

Turlock Scavenger Proposal



*For Solid Waste Collection, Recycling, and Disposal Services
For*

City of Livingston

August 15, 2012

COVER LETTER

The Turlock Scavenger Company is a family owned and operated California Corporation with a stellar reputation of quality customer service and outreach to both the City of Turlock and Stanislaus County. This commitment to excellence is reflected in the more than seventy seven years of continuous operation and community involvement the Marchant family can point to with pride.

Always at the forefront of evolving technology and innovation, advancing a concept originated in 1967, Turlock Scavenger was the first waste management company in the area to build and operate a local transfer station. In current operation is Turlock Scavenger's third transfer station completed in 1989. This facility is now permitted to handle more than eighteen hundred tons of waste per day, seven days a week, twenty-four hours a day.

Turlock Scavenger began recycling in the early 1950's and in 1982 started a Curbside Recycling Program which provided same day pickup service for both refuse and recyclable materials. We were the first waste hauler in the state, and possibly the nation, to implement a three container automated cart collection system which entailed servicing all three carts on the same collection day. Successful since its inception twenty years ago, recyclable materials, yard waste and refuse are collected in separate carts.

Implementing a firm commitment to open communication, coupled with a proven record of cooperation and public education, we have enabled our community and business associates to achieve state mandated waste diversion goals. We have raised public awareness and adopted cutting edge recycling strategies. We constantly strive to divert increasing portions of the waste stream away from the landfill toward higher and better uses.

There are currently three companies under the corporate umbrella of our company. They function in harmony to deal effectively with a diverse waste stream. Turlock Scavenger Company collects all waste and recyclable materials. Turlock Recycling operates both a buyback center for recyclable commodities, and a baling operation to compact these commodities. They also have a fleet of trucks assigned to the operation to pick up and transport commodities. Turlock Transfer Company loads waste into large trucks which transports it to the Waste to Energy Facility and the Fink Road landfill, operated by Stanislaus County and Highway 59 Landfill operated Merced County.

Turlock Scavenger Company has been an integral part of the local community for over three quarters of a century. We have grown to meet the demands of our community and have

proven our company to be one that can be depended upon to offer quality service at a competitive price. This, coupled with unparalleled responsiveness to customer needs, has continued to make our company a success.

We look forward to the opportunity to expand our family of customers by executing a Solid Waste Collection, Recycling, and Disposal Services Franchise Agreement for the City of Livingston. Our proposal is aimed at maximizing efficiencies using a two cart system and picking up both carts on the same day. We also structure the pricing to make it advantageous to the customer to go with larger bins being serviced less frequently to reduce the cost of operation, passing the savings on to the customer, and reducing the impact on the environment.

Sincerely,

Alan Marchant
President/Owner

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ATTACHMENT A

PROPOSAL COVER SHEET

In compliance with this 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 the PROPOSER has carefully examined the locations therein referred to; and the PROPOSER proposes, and agrees if this PROPOSAL is accepted, that the 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 they are aware of the requirements of the Immigration Reform and Control Act of 1986 (8 USC §§ 1101-1525) 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: Alan Marchant, Turlock Scavenger Company

ADDRESS: PO Box 1865, Turlock, CA 95381

PHONE: 209-668-7274 ext. 115

By: _____

August 15, 2012

SIGNATURE

DATE

PRESIDENT
TITLE

ATTACHMENT B

EXCEPTIONS TO THE REQUEST FOR PROPOSAL AND/OR DRAFT CONTRACT

Turlock Scavenger would only seek an exception to the dates and times of services provided. Turlock Scavenger would like to provide services Monday-Friday with an earlier starting time than the proposed 6:00 AM start time.

ATTACHMENT C

PRICING EFFECTIVE 01/01/2013

Category	Annual Cost	Monthly Rate
SFS Bulk Item Pickup (for over 2 per year)	included in rates	
Christmas Tree Collection	included in rates	
Residential Used Oil Collection	included in rates	
Annual Mailer	included in rates	
Compost Bins	n/a	
Sharps Program	n/a	
Residential E-Waste Collection at Curb	included in rates	
Battery Drop Off Location Program	n/a	
Refuse Disposal	\$189,123.00	\$15,760.25
Green Waste Disposal	\$62,700.00	\$5,225.00
Revenue From Recycling		

FEES PAID TO CITY

		<u>Frequency</u>
Diversion Rate (no fee)	n/a	annual
AB 939 Fee	\$3,504.00	annual
Commercial Waste Audit Fee	\$500.00	annual
Sponsorship Events	\$3,000.00	annual

