



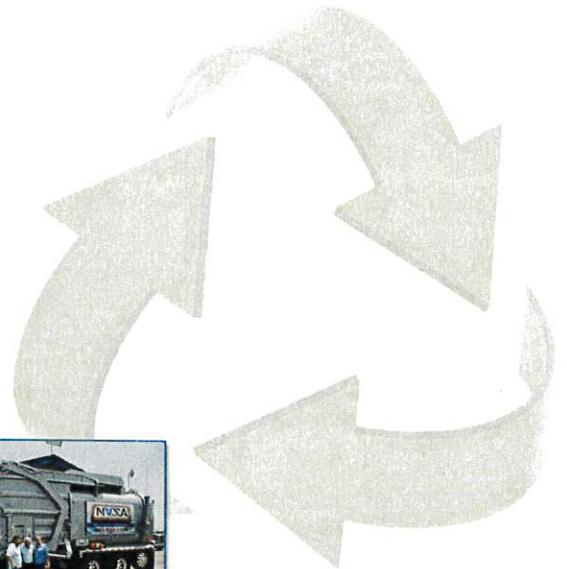
Be An Agent For Change

REQUEST FOR PROPOSALS FOR RECYCLING, ORGANICS, AND SOLID WASTE COLLECTION AND RECYCLING, ORGANICS, AND C&D PROCESSING SERVICES

City of South Gate
Department of Public Works
8650 California Avenue
South Gate, CA 90280
323-563-9572

Presented by:
NASA Services, Inc.
1100 South Maple Avenue
Montebello, CA 90640
888-888-0388
www.nasaservices.com

January 27, 2022



January 27, 2022

Mr. Chris Jeffers
City Manager
City of South Gate
Department of Public Works
8650 California Avenue
South Gate, CA 90280
(323) 563-9503

Dear Mr. Jeffers:

NASA Services, Inc. is pleased to submit this proposal to provide contract services for the collection, processing and disposal of residential, multi-family, and commercial waste, recyclables and organics from the City of South Gate. We appreciate the opportunity to participate and are available to assist in any way in your review and consideration of this proposal.

This letter shall confirm that as part of this proposal process NASA has thoroughly reviewed the draft agreements, the RFP, all the addenda, and has performed all due diligence to investigate and confirm the material facts upon which this proposal is based. This proposal and all terms and rates are valid for a period of 180 from the date of submission.

As a local, third generation, family-owned business, which has been doing business in Los Angeles County for over 60 years, NASA is familiar with the service area. Currently, NASA is licensed in over 15 cities and communities throughout Los Angeles County and has extensive expertise in the collection and processing of waste and recyclables from residential, multi-family, commercial and roll-off accounts.

The attached proposal addresses all required and key elements of the RFP. Key features and elements of the proposal include:

- Collection services for residential customers, utilizing carts which include processing, recycling and disposal of residential refuse, organics, and recyclables.
- Compliance with all CalRecycle AB 939, AB 341, AB 827, AB 1594, AB 1826 and SB 1383 requirements as they relate to solid waste collection and reporting.
- Commercial and multi-family refuse, recycling and organics collection services.
- Organics recycling programs for commercial and residential customers which will meet the extensive requirements delineated per SB 1383.
- No cost city collection services and special events assistance.



- Special services including: two annual document shredding events, at least one annual compost giveaway event, household battery collection and recycling, as well as a convenient Sharps collection and recycling program utilizing Sharps Compliance, Inc's mail in program.
- New recycled content carts and bins that will enhance community aesthetics.
- CNG trucks that will help reduce local pollution and noise.
- Convenient and proper processing and recycling of all collected bulky items, electronic devices and CEDs, ensuring that the items do not end up in landfills, emitted as air or land pollutants or improperly discarded where they pollute third world countries.
- Numerous recycling and community education programs.
- A 12.8% residential franchise fee and a 15% commercial franchise fee paid to the City of South Gate.
- Dedicated and committed staff and employees, whose focus and pledge are to safe, sanitary, and responsible collection and processing of the materials collected.

NASA Services Inc. is one of the premier solid waste management companies operating in Los Angeles County. The company is a progressive, modern, clean, and environmentally responsible. NASA cares for its community, employees, customers, and the environment and strives to meet to the highest standards of service. NASA is prepared to offer the City of South Gate only the best and most reliable services.

It is NASA's goal to be a true community partner if awarded the contract in South Gate. The company looks forward to working side-by-side with the City in developing new strategies for meeting its solid waste and recycling needs and complying with State mandates.

On behalf of NASA and its officers and employees, we appreciate your consideration of this proposal and look forward to the opportunity to work with you in the future. Please feel free to contact Jack Topalian, General Manager, via email jack@nasaservices.com with any questions related to this proposal.

Sincerely,



Arsen Sarkisian
President

AS/jb

Proposing Company: NASA Services, Inc.

ATTACHMENT 8

DESIRED PROPOSER EXPERIENCE REQUIREMENTS CHECKLIST

Please check the appropriate response to each item below, and attach documentation to this form supporting each response (e.g. names of agencies, population, dates of service, description of services provided, name of contact person at the agency and telephone number).

<u>Desired Requirements</u>	<u>Yes</u>	<u>No</u>
1. The proposer is currently providing solid waste, recycling, and organics services under an exclusive franchise agreement to at least three cities and/or counties with a combined service area population of at least 100,000.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. The proposer is currently providing exclusive residential curbside collection services to at least two public agencies with a service area population of at least 35,000.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. The proposer is currently providing exclusive commercial collection services to at least two public agencies with a service area population of at least 35,000.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. The proposer is currently providing fully automated residential cart services (solid waste, recycling or organics) to at least one city or county with a service area population of at least 35,000.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. The proposer is currently providing full service commercial solid waste, recycling and organics to at least one city or county with a service area population of at least 35,000.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. The proposer has previously initiated an exclusive residential and commercial service in at least one city or county with a service area population of at least 40,000 as part of a transition from a previous service provider in the last fifteen (15) years.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. The proposer's annual company revenues for its most recently completed fiscal year are at least \$50 million.	<input checked="" type="checkbox"/> (2022)	<input type="checkbox"/>
9. The proposer's has attached all supporting data required to explain the responses in this form.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Failure to complete and submit this form will deem the proposer's proposal nonconforming and incomplete.

