MVD will work with construction project managers to provide accurate reporting on LEED certified building projects.

Standard Roll-Off Collection Vehicles

A Peterbuilt 320 Diesel truck will be used for all roll-off necessities.



Roll-Off Boxes and Compactors

Drop boxes will be made available to MVD customers of every generator type in the sizes notated in the draft Franchise Agreement. MVD customer service representatives will help customers right-size their containers to maximize diversion and mitigate weight. Hauling companies generally provide a link between customers who desire compactors and compactor manufacturers.



MVD has well established compactor manufacturer connections that it will provide to the customer upon request. Customers generally either lease or purchase a compactor.

Roll-Off /Compactor Collection Services: Driver Protocol

- 1) The driver arrives at the service address and checks the route sheet or work order for any notes pertaining to that customer, such as information pertaining to who to see, disconnecting coupling lines, and so forth.
- 2) The driver performs a safety check to ensure there is proper clearance and access to the container, and that site activity at the collection point is zero. If conditions are questionable, the driver will talk to a site manager or will call the route supervisor to the site to act as a spotter.
- 3) The driver carefully backs up to the container and raises the truck's hydraulic rail.
- 4) The driver dismounts the vehicle and locks the coupling device to the container, double checks it to ensure it is secure.
- 5) For compactors, the driver then disconnects the units' electrical/hydraulic couplings.
- 6) The driver remounts the vehicle and engages its control to pull the container onto the truck rail. When the rail reaches the locking stops, the driver lowers the rail.
- 7) All MVD roll-off trucks are equipped with automatic tarps. At this point, the tarp mechanism is engaged to cover the load if the box is not covered or enclosed.
- 8) The driver checks the area for any litter spilled during collection and cleans it up if found.
- 9) The driver transports solid waste drop-boxes and compactors to the landfill and obtains a weight ticket at the scale house. All information required by the finalized Agreement will be collected at this time.
- 10) The driver signs off on the work order that the job is complete, and files it away with the weight ticket in the company-provided file/clipboard. (All paperwork is turned into dispatch during the check in procedure at the close of the day.)
- 11) The driver repeats the process for the next work order or route sheet until all work is complete for the day.

Note: This information applies to any roll-off collection service regardless of waste stream type.



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Section H | Solid Waste Disposal Plan [Capacity and Waste Processing Capacity]

It is MVD's understanding that all material will be hauled to the Highway 59 Landfill as per the JPA, which provides its own guarantee.

Merced County Fees are as follows:

- General Garbage: \$33.00
- Green Waste: \$10.50
- Recycling: \$8.26



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Section I | Construction & Demolition Diversion Capacity and AB939 Diversion Mandates

This section will be used to convey MVD’s experience with establishing Construction & Demolition programs within contracted cities as well as what MVD’s future plans for the diversion of C&D waste materials and meeting AB939 and SB1016 mandates.

Construction & Demolition Diversion

As a growing city, it is MVD’s understanding that the City of Livingston may come across large amounts of construction and demolition materials. As MVD diligently works toward reducing the amount of waste within the city of Livingston, one of the waste streams that we will focus on is that of construction and demolition material and diverting as much of it as possible from the landfill.

MVD will take the same approach towards Livingston as it has in many of its cities that are currently under contract in the area of C&D material. MVD will work towards starting a C&D recycling program that requires contractors to divert at least 50% of materials from the landfill, as it has in its cities of Kerman, Firebaugh, and Mendota, as described in section G.

In MVD’s current construction & demolition recycling programs established within its cities, contractors must take the following steps when performing any type of construction project:

- Contractors are required to rent a roll-off bin through MVD for project waste
- or self haul all project material waste to transfer station within Kerman
- MVD tracks diversion and will provide contractor with diversion report at the end of project



Meeting AB939 and Other State Diversion Mandates

It is through MVD’s experience and knowledge of certain areas that MVD is currently able to meet all AB939 and SB1016 mandates within each of our current contracted cities and areas.

It is our Company’s plan to pass on this knowledge and execution of plans to the City of Livingston to make sure that it meets and exceeds each of its diversion mandates.

MVD plans to meet city mandates through:

- Education of residents and businesses
- Consistency of educational material
- Ease of use with a 3 colored cart system



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Section J | Company Facilities

In regards to facilities that may be needed for equipment storage and parking, maintenance, and administration, MVD proposes to open a facilities yard in the City of Livingston to park all trucks, store all equipment, and to perform maintenance on trucks that will be used for disposal services in the city of Livingston. In addition, there will be a local number connected with that office for all customer service calls for the convenience of Livingston residents.