SINGLE-FAMILY RESIDENTIAL SERVICE

<u>Once per week collection</u>	<u>Size-Gallon</u>	<u>Monthly</u>
<u>Solid Waste- Automated</u>		
96-Gallon	96	\$10.44
Additional 96 Gallon	96	\$10.00
<u>Green Waste-Automated</u>		
96-Gallon	96	\$9.16
Additional 96 Gallon	96	\$9.00
<u>Commercial Curb</u>		
96-Gallon	96	\$15.00
Additional 96 Gallon	96	\$15.00

Delivery/Change in Service Fee

Per Container	included in rates	Per occurrence
Per Bin	included in rates	Per occurrence

Off Schedule Pickup

Per Container	\$5.00	Per occurrence
Per Bin	\$15.00	Per yard

Off Street Service

Per Container (must be outside gate)	\$15.00	Per Month
Per Bin (must be outside gate)	included in rates	per yard

Alley Collection Fee

Per Container	collected by city	Per Month
Per Bin	collected by city	per yard

* Can negotiate rate

Bulky Item Pickup Days

Each Additional Pickup (beyond 2 per year)	\$75.00	Per Load
Off Schedule Pickup	n/a	Per Load

Additional Services

Temporary Automated Container	n/a	Per Month
Steam Clean Automated Container	\$25.00	Per Container

Repair Container (Lid)	included in rates	Per Container
Repair Container (Other)	included in rates	Per Container
Repair Container (96-Gallon)	included in rates	Per Container

Multi-Family Residential

Solid Waste - Automated

96 Gallon	\$10.44	Per Month
Additional 96 Gallon	\$10.44	Per Month

Green Waste

96 Gallon (If not included in original solid waste fee)	\$9.16	Per Month
Additional 96 Gallon	\$9.16	Per Month

Service Frequency

Additional 96 Gallon	\$10.44	Per Month
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Delivery/Change in Service Fee

Per Container	included in rates	Per Occurrence
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Per Bin	included in rates	Per Occurrence
<u>Off Schedule Pickup</u>		
Per Container	\$15.00	Per occurrence
Per Bin	\$15.00	Per yard
<u>Off Street Service</u>		
Per Container (must be outside gate)	\$15.00	Per Month
Per Bin (must be outside gate)	included in rates	Per Occurrence
<u>Bulk Item Pickup</u>		
On Schedule (beyond 1 per year per complex)	\$200.00	Per Load
Off Schedule (beyond 1 per year per complex)	\$200.00	Per Load

COMMERCIAL

The Bin pricing is predicated on the concept that it costs the same to pick up a 2 yard bin as a 6 yard bin with the major cost difference being in the disposal. i.e., the 2 yard bin rate is higher than the current rates and a 6 yard is lower than the current rates.

Solid Waste

2 YD Bin Emptied One Time Per Week	\$112.98	Per Month
2 YD Bin Emptied Two Time Per Week	\$219.09	Per Month
2 YD Bin Emptied Three Time Per Week	\$325.20	Per Month
2 YD Bin Emptied Four Time Per Week	\$431.30	Per Month
2 YD Bin Emptied Five Time Per Week	\$537.41	Per Month
3 YD Bin Emptied One Time Per Week	\$126.10	Per Month
3 YD Bin Emptied Two Time Per Week	\$244.48	Per Month
3 YD Bin Emptied Three Time Per Week	\$362.85	Per Month
3 YD Bin Emptied Four Time Per Week	\$481.22	Per Month
3 YD Bin Emptied Five Time Per Week	\$599.59	Per Month
4 YD Bin Emptied One Time Per Week	\$139.39	Per Month
4 YD Bin Emptied Two Time Per Week	\$270.03	Per Month
4 YD Bin Emptied Three Time Per Week	\$400.66	Per Month
4 YD Bin Emptied Four Time Per Week	\$531.30	Per Month
4 YD Bin Emptied Five Time Per Week	\$661.94	Per Month
6 YD Bin Emptied One Time Per Week	\$166.18	Per Month
6 YD Bin Emptied Two Time Per Week	\$321.35	Per Month
6 YD Bin Emptied Three Time Per Week	\$476.52	Per Month
6 YD Bin Emptied Four Time Per Week	\$631.69	Per Month
6 YD Bin Emptied Five Time Per Week	\$786.86	Per Month