October 26, 2021

City of South Gate

101

Table of Contents

Section	Page
1a) Title Page	i
1b) Transmittal Letter	ii
1c) Completed Desired Experience Requirements Checklist (Attachment 6)	iv
1d) Table of Contents	v
1e) Executed Anti-Collusion Affidavit (Attachment 5)	ix
1f) Executed Signature Page of RFP Addenda	x
2) Rate Proposal Forms (Attachment 3)	xii
3) Supporting Cost and Operating Data Worksheets (Attachment 4)	xxii
4) Exceptions to Terms of Franchise Agreement and Agreement Signature Page	xxvi
5) Proposers Overview	21
a. Business Structure	21
Legal Name and Address	21
Legal Entity	21
Number of Years in Business	21
Names of Owners	21
Names of Officers	21
Corporate Headquarters	21
Local Headquarters	21
b. Description of Proposer's Experience	22
Qualifying Service Experience	23
Exclusive Franchise Service Provider, City of Los Angeles recyclA Program, Downtown Los Angeles Zone	24
Exclusive Service Provider, City of Glendale Zone D	25
Exclusive Service Provider, City of Pico Rivera	25
Semi-exclusive Franchise Hauler, City of La Canada Flintridge	26
Cities/Jurisdictions NASA Currently Serves	26
Qualifying Transition Experience	29
City of Glendale Zone D, 2021-2022	29
City of Los Angeles, recyclA Franchise Service Provider, 2017	30
City of Pico Rivera Transition, 2012	32
Required Permits	33
c. Information regarding past and pending litigation	33
d. Key Personnel	34
Field Supervisors, TBD	36
Diversion Coordinators, TBD	36
Subcontractors	37
Organization Chart	38
Current Employee Workforce	39
e. Financial information	39

Type of Financial Statements	39
Date of Last Financial Statement.....	39
Annual Revenue	39
Current Assets to Liabilities	39
Total Liabilities to Assets	39
f. Insurance.....	39
g. Workers Compensation Experience Modification Rate	42
6) Designated Facility Descriptions	45
a. Transfer Facilities.....	45
b. Processing Facilities	45
Puente Hills Material Recovery Facility – SWIS #19-AA-1043	45
Downey Area Recycling and Transfer Facility (DART)– SWIS #19-AA-0801	48
Direct Disposal – SWIS #19-AR-1228	49
e-Recycling of California – CEWID #100376.....	50
c. Operating Facilities	50
NASA Services, Inc.....	50
d. Disposal Facilities	50
e. Capacity Guarantee	51
7) Contractor's Implementation Plan.....	54
Implementation Tasks to Be Performed.....	54
South Gate Service Area Survey.....	54
Transition Roll-Out Plan.....	55
Sign Contracts	56
Order Vehicles	56
Order Carts.....	56
Order Commercial Bins	57
Transition Meeting with Current Haulers	57
Review Routes & Input Accounts into Database.....	57
Notify Customers/Education & Outreach	57
Route Audits	58
Employment Search & Training.....	58
Delivery of Equipment to NASA.....	58
Deliver Carts & Bins to Customers	59
Review Contract Deliverables.....	59
Review and Audit New Routes.....	59
8) AB 341, AB 827, and SB 1383 Implementation Plan	59
Recyclables Program	61
Organics Program.....	61
Commercial Recycling Assessments.....	62
Outreach and Education Activities	63
Customer Terms and Conditions.....	64
Site Visits and Waste Assessments	64
Proposed Bin and Cart Colors.....	70
9) Customer Service/Call Center Procedures	70

Customer Service and Dispatch Protocol.....	71
Complaint Resolution.....	72
Call Center Performance Metrics	72
10) Automated Cart Description.....	73
Cart Specifications	73
Cart Specifications – Recycled Content.....	74
Cart Features & Sizes.....	74
Cart Hot Stamping.....	74
Cart Sufficiency.....	74
Cart Appearance & Cleaning.....	75
Cart Maintenance	75
Cart Warranty.....	75
Front Load and Roll-off Bins	76
Proposed Bin and Cart Colors.....	77
11) Collection Vehicle Descriptions	77
Number of Vehicles Proposed, Age and Manufacturer Model Information	78
New Collection Vehicles	78
Vehicle Information	78
Peterbilt Brochure	79
Vehicle Maintenance Standards	80
Scheduled Vehicle Maintenance.....	80
Technology / Innovative Programs.....	80
12) Minimum Recycling Requirements	82
Minimum Diversion	82
Special Programs to Enhance Diversion	82
Backyard Compost Program	82
Mulch and Compost Giveaway Program	83
Bulky Item Recycling	83
Holiday Tree Collection.....	83
Sharps Collection Program	83
Document Shredding Event.....	84
C&D Processing.....	84
Promotional Events and Activities.....	84
Literature and Promotional Materials	85
City-wide Recycling Services and Programs to Enhance Diversion	92
Special Events Services	92
Abandoned Items and Clean-Up Events Recycling.....	92
13) Recyclable Materials Program.....	92
14) Organic Waste Recycling Program.....	93
Source Separated Commercial and Multi-family Organics Recycling	94
Contaminated Container Procedures.....	94
Route Audits and Records	95
Contamination Monitoring Plan.....	95
Residential Organics Program	99

15) Food Recovery Assistance.....	105
16) Procurement of Recovered Organic Waste Products	105
17) Employment of Prior Contractor Employees	107
18) Proposal Enhancements	107

Figures

Figure 1. The NASA Project Team	38
Figure 2. Smart 1383 Site Visit Surveys	66
Figure 3. SMART 1383 Customer/Generator Tab View	68
Figure 4. SMART 1383 Customer/Generator Information Detail-1.....	68
Figure 5. SMART 1383 Customer/Generator Information Detail-2.....	69
Figure 6. Phone System Routing Tree	71
Figure 7. Cart Specifications	76
Figure 8. Route Audits Mapping Tool View.....	96
Figure 9. SMART 1383 Contamination Report View	99
Figure 10. Annual RNG Purchases.....	106