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Section K | Emergency/ Disaster Response Plan

Initial assessment

In event of a natural disaster, acts of terrorism, lockouts, or any other unforeseeable circumstance, the first stage will be to send out a scout truck to assess the emergency context, and what services are needed and how soon. This scout truck will take note of pockets or areas of the City that may be unable to reach by garbage truck due to the emergency, as well as note any other problems that may have arisen. This scout truck will go out with three questions in mind:

- What waste is being generated (e.g. organic, garbage, dry etc.)?
- Where is waste being generated? How accessible are waste generators?
- How much waste is being generated?

For areas that are unaffected, routing and service will continue on regular scheduled days.

For some areas that may be affected due to a disaster, emergency, etc. and are inaccessible, containers be placed throughout the area in accessible locations. These containers will be used by those affected to place any type of waste or other material. (refuse, organics, and recyclables) These containers will be picked up as much as needed, and pick-ups will be assessed by scout truck and manager.

In event where there may be a lot of waste being produced due to emergency circumstance, MVD will schedule extra pick-ups for residents and businesses that may need it at no cost. It will be MVD's responsibility to make sure that all different types of waste are all managed and disposed of properly in the event of any type of unforeseeable emergency.

If a clean-up may be needed within a part of the City, MVD will provide the appropriate staffing and equipment to make sure that the clean-up is handled in a professional manner.



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Section L | Value Added Programs and Services

Full-Service Recycling Support

As with the other jurisdictions MVD services, the City of Livingston can expect full-service recycling support, which could include annual report assistance, outreach at City events, planning assistance for City-sponsored events, recycling participations audits, and public opinion survey assistance.

Contamination

Contamination will be easier to detect since MVD will mount hopper cameras on all collection vehicles. Also, MVD drivers are required to check for contaminants in recyclable and organic materials container if and when they dismount the collection vehicle to position the container properly for emptying. During that time they are required to flip the lid of the container and check the contents. If contamination is visible the container may be tagged with a Corrective Action Notice. MVD recycling drivers will call the office to report the contamination, and a public education specialist will visit the customer to lend assistance and do training. All information will be logged into MVD's customer management database.

Contamination Monitoring

Using MVD's consistent tagging procedure for contaminated recycling set-outs, together with its other contamination measures as described above, cleaner loads of recyclable materials will result, increasing recycling revenues and, therefore, revenues to the City through the proceeds generated through the sale of recyclable materials.

Residential Assessments

MVD will perform an annual residential audit to assess recycling participation, report and permanently solve obstructions to participation, as well as identify waste stream component trends and markets for potentially recyclable materials. All findings will be reported to and reviewed with the City.





Annual E-Waste Drop-Off Event

At MVD's cost, the Company will host an annual e-waste drop-off event, on a date and at a location approved by the City. MVD will fully staff the event and provide educational materials to participants, and will track and report e-waste intake and disposition.

Commercial Recycling Rewards Program

Through careful monitoring, recycling opportunity assessments, and on-site technical assistance and training, MVD will be in touch with Livingston businesses making an earnest effort to increase their recycling participation. MVD will develop selection criteria and a process collaboratively with the City to be determined quarterly commercial rewards winners. Winners would receive a \$100 gift card and acknowledgment at a City Council or Chamber of Commerce meeting to reward their efforts.

Christmas Tree Collection

MVD will provide annual collection of Christmas trees for three weeks following Christmas day, December 25th at no additional charge. Residents will be required to place the trees in the green waste container or curbside for collection. Trees will need to be free of ornaments; garland; tinsel and flocking; and stands must be removed.





Section M | Key Personnel Qualification

The objective of this section is to provide the City with sufficient background information on MVD managers who are responsible for executing the scope of services in strict compliance with the RFP and final Agreement. Not only will they meet the stated requirements, but they intend to exceed the City's expectations. MVD sets forth the credentials and reputable standing of these individuals in the industry as human collateral in exchange for the opportunity to provide the City of Livingston with solid waste and recycling services that:

- maximize diversion/minimize disposal;
- maintain exceptional standards for customer service;
- provide high quality service at highly competitive rates;
- comply fully with all State recycling-related legislation, including recent/emergent legislation such as AB 341, AB 32, and AB 818; and
- that respect the State's goal of resource conservation and associate waste stream management hierarchy of a) waste reduction; b) reuse; c) recycling; d) transformation; and e) landfilling.

MVD recognizes that establishing a successful relationship between the City and MVD management is extremely important. Therefore MVD only recruits and retains the most qualified individuals for all positions. Key personnel are also held fully responsible for generating productive working relationships and accurate reports and updates to City staff in a manner and on a schedule acceptable to the City.

In addition to the key personnel described throughout this section, MVD notes that existing drivers and helpers are critical to a smooth transition and commits to hiring and fully training to MVD's high standards all qualified workers displaced due to the transition between contractors in Livingston.