4 Yard Compacting Bins	\$75.00	Per Service
40 Yard Compacting Roll Off	\$195.00	Per Service plus disposal

RECYCLING

One Bin Emptied One Time Per Week	* see bin rates comm	Per Month
One Bin Emptied Two Time Per Week	* see bin rates comm	Per Month
One Bin Emptied Three Time Per Week	* see bin rates comm	Per Month
One Bin Emptied Four Time Per Week	* see bin rates comm	Per Month
One Bin Emptied Five Time Per Week	* see bin rates comm	Per Month
One Automated Container (96 Gal Container)	\$10.44	Per Month

* Recycle Bin rates same as solid waste commercial rates listed above

* Green Waste Bin rates same as solid waste commercial rates listed above

Roll Offs	\$58.92	per ton
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Off-Street Service

Per Container	Included in rates	Per Month
Per Bin	Included in rates	Per Occurrence

Bulk Item Pickup

On Schedule	n/a	
Off Schedule	n/a	

Service Frequency

Per Container	see bin rate schd	<u>Frequency</u> Per occurrence
Per Bin	see bin rate schd	Per occurrence

Off Schedule Pickup

Per Container	\$15.00	Per occurrence
Per Bin	\$15.00	Per yard

Temporary Rentals

Bin (4 Cubic Yards)	\$69.70	Per Week/Per dump
Rental Fee if Kept for Over One Week	\$3.00	Per Day up to Six Days

Bin Relocation	\$10.00	Per Occurrence
Bin Cancellation within 24 hours of deliver	\$0.00	Per Occurrence
Bin Service Fee if Bin Exceeds Weight Limit	\$30.00	reschedule fee
		Per Week/Per dump plus disposal
Roll Off/Lowboy (40/20 Cubic Yards)	\$195.00	
Rental Fee if Kept for Over One Week	\$3.00	Per Day up to Six Days
Roll Off/Lowboy Relocation	\$50.00	Per Occurrence
Roll-Off Cancellation within 24 hours of delivery	\$0.00	Per Occurrence
Overweight Fees	will not pick up	
Cardboard Trash/Recycling Containers	\$63.05	Per 3 Yd Container with lid
 <u>Special Diversion Services</u>		
Regular Composting Bins	n/a	
Worm Composting Bins	n/a	
 Projected Ten Year Total for Revenue	 \$9,774,565.81	

ATTACHMENT D

PUBLIC OUTREACH BUDGET AND SCHEDULE

Turlock Scavenger has been providing recycling information and educational material to its customers since 1992. Some of the original informational material provided in 1992 is displayed here.

AUTOMATED RESIDENTIAL CURBSIDE OR ALLEY COLLECTION SERVICE

New! from
TURLOCK SCAVENGER COMPANY

The Automated Refuse Collection Program features a state-of-the-art collection vehicle with a hydraulic arm that lifts and empties your new custom-designed containers. The containers are scientifically balanced and include a built-in lid, handle and wheels. They can be easily moved by anyone, young or old and will make a much better appearance on our city streets.

95 Gallon GREEN Refuse

This container is for your garden refuse such as:

- lawn trimmings
- leaves
- waste from fruit and citrus trees

If you need an additional container, there will be an additional charge. Please call Turlock Scavenger Company at 668-7274.

THIS CONTAINER NEED ONLY BE PLACED OUT ON YOUR PICKUP DAY IF FULL.

Hi!

Turlock Scavenger Company appreciates the support of the citizens of Turlock. Thank you for doing your share in reducing the amount of trash which would otherwise go into the waste stream. We recommend using this information brochure as a poster and hanging it up in your household recycling area. Thanks again for your help.

Sincerely,
Turlock Scavenger Company

Residential Curbside Recycling Services

By pitching in to Turlock Scavenger Company's Recycling Program, you can do your part to help save landfill space, preserve natural resources and conserve energy.

Recycling is easy! Just fill your Blue recycling container with glass, cans and certain types of plastic, bundle newspapers (see instructions) and put it all out once a week where your trash is collected. We'll pick it up on the same day as your household and garden refuse are collected.

Put your recycling container in a convenient place, and use it every day. Make the recycling lifestyle a part of your household. And you'll be doing a world of good. If you have any questions, or need more information, please call Turlock Scavenger Company at 668-7274.