Tables

Table 1. NASA Systems and Services Per Sector	23
Table 2. Transition Expertise & References.....	27
Table 3. NASA Downtown Los Angeles Bin Distribution.....	31
Table 4. Client Snapshot.....	33
Table 5. The NASA Team.....	34
Table 6. NASA Employee Workforce.....	39
Table 7. Transition Plan	54
Table 8. City of South Gate Transition Rollout Plan	55
Table 9. Proposed Staff Positions	59
Table 10. Types of Materials for Placement in Recycling and Organic Containers.....	60
Table 11. Cart Specifications	74
Table 12. NASA'S New Collection Vehicles	78
Table 13. NASA Vehicle Specifications.....	78
Table 14. Acceptable Recyclables	93

Appendices

Appendix A	Confidential Financial Information (See Envelope marked "Exhibit A")
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ATTACHMENT 5

ANTI-COLLUSION AFFIDAVIT

Proposer as a part of this proposal submits the following affidavit:

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

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

Executed under penalty of perjury on this 27th day of January, 2022 at MONTEBELLO, CA

SIGNED:

Arsen Sarkisian

BY:

Arsen Sarkisian

TITLE:

President

CONTRACTOR:

NASA Services, Inc.

Failure to complete and submit this form will deem the proposer's proposal incomplete and nonconforming.

106



**ADDENDUM NO. 1
TO THE CITY OF SOUTH GATE
REQUEST FOR PROPOSALS FOR RECYCLING, ORGANICS, AND
SOLID WASTE COLLECTION AND RECYCLING, ORGANICS, AND
C&D PROCESSING SERVICES**

City of South Gate
8650 California Avenue
South Gate, CA 90280

The Request for Proposals (RFP) Documents shall be revised by additions to, deletions from and changes as stated in this addendum; insofar as original documents are in variance with this Addendum, this Addendum shall govern. The following changes are hereby incorporated:

Revisions to RFP:

See Sections:

- Section IV, page 14
- RFP Attachment 2-B, revised to include revised rate revenue to contractor
- RFP Attachment 2-I, updated to reflect the City's public litter containers
- RFP Attachment 7, updated to remove the footnote *"* Please note: the "Residential Collection Services Fees" billed by the City do not include the franchise fee. The ancillary residential rate for the "Loss/Stolen Replacement" container, which is direct-billed by the current service provider, includes the 12.8% residential franchise fee. All commercial rates are billed by the current service provider and include the 15% commercial franchise fee."*

This Addendum is to be incorporated in and become part of the Proposal. Proposers must acknowledge receipt of Addendum No. 1 by signing and dating below, and including this signature page with the Proposal, as "1(h)" in the proposal outline (the entire Addendum need not be included).

Acknowledged:


Arsen Sarkisian
Proposer's Signature

January 27, 2022
Date

NASA Services Inc.
Company

Addendum No. 1 Attachments:

1. Updated RFP page 14
2. Revised RFP Attachment 2-B
3. Updated RFP Attachment 2-I
4. Updated RFP Attachment 7

City of South Gate

1

October 28, 2021

107

Addendum No. 2

Acknowledged:


Proposer's Signature

January 27, 2022
Date

NASA Services, Inc.
Company

Addendum No. 2 Attachments:

1. Updated RFP Pages 2 and 11
2. Updated Draft Agreement
3. Calendar Years 2019 and 2020, and YTD 2021 Hauler Tonnage Reports
4. Street Sweeping Map
5. Attachments 3 and 4 (EXCEL)

City of South Gate

8

December 16, 2021

ATTACHMENT 3
RATE PROPOSAL FORMS

Table of Contents

<u>Page</u>	<u>Contents</u>
3-A	Projected Estimated First-Year Rate Revenue
3-B	Projected Estimated First-Year Residential Cart Rate Revenue
3-C	Projected Estimated First-Year Commercial and Multi-Family Refuse Rate Revenue
3-D	Projected Estimated First-Year Commercial and Multi-Family Recycling Rate Revenue
3-E	Projected Estimated First-Year Commercial and Multi-Family Organics Recycling Rate Revenue
3-F	Projected Estimated First-Year Roll-Off Box and Temporary Bin Rate Revenue
3-G	Proposed Rates for Other Services
3-H	Optional Service - Curbside Used Oil and Used Oil Filter Collection
3-I	Optional Service - Public Litter Container Collection

1001

PROJECTED ESTIMATED FIRST-YEAR RATE REVENUE

Proposing Company: **NASA Services, Inc.**

Instructions: Enter proposer's name in the above blue, bolded box. Confirm that rate revenue is accurately reflected, based on proposer's proposed rates.

Row	Service Category	Projected First-Year Annual Customer Rate Revenue*	Reference
1	Residential Cart	\$ 5,828,420	Attach. 3-B, Row 10
2	Commercial and Multi-Family Solid Waste	\$ 5,143,336	Attach. 3-C, Row 40
3	Commercial and Multi-Family Recycling	\$ 1,157,487	Attach. 3-D, Row 25
4	Commercial and Multi-Family Organics Recycling	\$ 1,663,326	Attach. 3-E, Row 16
5	Roll-Off Box and Temporary Bin	\$ 1,524,950	Attach. 3-F, Row 19
6	Total First-Year Rate Revenue	\$ 15,317,519	Sum Rows 1-5
7	Optional Used Oil and Used Oil Filter Program	\$ -	Attach. 3-H, Row 3
8	Total First-Year Rate Revenue Including Optional Used Oil and Used Oil Filter Program	\$ 15,317,519	Sum Rows 6-7
9	Optional Public Litter Container Collection	\$ -	Attach. 3-I, Row 1

* Includes all City fees. The franchise fee amount will be determined during negotiations. For rate proposal comparison purposes, all proposers should include a 10% franchise fee and a 2% AB 939/SB 1383 Reimbursement in their proposed rates.