As is demonstrated by the letters of acknowledgement from MVD's other jurisdictions included with the Cover Transmittal, MVD has the ability to implement and manage operations that reflect a strong understanding of State recycling mandates and trends, ongoing operational excellence, and outstanding customer service.



Staff Profile

Position:

President and CFO

Name and Direct Contact Information:

Jay Kalpakoff

559-843-2467 ext 102

Biography:

Jay began working in the recycling and solid waste industry in Los Angeles in 1972. He owned and managed a hauling company for over 20 years prior to relocating to the Central Valley and establishing Mid Valley Disposal. His knowledge of the industry and dedication to staying in front of regulatory change has taken MVD from a one-truck operation (1997) to a more than 75-truck operation.



Position	Time Period	Key Responsibilities
MVD President and CFO	1997 - Present	<ul style="list-style-type: none"> ✓ Oversee all financial obligations including: CPCFA financing, banking covenants, loans, and equipment leases. ✓ Manages day to day finances including: cash flow, investments, payroll obligations, billing, and accounts receivable. ✓ Provides vision and guidance relative to MVD's overall direction. ✓ Participates as part of MVD's senior management team.



Position:

Vice President and Director, Business Development

Name and Contact Information:

Joseph Kalpakoff
559-843-2467 ext 103



Biography:

Joseph manages all of MVD's municipal contracts and is responsible for implementing all municipal recycling and organics programs. He plays a key role in recruiting and retaining the best employees, manages public relations, and ensures compliance with all regulating agencies. Joseph keeps current with changes in environmental law both locally and at the state level. He provides AB 939 reporting to several jurisdictions MVD serves.

Position	Time Period	Key Responsibilities
MVD Vice President and Director, Business Development	2006- Current	<ul style="list-style-type: none"> ✓ Recently implemented new City of Fresno exclusive franchise including re-routing, new employee transitions, and contract management. ✓ Designed and developed MRF, Transfer Station, and new corporate offices. ✓ Implemented Fresno County exclusive franchise, re-designed all routes to include use of the MRF and transfer stations. ✓ Procured the City of Kerman contract and acquired Firebaugh Disposal.
MVD Business Development, Municipal Contract Manager	2001-2006	<ul style="list-style-type: none"> ✓ Procured municipal contracts, strategized service territory, and implemented solid waste services. ✓ Successfully won 5 municipal contract RPF's. ✓ Negotiated all contracts, pricing, and managed all implementations.
MVD Operations Manager	1999-2001	<ul style="list-style-type: none"> ✓ Implement City of Avenal contract and assist in developing and implementing recycling programs as directed in a non-compliance order. ✓ Responsibilities included: Budgeting, human resources, oversight of daily collection operations, administer safety training and associated documentation.

Education:

Bachelor of Science, Arizona State University, Mass Communications
Minor, Business Administration



Position:
Vice President, Operations

Name:
Roy Mendrin
559-843-2467 ext 104



Biography:
Roy began his career in the solid waste industry in Fresno County in 1980. His market knowledge and experience in operations has been essential in developing MVD business. He oversees all daily operations, including commercial and residential routing, construction and demolition contracts, and personnel-related matters.

Position	Time Period	Key Responsibilities
MVD President, Operations	1997- Current	<ul style="list-style-type: none"> ✓ Recently procured 20 frontloader collection vehicles from the City of Fresno and developed preventive maintenance program for LNG trucks. ✓ Manages all aspects of our fleet maintenance including: equipment acquisition, expenses, vehicle maintenance programs, and container maintenance. ✓ Oversees day to day operations in our shop including hiring and managing mechanics.
Golden State Disposal, Owner	1980-1992	<ul style="list-style-type: none"> ✓ Owned a small fleet of collection vehicles providing service in unincorporated Fresno County.

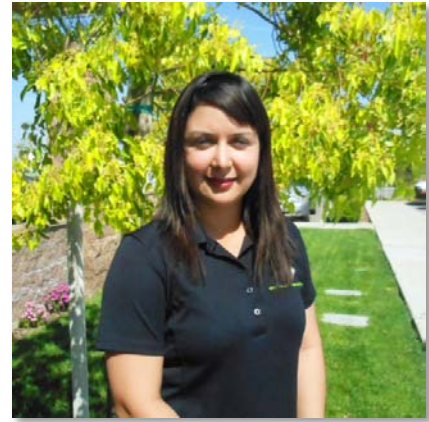


Position

Recycling and Commercial Technical Assistance Manager

Name:

Ivette Rodriquez
559-843-2467 ext 115



Biography:

Ivette has over nine years of experience in the recycling and solid waste industry, and began her career with the City of Fresno recycling program as an education specialist. In 2004 she came to work for MVD. Some of Ivette’s accomplishments include producing a successful grant proposal to the Department of Conservation for over \$1m for a state-of-the-art sort system in 2005. In 2006 she assisted MVD by writing a business plan that enabled the Company to receive a loan from the CIWMB RMDZ loan program.