This container need only be placed out on your pickup day if full and is for your recyclables such as:

- Aluminum and Steel cans:** Such as soft drink, pet food containers, soup, fruit and vegetable cans, etc. Rinse clean and remove lids. Can be put in container LOOSE.
- Plastic:** Plastic Bottles which bear the numbers and can be put into the container LOOSE. Numbers are located on the bottom of many household products. All plastics should be well rinsed with the lids removed.
- Glass:** All colors of glass bottles and jars. No window pane glass or ceramics. Can be put in container LOOSE, please don't break if possible. Glass must be rinsed clean and have the lids removed.
- Newspapers:** Put in plastic grocery bags and secure (tie a knot) with the handles, OR bundle with twine. Must be separate from all other paper products (see other recyclables).

Other Recyclables:

- Aluminum foil: MUST be clean, no food residue. Put into container LOOSE.
- Plastic Grocery Bags: Stuff into another grocery bag and tie knot with handles.
- Magazines, phone books, junk mail, office paper, brown grocery bags, cardboard, chipboard (boxes), detergent, cracker boxes, etc.; remove food liners and food residue! Can be mixed and put into container in plastic grocery bags. Do not mix with newspaper. Tie ends of bags securely.

How to Load, Move and Set-Out Your Container

If possible, and for easy identification, please mark your address on your container on a piece of tape on the inside of the lid.

Only solid waste placed within your container(s) shall be collected! Container lids must be closed for proper pick-up.

DO NOT PLACE THE FOLLOWING MATERIALS IN YOUR CONTAINER:

- NO DIRT, ROCKS
- NO LIQUIDS (oil, water, gas, chemicals, etc.)
- NO DEAD ANIMALS
- NO HOT ASHES OR COALS
- NO CONSTRUCTION OR DEMOLITION WASTE
- NO HAZARDOUS WASTE

IMPORTANT — You must allow at least 3 feet of clearance on either side of the container. Please position your container on either side of your driveway 3 feet away from ANY obstructions such as trees, shrubs, posts and other containers. The container must be placed at the curb or alley on collection day before 5:00 a.m.

Special or Bulky Item Pick-Up

Residents may request the pick-up of oversized or overweight household articles such as stoves, refrigerators, water heaters, washing machines and furniture by contacting Turlock Scavenger Co. at 668-7274.

Used motor oil will also be collected on a call in basis.

At the initial start up of service Turlock Scavenger will provide customers with “How to Recycle” brochures, the company has a cart tag program which helps customers in determining what items are to be placed in each type of container

The “How to Recycle” brochure is printed on both sides, English on one side, and Spanish on the other. Figure 1 and 2 are examples of the brochures that we have used for the three cart system



Figure 1 How to Recycle – English Figure 2 – How to Recycle – Spanish

These examples demonstrate company's use of public education and its proven experience in preparing multi-language documents. Turlock Scavenger will customize the material as needed to meet the City of Livingston's recycling requirements.

Turlock Scavenger has made numerous presentations to service organizations and participated in many community events. The participation and presentations include Rotary Club International, Leadership Turlock, Healthy Earth - Healthy Family, Earth Day, California State University Stanislaus, Boy Scouts, Girl Scouts, Elementary and Middle Schools. In addition, we have provided tours of our recycling facility to schools, service organizations and the public at large. We have schools from as far away as Selma and Herndon that have toured our recycling facility for the recycling education we provide.

We have participated in booth displays at events such as Healthy Earth- Healthy Family, California State University Stanislaus Earth Day, Dairy and Poultry Festival, Leadership Turlock's Environmental Awareness Day and we had recycling booth at the "Take Pride in Turlock" city cleanup day.

Turlock Scavenger will prepare appropriate brochures, flyers and informational material on a periodic basis as an insert to be included with invoices sent to customers. Our Recycling Coordinator is responsible for recycling education and will work with the City of Livingston staff to coordinate the distribution of material.

In addition to all these programs, the company web site: www.turlockscavenger.com will always be a resource customers may use as an educational resource regarding our company and for public awareness programs and other informational material. All public awareness and educational material will be posted on the web site and will be available to customers at all times.

ATTACHMENT E

CUSTOMER SERVICE OPERATION PLAN

Turlock Scavenger will provide superior customer service to help customers resolve issues with their service. By providing a dedicated customer service staff, we will be able to assist customers with their requests or complaints. Thus we will be able to resolve and track issues or complaints in a timely manner.

Using state of the art computer systems, the customer service staff will take calls from customers and create work orders for drivers and the route manager to quickly respond. Issues that need immediate attention will be radioed to the route manager or driver as necessary. Work orders will be printed and given to the route manager for follow up.

All front load and side load automated trucks have rear view cameras which add to the safety of the driver and those that are in the vicinity of the vehicle. If the driver is working in an area where he feels he cannot continue to operate safely, the driver will cease operation until the area is safe to work again.