Failure to complete and submit this form will deem the proposer's franchise proposal non-responsive.

110

PROJECTED ESTIMATED FIRST YEAR RESIDENTIAL CART RATE REVENUE

Proposing Company: NASA Services, Inc.

Instructions: Provide rates in blue, bolded boxes. The other rates should automatically calculate. Confirm accuracy of calculations.

Row	Service Category	Monthly Customer Rate*	# of Units as of March 2021	Monthly Rate Revenue
1	<u>Basic Service - 1x week, one each solid waste, recycling and organics cart - 64-gallon (rate based on size of solid waste cart)</u>	\$ 24.17	1,732 accounts (1)	\$ 41,862.44
2	<u>Basic Service - 1x week, one each solid waste, recycling and organics cart - 96-gallon (rate based on size of solid waste cart)</u>	\$ 26.00	15,766 accounts (1)	\$ 409,916.00
3	Backyard Service - Non-Qualifying Customers	\$ 25.00	- accounts (2)	\$ -
4	<u>Additional Cart Rates</u>			
5	Solid Waste - 32-gallon	\$ 7.50	- carts (3)	\$ -
6	Solid Waste - 64-gallon	\$ 8.78	299 carts (4)	\$ 2,625.22
7	Solid Waste - 96-gallon	\$ 12.61	2,482 carts (4)	\$ 31,298.02
7	Organics - Any size above 2 carts available at no additional charge	\$ 12.61	- carts	\$ -
8	Total Projected Monthly Rate Revenue		20,279	\$ 485,701.68
9	Months			12
10	Total Projected Annual Rate Revenue			\$ 5,828,420

Failure to complete and submit this form will deem the proposer's franchise proposal non-responsive.

* Rates should include all City fees. The franchise fee amount will be determined during negotiations. For rate proposal comparison purposes, all proposers should include a 10% franchise fee and a 2% AB 939/SB 1383 Reimbursement in their proposed rates.

(1) Number of accounts as reported by the current hauler.

(2) Non-Qualifying Customers are able-bodied customers who elect to receive container pushout service at a higher cost. Please provide the total rate for non-qualifying backyard pushout service.

(3) 32-gallon solid waste carts are not currently offered by current hauler.

(4) Number of carts as reported by the current hauler.

PROJECTED ESTIMATED FIRST-YEAR COMMERCIAL AND MULTI-FAMILY SOLID WASTE RATE REVENUE

Proposing Company: NASA Services, Inc.

Instructions: Enter proposed rates in blue, bolded boxes and estimated container counts in yellow, bolded boxes. Proposed rate revenue on this page should calculate automatically. Confirm accuracy of calculations.

Proposed Customer Rates*							
Row	Container Type/Size	Number of Collections per Week					
		1	2	3	4	5	6
1	64 Gallon Solid Waste	\$ 50.00	\$ 100.00	\$ 145.00	\$ 192.50	\$ 232.50	\$ 300.00
2	96 Gallon Solid Waste	\$ 60.00	\$ 120.00	\$ 174.00	\$ 231.00	\$ 279.00	\$ 360.00
3	2 Cubic Yard Solid Waste	\$ 145.00	\$ 290.00	\$ 420.50	\$ 558.25	\$ 674.25	\$ 870.00
4	3 Cubic Yard Solid Waste	\$ 160.00	\$ 320.00	\$ 464.00	\$ 616.00	\$ 744.00	\$ 960.00
5	4 Cubic Yard Solid Waste	\$ 210.00	\$ 420.00	\$ 609.00	\$ 808.50	\$ 976.50	\$ 1,260.00
6	6 Cubic Yard Solid Waste	\$ 300.00	\$ 600.00	\$ 870.00	\$ 1,155.00	\$ 1,395.00	\$ 1,800.00
7	2 Yard Compactor	\$ 300.00	\$ 600.00	\$ 870.00	\$ 1,155.00	\$ 1,395.00	\$ 1,800.00
8	3 Yard Compactor	\$ 395.00	\$ 790.00	\$ 1,145.50	\$ 1,520.75	\$ 1,836.75	\$ 2,370.00
9	4 Yard Compactor	\$ 495.00	\$ 990.00	\$ 1,435.50	\$ 1,905.75	\$ 2,301.75	\$ 2,970.00
10	Push Out Service	\$ 19.00	\$ 38.00	\$ 55.10	\$ 73.15	\$ 88.35	\$ 114.00
11	Scout Service	\$ 35.00	\$ 70.00	\$ 101.50	\$ 134.75	\$ 162.75	\$ 210.00
12	Locking Lids (1)	\$ 10.00	\$ 20.00	\$ 29.00	\$ 38.50	\$ 46.50	\$ 60.00

Service Levels**							Total Containers	
Row	Container Type/Size	Number of Collections per Week						
		1	2	3	4	5	6	
13	64 Gallon Solid Waste	267						267
14	96 Gallon Solid Waste	33	94					127
15	2 Cubic Yard Solid Waste	498	90	56	8	8		649
16	3 Cubic Yard Solid Waste	350	97	30	18	21	31	546
17	4 Cubic Yard Solid Waste	60	37	26	14	23	6	165
18	6 Cubic Yard Solid Waste							-
19	2 Yard Compactor			1				1
20	3 Yard Compactor			2				2
21	4 Yard Compactor	1						1
22	Push Out Service	107	1	1				109
23	Scout Service	231	102	19	3			355
24	Locking Lids (1)	235	39	30	11	7	15	337
25	Total Containers	1,771	459	164	53	59	52	2,558