Position	Time Period	Key Responsibilities
MVD Recycling and Commercial Technical Assistance Coordinator	2004 - Present	<ul style="list-style-type: none"> ✓ Developed the outreach program for 6,000 new commercial customers. ✓ Manages four Outreach Specialists ✓ Manages recycling programs within 11 communities ✓ Writes and administers grants. ✓ Provides liaison between city and State agencies ✓ Manages certification for processor ID and recycling center ID and other certification required by Division of Recycling ✓ Process claims for processor and recycling center ✓ Completes annual reports for 7 jurisdictions ✓ Report landfill tonnage to Fresno County Avenal Landfill ✓ Writes quarterly newsletter for Fresno County customers quarterly ✓ Writes quarterly newsletter to City Managers ✓ Reports to Council Members regarding city recycling programs ✓ Coordinates special events, annual luncheons ✓ Manages e-waste collection program ✓ Attends Fresno County MOU committee meetings on behalf of 6 jurisdictions ✓ Coordinates special projects within each jurisdiction.

Education:

Bachelor of Science, Environmental Health Science, Fresno State University



Position:

Customer Service and Accounting Manager

Name:

Lisa Helm
559-843-2467 ext 117



Biography:

Lisa has worked in the recycling and solid waste industry since 1987 in various positions, such as a Frontload and Roll-Off Dispatcher, Transfer Station Supervisor, Office Manager, Billing Manager, Customer Service Manager, and Corporate Level Trainer.

Position	Time Period	Key Responsibilities
MVD Accounting and Office Manager	2004 - Present	<ul style="list-style-type: none"> ✓ Bills frontload and roll-off accounts. ✓ Maintains customer credit maintenance ✓ Distributes program information and other collateral materials. ✓ Manage, train, and support customer service representatives.
Waste Management Corporate Trainer Service Machine	2001 - 2003	<ul style="list-style-type: none"> ✓ Implement and train company process and standards to local districts from Alaska, Washington, California, and Arizona to deliver high levels of customer service.
Waste Management Billing Manager Customer Service Manager	1998- 2001	<ul style="list-style-type: none"> ✓ Bills frontload and roll-off accounts. ✓ Maintained customer credit ✓ Managed, trained, and supported customer service representatives. ✓ Garnered position as corporate trainer.
Western Waste-USA Waste Transfer Station Supervisor	1997 - 1998	<ul style="list-style-type: none"> ✓ Oversaw day to day Transfer Station Operation ✓ Fulfilled and prepared county and state reports ✓ Received and trained staff in Hazardous Waste response requirements ✓ Improved recycling diversion rates from 15% to 38% by recognizing new streams of diversion.
Western Waste-USA Waste Roll off Dispatcher Front-load Dispatcher	1987- 1997	<ul style="list-style-type: none"> ✓ Routed 15 roll off trucks daily ✓ Took all roll-off calls for scheduling existing and new customers ✓ Billed roll-off customers ✓ Dispatched 45 frontload trucks.

Education
Associate of Arts – Social Science



Position

Operations Supervisor

Name

Alex Acosta
559-843-2467 ext 109

Biography

Alex began working in the recycling and solid waste industry in 1995 in the Central Valley. He is responsible for MVD daily hauling and transfer station operations.



Position	Time Period	Key Responsibilities
MVD Operations Supervisor	2007- Present	<ul style="list-style-type: none"> ✓ Oversees hauling and transfer station operations. ✓ Conducts safety training. ✓ Conducts equipment training. ✓ Audits routes ✓ Manages Dispatch ✓ Manages Driver relations
Waste Management, Fresno Supervisor	1995-2003	<ul style="list-style-type: none"> ✓ Supervised routes ✓ Responsible for driver safety training ✓ Dispatched roll-off routes ✓ Acted as transfer station weigh master

Education/Training:

- Equipment Trainer
- Customer Service Training, Trained in Human Resource Education
- Certified in DOT Regulations
- Alcohol and Controlled Substance Reasonable Suspicion Training for Supervisors
- Certified Fork Lift Trainer
- CPR Certified



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Section N | Contractor's Acknowledgement

I ACKNOWLEDGE THAT I HAVE READ ALL THE REQUIREMENTS AND CONDITIONS SET FORTH IN THE AGREEMENT AND SPECIFICATIONS TO THE CITY OF LIVINGSTON'S REQUEST FOR PROPOSAL FOR SOLID WASTE COLLECTION, RECYCLING, AND DISPOSAL SERVICES.

Proposer's Signature

Joseph Kalpakoff – Vice-President
Print Name and Title

8-15-12
Date



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