If the route driver spills trash while tipping a cart, he will get out and sweep and clean the spill. All automated trucks carry brooms and dust pans for this purpose.

Always dedicated to complying with the intent of the Americans with Disabilities Act, (ADA) Turlock Scavenger recommends that all customers place their carts in the street just past the gutter. This leaves sidewalks unobstructed for pedestrians.

Automated truck drivers carry tags that they place on carts in order to communicate with customers. If a cart cannot be dumped, the driver will leave a tag on the cart informing the customer as to the reason.

Turlock Scavenger Company currently maintains a website, www.turlockscavenger.com, where customers are able to find services provided and rates for those services. In addition, there are educational brochures such as "How to Recycle" are available online to help customers discard items in the proper container. Turlock Scavenger currently has a toll free number available and can also add a local Livingston number if needed for customer convenience.

The company also has future plans to provide on-line access to customer accounts which will allow clients to access their billing and service history via an internet portal. This on-line service could include the capability to allow customers to make new service requests or request scheduling for a needed service. Email customer notifications, email invoicing and automated credit card payments are among some of the features planned for future implementation.

ATTACHMENT F

COLLECTION IMPLEMENTATION PLAN

Collection Experience

Turlock Scavenger Company is currently servicing the City of Turlock and Stanislaus County's Area #3 and Area # 4. The City of Turlock has a customer base of approximately 18,000 residential customers and 1,200 commercial customers. Stanislaus County Area # 3 and Area #4 has approximately 8,000 residential customers and 1,000 commercial customers combined. Our customer base is broad and diverse, servicing approximately 26,000 single family and multi-family residential customers combined, and 2,200 commercial and industrial bin customers. In addition to providing refuse collection services, we also provide recycling, green waste pickup service, motor oil disposal, and bulky item pickups. Drop box service to customers in our areas is also provided as needed.

We started servicing the City of Turlock in 1935 and are currently in our twentieth year of a forty five year service agreement. Since 1960 we have been servicing Stanislaus County, Area #4, and currently have a 10 year perpetual agreement with the County. Our newest area, Stanislaus County Area #3, was awarded to us in 2009 and we are in our third year of a 10 year contract. We are very interested in expanding our operation to maximize efficiencies and better serve all of our communities.

Collection Approach

Turlock Scavenger's plan for residential basic services in the City of Livingston offers fully automated service for a two cart system that includes Solid Waste and Green Waste. Residential customers will be provided with weekly collection of two 96 gallon carts, one each for Solid Waste and Green Waste. We will collect carts five days a week, Monday thru Friday, using two routes per day. We will be collecting customer carts or bins on the same time and day each week to eliminate any confusion regarding service days and times. We will audit the routes daily to ensure that our level of service and customer satisfaction is kept to the highest standard. We will participate in the City's bulky item collection program, Christmas tree program that will allow residents to place the trees curbside for collection and provide containers for City sponsored events.

Turlock Scavenger's routing strategy minimizes back-ups and u-turns, which helps to optimize safety. This proven system is also designed to provide service to customers on the same day and time each week reducing confusion and limiting complaints of missed collections. Daily route audits ensure all carts have been placed in the upright position after dumping, all equipment is in good condition, that all spilled, scattered or dropped refuse is properly cleaned up and issues are addressed on a personal level, in a customer friendly manner.

Commercial and Multi-Family customers will be offered multiple size bin service to be picked up as often as dictated by the customer's needs, using a front loader truck. Bin sizes that will be available to choose from are 2, 3, 4 and 6 yards. Although we strongly encourage Multi-Family customers to utilize bin service, we currently allow them with the option to use either carts or bins.

Turlock Scavenger also provides various sizes of drop boxes and compactor services to customers. We communicate well with customers to place compactor and boxes in proper locations for optimal use and safety.

Daily route maps and route books will be assigned to drivers. All route maps will have arrows showing a driver the course that is to be followed from start to finish of each route on a daily basis. All route books will have specific service information including each customer's street address, the size and quantity of carts, bins and boxes to be collected at each address.

ATTACHMENT G

SERVICE INITIATION / TRANSITION EXPERIENCE AND COLLECTION APPROACH

Service Initiation/Transition Experience

Examples of new programs that we have initiated successfully include; converting rear loader services in the City of Turlock and Stanislaus County, implementing a three cart automated system in City of Turlock, converting Stanislaus County Area #4 to an automated system and our most recent implementation of collection service in Stanislaus County Area #3.