COMMERCIAL AND MULTI-FAMILY SOLID WASTE RATE REVENUE								
Row	Container Type/Size	Number of Collections per Week						Monthly Rate Revenue
		1	2	3	4	5	6	
26	64 Gallon Solid Waste	\$ 13,350.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 13,350.00
27	96 Gallon Solid Waste	\$ 1,980.00	\$ 11,280.00	\$ -	\$ -	\$ -	\$ -	\$ 13,260.00
28	2 Cubic Yard Solid Waste	\$ 70,760.00	\$ 26,100.00	\$ 23,548.00	\$ 4,466.00	\$ 5,394.00	\$ -	\$ 130,268.00
29	3 Cubic Yard Solid Waste	\$ 56,000.00	\$ 31,040.00	\$ 13,920.00	\$ 11,088.00	\$ 15,624.00	\$ 29,760.00	\$ 157,432.00
30	4 Cubic Yard Solid Waste	\$ 12,600.00	\$ 15,540.00	\$ 15,834.00	\$ 11,319.00	\$ 22,459.50	\$ 7,560.00	\$ 85,312.50
31	6 Cubic Yard Solid Waste	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
32	2 Yard Compactor	\$ -	\$ -	\$ 870.00	\$ -	\$ -	\$ -	\$ 870.00
33	3 Yard Compactor	\$ -	\$ -	\$ 2,291.00	\$ -	\$ -	\$ -	\$ 2,291.00
34	4 Yard Compactor	\$ 495.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 495.00
35	Push Out Service	\$ 2,033.00	\$ 38.00	\$ 55.10	\$ -	\$ -	\$ -	\$ 2,126.10
36	Scout Service	\$ 8,085.00	\$ 7,140.00	\$ 1,928.50	\$ 404.25	\$ -	\$ -	\$ 17,557.75
37	Locking Lids (1)	\$ 2,350.00	\$ 780.00	\$ 870.00	\$ 423.50	\$ 325.50	\$ 900.00	\$ 5,649.00
38	Projected Monthly Rate Revenue							\$ 428,611.35
39	Months							12
40	Projected Annual Rate Revenue							\$ 5,143,336

Container Distribution as of July 2021 (For Reference Purposes Only)**								
Row	Container Type/Size	Number of Collections per Week						Total Containers
		1	2	3	4	5	6	
41	64 Gallon Solid Waste	236	-	-	-	-	-	236
42	96 Gallon Solid Waste	62	2	-	-	-	-	64
43	2 Cubic Yard Solid Waste	375	26	3	1	-	-	405
44	3 Cubic Yard Solid Waste	374	161	61	18	15	30	659
45	4 Cubic Yard Solid Waste	120	83	41	26	27	32	329
46	6 Cubic Yard Solid Waste	18	16	13	-	7	6	60
47	2 Yard Compactor	-	-	-	1	-	-	1
48	3 Yard Compactor	-	-	-	2	-	-	2
49	4 Yard Compactor	1	-	-	-	-	-	1
50	Push Out Service	107	1	1	-	-	-	109
51	Scout Service	231	102	19	3	-	-	355
52	Locking Lids (1)	235	39	30	11	7	15	337
53	Total Containers	1,759	430	168	62	56	83	2,558

* Rates should include all City fees. The franchise fee amount will be determined during negotiations. For rate proposal comparison purposes, all proposers should include a 10% franchise fee and a 2% AB 939/SE 1383 Reimbursement in their proposed rates.

** The July 2021 Container Distribution reflects the level of service provided by the current hauler provider at that time. Proposers should input the anticipated level of service in the yellow, bolded boxes, based on addressing the requirements of AB 341, AB 1826, and SB 1383. A standardized container distribution will be developed in order to evaluate proposals on a consistent basis after submission of proposals. The standardized container distribution may be the average of the proposed distributions.

(1) Locking Bin Service applies to Solid Waste, Recyclables and Organics bin rates.

Failure to complete and submit this form will deem the proposer's franchise proposal non-responsive.

112

PROJECTED ESTIMATED FIRST-YEAR COMMERCIAL AND MULTI-FAMILY RECYCLING RATE REVENUE

Proposing Company: NASA Services, Inc.

Instructions: Enter proposed rates in blue, bolded boxes and estimated container counts in yellow, bolded boxes. Proposed rate revenue on this page should calculate automatically. Confirm accuracy of calculations.

Proposed Customer Rates*							
Row	Container Type/Size	Number of Collections per Week					
		1	2	3	4	5	6
1	35 Gallon Recycling	\$ 15.00	\$ 30.00	\$ 44.25	\$ 57.75	\$ 69.00	\$ 90.00
2	64 Gallon Recycling	\$ 17.00	\$ 34.00	\$ 50.15	\$ 65.45	\$ 78.20	\$ 102.00
3	96 Gallon Recycling	\$ 19.00	\$ 38.00	\$ 56.05	\$ 73.15	\$ 87.40	\$ 114.00
4	2 Cubic Yard Recycling	\$ 65.00	\$ 130.00	\$ 191.75	\$ 250.25	\$ 299.00	\$ 390.00
5	3 Cubic Yard Recycling	\$ 75.00	\$ 150.00	\$ 221.25	\$ 288.75	\$ 345.00	\$ 450.00
6	4 Cubic Yard Recycling	\$ 85.00	\$ 170.00	\$ 250.75	\$ 327.25	\$ 391.00	\$ 510.00
7	6 Cubic Yard Recycling	\$ 125.00	\$ 250.00	\$ 368.75	\$ 481.25	\$ 575.00	\$ 750.00

Service Levels**								
Row	Container Type/Size	Number of Collections per Week						Total Containers
		1	2	3	4	5	6	
8	35 Gallon Recycling	123						123
9	64 Gallon Recycling	161	18					179
10	96 Gallon Recycling	242	310					552
11	2 Cubic Yard Recycling	334	75	5	5	5	5	429
12	3 Cubic Yard Recycling	95	36	12	7	24	11	185
13	4 Cubic Yard Recycling	11	5	4	1	5		26
14	6 Cubic Yard Recycling	4	1	1		2		8
15	Total Containers	970	445	22	13	36	16	1,502