In 1970 we converted our rear loader services to front loader services for commercial bin customers to provide more options to our customers than just the two yard bin service. This has allowed us to offer a choice of four different bin sizes to all of our commercial customers.

In 1992, in an effort to promote recycling of green waste and recyclable materials, we implemented our three cart automated system to all City of Turlock residents. We were one of the first in the State, if not the Nation, to implement a three cart automated system which entails servicing all three carts all on the same day. We are proud to say this program has been highly successful and well received by our 18,000 residential customers.

In 2001, we converted our 1500 plus Stanislaus County customers from manual cans to automated carts which made it easier for all concerned to dispose of refuse. We have also been an active participant in the Bulky-Item Pickup Service Program in Stanislaus County and in "Take Pride in Turlock Day"; a program that allows our City of Turlock residents an opportunity to take advantage of disposing their waste at our Transfer station at no additional charge to them once per year.

Turlock Scavenger has recently demonstrated its ability to implement a new service area in a successful manner. In 2009 we were awarded the Stanislaus County service Area #3 contract. This service area serves approximately 6,500 residential and 650 commercial customers.

The key to our successful implementation of these programs has been preparation and communication by our key personnel and management team, a detailed listing of our Key Personnel and qualifications is outlined in Attachment "L". We made sure all necessary equipment and personnel were in place and training was completed prior to implementation. We updated internal systems for customer service, billing and inventory purposes to reflect new equipment and services. Daily route sizes and maps were made to maximize efficiency but route safety has always been our primary focus hence, we minimized u-turns and backups.

We also put forth a strong effort to educate the public regarding our new services. We have used radio, television and newsprint advertising to help in program implementation. Further, we communicated with the public through direct delivery of flyers and brochures.

Obviously this careful planning and implementation has paid dividends, as we have happy customers and few problems have been noted.

Implementation Plan

Upon Turlock Scavenger being awarded the collection agreement for the City of Livingston we would be able to utilize the time frame from September 2012 through the end of December to smoothly transition services for customers. We would work with the existing service provider and the City of Livingston to ensure a smooth transition. The following key information we need includes but is not limited to; Customer Name, Service Address, Existing Service level, and Service Day/Route. We feel this information is necessary for a smooth transition of service.

Public Education can begin with direct mailings to existing City of Livingston customers. Customers would be informed of the pending transition of service provider and timelines and what they should expect. Turlock Scavenger would deliver carts to customers prior to the Contract Commencement date with instructions attached to the top of the carts.

Turlock Scavenger plans to use our most experienced drivers to service the City of Livingston to aide in a smooth transition from one service provider to another. New drivers would be hired as needed and trained to service our existing City and County customers. All new drivers receive a minimum of forty hours of individual training and receive additional support and training until they are fully trained.

Turlock Scavenger would contract with the cart manufacturer to deliver carts to customers. This would be in conjunction with our employees following them as they deliver carts to track serial numbers as they are delivered.

Turlock Scavenger anticipates the following implementation schedule:

- Upon Notice of Intent being awarded for the contract, in September, Turlock Scavenger would place the order for new Trucks. The estimated lead time for the truck deliveries is 16 weeks.
- Upon being awarded the contract, in October, Turlock Scavenger would place the order for all new carts and bins as required for the implementation. Expected lead time for carts is eight weeks and two weeks for bins.
- During the transition period, beginning in November the service locations would be imported and the route manager would begin defining service days and routes.
- Beginning in November, Turlock Scavenger would work with the City to import all customer information into our software system so the customers can be placed on routes as defined by the route manager.
- Upon being awarded the contract, in November Turlock Scavenger will begin the training process for drivers. The expected time for training drivers is approximately two to four weeks.
- Two to four weeks prior to the commencement of the contract the route manager would drive the routes with the route drivers to familiarize each driver with the new routes. This process would continue for two weeks so that by the start of the

- contract service period the drivers would be familiar with the routes to maximize the efficiency and service provided to the customer.
- Two weeks prior to the commencement of the contract all new carts would be delivered to each customer. The carts would include flyers reminding customers of the change in service provider, when to start using the new carts, and information regarding their scheduled service day.
 - During the first week of December, Turlock Scavenger would get a final list of customers from the existing service provider to complete any final changes in customers or service levels.

Turlock Scavenger's contingency plan would include the use of our existing inventory to supplement any shortfalls in equipment, carts, or trucks at the start of the service contract. Our company has recently proven our ability to implement a new service area while making the transition as smooth as possible and providing the best service for the new customers.