Commercial and Multi-Family Recycling Rate Revenue								
Row	Container Type/Size	Number of Collections per Week						Monthly Rate Revenue
		1	2	3	4	5	6	
16	35 Gallon Recycling	\$ 1,845.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,845.00
17	64 Gallon Recycling	\$ 2,737.00	\$ 612.00	\$ -	\$ -	\$ -	\$ -	\$ 3,349.00
18	96 Gallon Recycling	\$ 4,598.00	\$ 11,780.00	\$ -	\$ -	\$ -	\$ -	\$ 16,378.00
19	2 Cubic Yard Recycling	\$ 21,710.00	\$ 9,730.00	\$ 958.75	\$ 1,251.25	\$ 1,495.00	\$ 1,950.00	\$ 37,115.00
20	3 Cubic Yard Recycling	\$ 7,125.00	\$ 5,400.00	\$ 2,655.00	\$ 2,021.25	\$ 8,280.00	\$ 4,950.00	\$ 30,431.25
21	4 Cubic Yard Recycling	\$ 935.00	\$ 850.00	\$ 1,003.00	\$ 327.25	\$ 1,955.00	\$ -	\$ 5,070.25
22	6 Cubic Yard Recycling	\$ 500.00	\$ 250.00	\$ 368.75	\$ -	\$ 1,150.00	\$ -	\$ 2,268.75
23	Projected Monthly Rate Revenue							\$ 96,457.25
24	Months							12
25	Projected Annual Rate Revenue							\$ 1,157,487.00

Container Distribution as July 2021 (For Reference Purposes Only)**								
Row	Container Type/Size	Number of Collections per Week						Total Containers
		1	2	3	4	5	6	
26	35 Gallon Recycling	23	-	-	-	-	-	23
27	64 Gallon Recycling	14	18	-	-	-	-	32
28	96 Gallon Recycling	45	-	-	-	-	-	45
29	2 Cubic Yard Recycling	43	5	1	-	-	-	49
30	3 Cubic Yard Recycling	31	13	8	2	12	-	66
31	4 Cubic Yard Recycling	11	5	4	1	5	-	26
32	6 Cubic Yard Recycling	4	1	1	-	2	-	8
33	Total Containers	171	42	14	3	19	-	249

* Rates should include all City fees. The franchise fee amount will be determined during negotiations. For rate proposal comparison purposes, all proposers should include a 10% franchise fee and a 2% AB 939/SB 1383 Reimbursement in their proposed rates.

** The July 2021 Container Distribution reflects the level of service provided by the current hauler provider at that time. Proposers should input the anticipated level of service in the yellow, bolded boxes, based on addressing the requirements of AB 341, AB 1826, and SB 1383. A standardized container distribution will be developed in order to evaluate proposals on a consistent basis after submission of proposals. The standardized container distribution may be the average of the proposed distributions.

Failure to complete and submit this form will deem the proposer's franchise proposal non-responsive.

PROJECTED ESTIMATED FIRST-YEAR COMMERCIAL AND MULTI-FAMILY ORGANICS RECYCLING RATE REVENUE

Proposing Company: NASA Services, Inc.

Instructions: Enter proposed rates in blue, bolded boxes and estimated container counts in yellow, bolded boxes. Proposed rate revenue on this page should calculate automatically. Confirm accuracy of calculations.

Proposed Customer Rates*						
Row	Container Type/Size	Number of Collections per Week				
		1	2	3	4	5
1	64 Gallon Cart - Organics Recycling	\$ 50.00	\$ 100.00	\$ 147.50	\$ 192.50	\$ 230.00
2	1 Cubic Yard - Organics Recycling	\$ 115.00	\$ 230.00	\$ 339.25	\$ 442.75	\$ 529.00
3	1.5 Cubic Yard - Organics Recycling	\$ 130.00	\$ 260.00	\$ 383.50	\$ 500.50	\$ 598.00
4	2 Cubic Yard - Organics Recycling	\$ 145.00	\$ 290.00	\$ 427.75	\$ 558.25	\$ 667.00

Service Levels**							
Row	Container Type/Size	Number of Collections per Week					Total Containers
		1	2	3	4	5	
5	64 Gallon Cart - Organics Recycling	211	77	27	8	8	330
6	1 Cubic Yard - Organics Recycling	156	18	14	8	8	204
7	1.5 Cubic Yard - Organics Recycling	99	20	14	6	8	147
8	2 Cubic Yard - Organics Recycling	60	32	19	21	14	146
9	Total Containers	526	147	73	42	38	826

Commercial and Multi-Family Organics Recycling Rate Revenue							
Row	Container Type/Size	Number of Collections per Week					Monthly Rate Revenue
		1	2	3	4	5	
10	64 Gallon Cart - Organics Recycling	\$ 10,550.00	\$ 7,700.00	\$ 3,982.50	\$ 1,540.00	\$ 1,840.00	\$ 25,612.50
11	1 Cubic Yard - Organics Recycling	\$ 17,940.00	\$ 4,140.00	\$ 4,749.50	\$ 3,542.00	\$ 4,232.00	\$ 34,603.50
12	1.5 Cubic Yard - Organics Recycling	\$ 12,870.00	\$ 5,200.00	\$ 5,369.00	\$ 3,003.00	\$ 4,784.00	\$ 31,226.00
13	2 Cubic Yard - Organics Recycling	\$ 8,700.00	\$ 9,280.00	\$ 8,127.25	\$ 11,723.25	\$ 9,338.00	\$ 47,168.50
14	Projected Monthly Rate Revenue						\$ 138,610.50
15	Months						12
16	Projected Annual Rate Revenue Organics Recycling						\$ 1,663,326.00

Container Distribution as July 2021 (For Reference Purposes Only)**							
Row	Container Type/Size	Number of Collections per Week					Total Containers
		1	2	3	4	5	
17	64 Gallon Cart - Organics Recycling	16	1	3	-	-	20
18	2 Cubic Yard - Organics Recycling	1	-	2	-	-	3
19	Total Containers	17	1	5	-	-	23

* Rates should include all City fees. The franchise fee amount will be determined during negotiations. For rate proposal comparison purposes, all proposers should include a 10% franchise fee and a 2% AB 939/SB 1383 Reimbursement in their proposed rates.

** The July 2021 Container Distribution reflects the level of service provided by the current hauler provider at that time. Proposers should input the anticipated level of service in the yellow, bolded boxes, based on addressing the requirements of AB 341, AB 1826, and SB 1383. A standardized container distribution will be developed in order to evaluate proposals on a consistent basis after submission of proposals. The standardized container distribution may be the average of the proposed distributions.