ATTACHMENT H

SOLID WASTE DISPOSAL PLAN

The addition of a second can for green waste in the City of Livingston Residential Collection service will improve the diversion of solid waste from landfill disposal and compliance with AB939. The addition of recycling collection service for commercial and multi-family residences in the City of Livingston will meet current AB341 mandates.

Turlock Scavenger will dispose of Solid Waste, Green Waste and Recyclables at the Merced County Landfill as required by the City of Livingston and the JPA. Turlock Scavenger has a business relationship with this landfill as we currently dispose of material from Merced County at this facility.

Turlock Scavenger is experienced in handling Construction and Demolition materials and is familiar with documentation for LEEDS (Leadership in Energy and Environmental Design) projects. For the City of Livingston our company is proposing to bring Construction and Demolition materials back to our Transfer station, Turlock Transfer, for separation and recycling of the material (Concrete, Metal, Wood and Sheetrock) before disposing of the residual waste at the Merced County landfill. We will charge the customer a special material handling fee for Construction and Demolition materials to cover the increased costs of handling.

ATTACHMENT I

CONSTRUCTION & DEMOLITION DIVERSION CAPACITY AND AB 939/SB 1016 DIVERSION MANDATES

Construction & Demolition Diversion Capacity

Turlock Scavenger is experienced in handling Construction and Demolition materials and is familiar with documentation for LEEDS (Leadership in Energy and Environmental Design) projects. For the City of Livingston our company is proposing to bring Construction and Demolition materials back to our Transfer station, Turlock Transfer, for separation and recycling of the material (Concrete, Metal, Wood and Sheetrock) before disposing of the residual waste at the Merced County landfill. We will charge the customer a special material handling fee for Construction and Demolition materials to cover the increased costs of handling. All material diverted will be documented for reporting purposes.

Diversion Ability/AB 939/SB1016 Diversion Mandates

The addition of a second can for green waste in the City of Livingston Residential Collection service will improve the diversion of solid waste from landfill disposal and compliance with AB939. The addition of recycling collection service for commercial and multi-family residences in the City of Livingston will meet current AB341 mandates.

Working with the City of Livingston through education to the residents, Turlock Scavenger Co could increase the diversion of materials from the landfill.

ATTACHMENT J

COMPANY FACILITIES

Facilities for Equipment, Maintenance and Administration

Turlock Scavenger Company office, maintenance facility and base for collection vehicles have been operating at the same location since 1993 and are located at 1200 South Walnut Road in Turlock. The facility is more than sufficient in size to handle any additional equipment needed for this proposal. There are currently no plans to expand these facilities.

Potential Collection Impact

Turlock Scavenger Company has always been proactive regarding vehicle exhaust emissions. We have completed retrofitting our vehicles and are currently 100% compliant with the California Air Resource Board. We continue to stay up to date on all California Air Resource Board regulations and maintain and update our plan as needed to ensure that we stay 100% compliant. All newly purchased equipment is delivered with state of the art pollution control technology.

ATTACHMENT K

EMERGENCY / DISASTER RESPONSE PLAN

Turlock Scavenger has resources available for them to use if they were unable to perform collection services by circumstances within or beyond their control. One of the resources we have available are the employees and equipment from the other two companies; Turlock Recycling and Turlock Transfer, that are owned and operated by the same principals as Turlock Scavenger. We also have several other industry contacts with other haulers and equipment dealers that we could request help from in meeting our obligations to the City of Livingston if needed. Turlock Scavenger Company has the access to equipment and or labor to fulfill our contractual duties as described in the RFP. In our 77 years of being in business we always been able to fulfill our obligations of our contracts and have never missed a scheduled day of garbage collection.

ATTACHMENT L

VALUE ADDED PROGRAMS AND SERVICES

Turlock Scavenger Company has been owned and operated by the Marchant family since 1935. The Company received the first franchise contract from the City of Turlock in 1947. The Company has a very deep and rich history in the local area and takes pride in the growth and sustainability it has experienced over the years. As a local company, we take personal pride in our business relationships and operations.

The company looks to operate in the most efficient manner. We strive to reduce cost of operation, reduce cost to the customer, and reduce the impact on the environment. Routes are designed to minimize U-Turns and backups. We structure our pricing to make it beneficial to a customer to go to a larger bin with fewer frequency of service per week. This reduces our route miles, fuel consumption and the impact of the trucks on the road. For example, it is more efficient to service a customer with a 6 yard bin one time per week than a customer with a 3 yard bin twice a week. By servicing the customer only once we reduce the impact on the environment and on the roads as well as reduce our operating cost which in turn lowers the cost to the customer.