Failure to complete and submit this form will deem the proposer's franchise proposal non-responsive.

PROJECTED ESTIMATED FIRST-YEAR ROLL-OFF BOX AND TEMPORARY BIN RATE REVENUEProposing Company: **NASA Services, Inc.****Instructions:** Enter proposed rates in the blue, bolded boxes. Proposed rate revenue on this page should calculate automatically. Confirm accuracy of calculation.

Row	Container/Service Type	Customer Rate*	Service Count for 12-Months Ended June 30, 2020	Annual Projected First Year Rate Revenue (Rounded)
1	Permanent Roll-Off			
2	Roll-Off Box Any Size, Any Material Type			
3	Haul plus 5 tons	\$ 495.00 per load	1,296 pulls	\$ 641,520.00
4	Per Ton Charge Over 5 Tons/Load	\$ 75.00 per ton	2,185 tons	\$ 163,875.00
5	Compactor, Any Material Type			
6	Haul plus 5 tons	\$ 595.00 per load	477 pulls	\$ 283,815.00
7	Per Ton Charge Over 5 Tons/Load	\$ 75.00 per ton	901 tons	\$ 67,575.00
	Temporary Commercial Roll-Off			
8	Roll-Off Box Any Size, Any Material Type			
9	Haul plus 5 tons	\$ 670.00 per load (1)	443 pulls	\$ 296,810.00
10	Per Ton Charge Over 5 Tons/Load	\$ 75.00 per ton	345 tons	\$ 25,875.00
11	Temporary Residential Roll-Off			
12	Roll-Off Box Any Size, Any Material Type			
13	Haul plus 3 tons	\$ 475.00 per load (2)	45 pulls	\$ 21,375.00
14	Per Ton Charge Over 3 Tons/Load	\$ 75.00 per ton	129 tons	\$ 9,675.00
15	Temporary Residential Bins			
16	3-Cubic Yard Temp Bin			
17	Cost per container	\$ 150.00 per load	67 pulls	\$ 10,050.00
18	Additional Pickups	\$ 60.00 per load	73 pulls	\$ 4,380.00
19	Annual Rate Revenue			\$ 1,524,950.00

* Rates should include all City fees. The franchise fee amount will be determined during negotiations. For rate proposal comparison purposes, all proposers should include a 10% franchise fee and a 2% AB 939/SB 1383 Reimbursement in their proposed rates.

(1) Includes pull and disposal fee up to five (5) tons.

(2) Includes pull and disposal fee up to three (3) tons.

Failure to complete and submit this form will deem the proposer's franchise proposal non-responsive.

PROPOSED RATES FOR OTHER SERVICES

Proposing Company: NASA Services, Inc.

Instructions: Rates for certain ancillary services are defined at current rates. Enter proposed rates for new services in the blue, bolded boxes. Proposed rate revenue on this page should calculate automatically. Confirm accuracy of calculation.

Row	Service Type	Customer Rate*	Reference/Note
Additional Residential Rates			
1.	Additional Bulky Item including Multi-Family Cart Customers: Additional Charge for Items in Excess of 10 per Month	\$ 33.24 Per item	In excess of 10 items per month.
2	Cart Exchange	\$ 25.00 Per request	One exchange per year at no additional charge. Rate for additional exchanges of ALL containers.
3	Cart Replacement Due to Misuse	\$ 58.83 Each	
4	Re-Start Service Fee	\$ 50.00 Per re-start	New rate
5	Return Trip Fee/Extra Pickup	\$ 10.00 Per occurrence	New rate
Additional Commercial Rates			
6	Multi-Family Bulky Item Pick-up (Bin Service Customers)	\$ 33.24 Per item	Over 10 items per multi-family unit per year
7	Commercial Bulky Item Pick-up	\$ 33.24 Per item	
8	Extra Pick-up	\$ 57.27 Per occurrence	
9	Overage Fee	\$ 57.27 Per occurrence	
10	Return Trip Fee	\$ 40.00 Per occurrence	New rate
11	Redelivery of Bins (due to non-payment)	\$ 26.56 Per re-delivery	
12	Bin Exchange	No charge	
13	AB 341 Non-Compliance Fee	\$ 71.74 Per month	
14	Bin Cleaning	\$ 50.00 Per occurrence	New rate
15	Contamination Fee	\$ 26.59 Per occurrence	
Other Rates			
16	Emergency Services	\$ 100.00 Per hour	Hourly rate 1 truck/2 crew - New rate

* Rates should include all City fees. The franchise fee amount will be determined during negotiations. For rate proposal comparison purposes, all proposers should include a 10% franchise fee and a 2% AB 939/SB 1383 Reimbursement in their proposed rates.

Failure to complete and submit this form will deem the proposer's franchise proposal non-responsive.

116

**OPTIONAL SERVICE - CURBSIDE USED OIL AND USED OIL FILTER
COLLECTION**

Proposing Company: NASA Services, Inc.

Instructions: Enter proposed additional cost per home per month in the blue, bolded box. Proposed total cost on this page should calculate automatically. Confirm accuracy of calculation.

Row	Curbside Used Oil and Used Oil Filter Collection	
1	Total Number of Residential Cart Accounts	17,498
2	Monthly Additional Cost Per Home per Month	
3	Total Annual Cost	\$ -

OPTIONAL SERVICE - PUBLIC LITTER CONTAINER COLLECTION

Proposing Company: NASA Services, Inc.

Instructions: Enter proposed first-year cost for servicing the City's Public Litter Containers.

Row	Public Litter Container Collection	First-Year Cost
1	Collection, Processing and Disposal of Public Litter Container Waste	

ATTACHMENT 4
SUPPORTING COST AND OPERATING DATA WORKSHEETS

Table of Contents

Page Contents

- 4-A Projected Cost, Rate Revenue, and Profit for First Twelve Months of Franchise Agreement
- 4-B Projected Routes and Route Hours
- 4-C Tonnage Diversion Plan

b11

PROJECTED COST, RATE REVENUE, AND PROFIT FOR FIRST TWELVE MONTHS OF FRANCHISE AGREEMENT

Proposing Company: NASA Serv. Co., Inc.