ATTACHMENT M

KEY PERSONNEL QUALIFICATION

Attached is a listing our transition and management team with a description of their qualifications, education and experience.

Alan Marchant – President/Co-Owner – Alan has been involved with the company for over 40 years and has performed all jobs and aspects the company had to offer from driving a truck to routing to office duties. Alan currently directs every aspect of the business. Alan also serves as President of Turlock Recycling Company, Turlock Transfer Company, Marchant Waste Managers and Marchant Land Management Company. He was instrumental in starting our recycling buyback center and planned and implemented a curbside recycling route with collections once per week, on the same day as the garbage pickup day. He also designed and oversaw the construction of our third Transfer Station, which today is permitted for over eighteen hundred tons per day.

Working closely with the City of Turlock staff, Alan envisioned, planned and implemented a three cart, automated collection program for Turlock. This system utilized a separate roll out cart for solid waste (gray), a cart for compostable garden waste (green), and a cart for recyclable materials (blue). The three carts are all easily identified as to their function by their color. They are collected on the same day by three separate trucks each week. All carts are tracked to customer addresses by serial numbers, this program is believed to be one of the nation's first.

In addition to overseeing total operations and directing the upper level management team, Alan is very active in our community and has been honored with several awards including; Best of Turlock Business Leader, Corporation, and Humanitarian of the year. Alan has been and/or is currently involved with the Rotary Club of Turlock, City of Turlock-Development Collaborative Advisory Committee, California Refuse Recycling Council, Stanislaus Disposal Association, Turlock Chamber of Commerce, Sacred Heart School, Turlock Community Auditorium Committee, Turlock Economic Development Committee, and West Coast Refuse Recycling Coalition. Alan will oversee the implementation of City of Livingston and the ongoing management of the collection operations.

Greg Marchant- Vice President/Co-Owner – Greg's been involved with the company for close to 40 years and has many responsibilities. Greg's current role is on the operational side.

Lee Marchant – Treasurer/Secretary/Co-Owner – Lee's been involved with the company for over 30 years, and has performed many different functions within the organization. Along with many other responsibilities, Lee will play a key role within the accounting area for the City of Livingston.

Michael Billington- Controller- Mike's been the Controller for Turlock Scavenger Company for 22 years. Mike graduated from California State University Stanislaus with a Bachelors degree in Business Administration and is a Certified Public Accountant.. Mike's current role is as a consultant oversees the financial operation of the organization and the accounting and financial planning.

Jay Cairncross- Operations Manger – Jay has been with the company for over 24 years and will be responsible for overseeing day to day operations related to residential and commercial services. His responsibilities will include, but not limited to, creating and auditing routes, supervising all route drivers, ensuring the proper maintenance/replacement of carts and bins, and resolving customer complaints.

Sam Paulissian- Customer Service Manager, MIS Director- Has been involved with our company for 20 years. Sam earned his Computer Science Degree from California State University, Stanislaus. Sam has been a member with the Association of Information Technology Professional, the Turlock Chamber of Commerce and has served on the National Board of Director for Novell Users International. He has also been recognized in the Who's Who in American Students, Executives and Professionals, and Information Technology Professionals. Sam will manage all aspects of customer service related to the City of Livingston including public awareness and problem resolution. He will also be maintaining our systems/software to ensure the smooth flow of information and reporting.

Bill West- Chief of Operations-Has been with the company for over 21 years and is responsible for overseeing the daily operation of the Turlock Scavenger group of companies. Additional responsibilities include but are not limited to CHP/DOT inspections, licensing, permitting, vehicle maintenance department, facility management, California Air Resource Board compliance and accident/incident investigations. Bill is an ASE Certified Master Heavy Duty Mechanic, and has additional training in the areas of safety, forklift operations and accident investigations. Bill serves on several committees within our industry including the California Refuse Recycle Council, Safety Road-E-O Safety Committee, and the Solid Waste Association of North America Safety Road-E-O Committee.

Jerilyn Yerby – Controller – Jerilyn has been employed at Turlock Scavenger for one year and comes to us with over 15 years of financial leadership and Corporate Controllershship of a Fortune 500 company and will handle the supervision of the accounting staff and day to day operations in Accounting. Jerilyn graduated from California State University, Stanislaus with a Bachelor of Science in Business Administration with a concentration in Accounting and is a Certified Public Accountant.