Instructions: Fill in blue, bolded boxes.

Row		Residential Cur Service			Commercial Service			Roll-Off Service	Bulky Item Pickup, Abandoned Item Pickups and Sweeps, Holiday Trees, Neighborhood Cleanups, Special Cleanup Events, Other	TOTAL COST (excluding Optional Services)
		Solid Waste	Recyclables	Organics	Solid Waste	Recyclables	Organics			
1	Operations									
2	Truck Operating Costs (a)	\$ 568,1e2	\$ 362,992	\$ 529,438	\$ 1,190,712	\$ 217,676	\$ 217,676	\$ 312,992	\$ 190,933	\$ 3,572,611
3	Transfer Station, Transport MRF costs, net of recycling revenues	\$ 1,541,252	\$ 160,000		\$ 1,167,600	\$ 100,000		\$ 1,125,000	\$ 19,500	\$ 4,113,382
4	Transformation Costs (if applicable)									\$ -
5	Organics Processing/Composting Costs			\$ 1,815,534					\$ 395,000	\$ 2,210,534
6	Landfill Disposal Costs (b)									\$ -
7	Container Depreciation/Amortization Costs	\$ 110,000	\$ 110,000	\$ 110,000	\$ 143,200	\$ 70,350	\$ 42,700	\$ 33,000		\$ 618,250
8	Other Operating Costs (Please describe)									\$ -
9	Subtotal Operations Costs	\$ 2,211,374	\$ 622,992	\$ 2,465,022	\$ 2,501,512	\$ 388,026	\$ 655,376	\$ 1,469,992	\$ 210,433	\$ 10,514,727
10	Other Costs									
11	General and Administrative Cost									\$ 2,102,945
12	Annualized Auditing Cost (c)									\$ 25,000
13	AIR 539/SB 1253 Regulatory Reimbursement (d)									\$ 306,390
14	Contracting Cost Reimbursement (e)									\$ 25,000
15	Other (please describe)									
16	TOTAL COST									\$ 12,974,023
17	First-Year Rate Revenue (From Attachment 3-A, Row 6)									\$ 15,317,519
18	Gross Profit (Includes Franchise Fee)									\$ 2,343,496
19	Less Franchise Fees (f)									\$ 1,531,782
20	Net Profit									\$ 811,714
21	Tons Collected	19,800	4,000	16,200	15,000	2,500	5,000	15,000	260	77,760.00
22	Operations Cost Per Ton Collected	\$ 111.69	\$ 155.75	\$ 151.54	\$ 166.77	\$ 155.21	\$ 131.08	\$ 98.00	\$ 809.56	\$ 135.22
23	Rate Revenue per Ton Collected									\$ 196.98

(a) Includes Driver/Helper/Supervisor Wages and Benefits, Vehicle Depreciation and Maintenance, Vehicle Insurance, Fuel, Uniforms and Other Route Costs.

(b) Includes actual disposal costs at landfill, excluding transfer, transport, and MRF costs to be included on Row 3.

(c) Biennial audit fee is \$50,000 per audit. Annualized auditing fee is \$25,000, assuming five (5) audits over the ten year term of the agreement. $(\$50,000 \times 5) / 10 = \$25,000$.

(d) 2% of gross receipts calculated as 2% of Sheet 3-A, Row 6.

(e) \$250,000 amortized over the 10-year base term of the agreement.

(f) 10% of Row 18.

Failure to complete and submit this form will deem the proposer's franchise proposal non-responsive.

120

PROJECTED ROUTES AND ROUTE HOURS

Proposing Company: NASA Services, Inc.

Instructions: Fill in blue, bolded boxes.

Row	Route Type	Routes Per Day						Total Route Days/Week	Hours per Route Per Day (1)	Total Route Hours Per Week (2)	Crew Size Per Truck (3)
		Mon	Tues	Wed	Thurs	Fri	Sat				
1	Residential Solid Waste	3.0	3.0	3.0	3.0	3.0		15.0	10.0	150.0	1
2	Residential Recycling	2.0	2.0	2.0	2.0	2.0		10.0	10.0	100.0	1
3	Residential Organics	2.0	2.0	2.0	2.0	2.0		10.0	10.0	100.0	1
4	Commercial and Multi-Family Solid Waste	3.0	3.0	3.0	3.0	3.0	2.0	17.0	10.0	170.0	2
5	Commercial and Multi-Family Recycling	1.0	1.0	1.0	1.0	1.0	1.0	6.0	10.0	60.0	2
6	Commercial and Multi-Family Organics	1.0	1.0	1.0	1.0	1.0	1.0	6.0	10.0	60.0	2
7	Roll-Off	2.0	2.0	2.0	2.0	2.0	2.0	12.0	10.0	120.0	1
8	Scout	1.0	1.0	1.0	1.0	1.0	1.0	6.0	10.0	60.0	1
9	Bulky Items	1.0	1.0	1.0	1.0	1.0		5.0	8.0	40.0	2
10	Other: ___[specify]___							-		-	
11	Other: ___[specify]___							-		-	
12	Other: ___[specify]___							-		-	
13	Total	16.0	16.0	16.0	16.0	16.0	7.0	87.0		860.0	

(1) For example: 8, 9, or 10 hours per day.

(2) Total Route Days/Week multiplied by Hours Per Route per Day.

(3) 1 or 2 persons.

Failure to complete and submit this form will deem the proposer's franchise proposal non-responsive.

121

TONNAGE DIVERSION PLAN

Proposing Company: NASA Services, Inc.

Instructions: Fill in blue, bolded boxes. Confirm automatic calculations. Proposers must demonstrate how they will reach their proposed diversion rate for hauler-collected waste.

Row	Waste Stream	Annual Tons Collected (from Att: 4-A, row 21)	Annual Tons Diverted					Tons Diverted as % of Tons Collected	
			Recycling	Organics	C&D	Transformation	Other (1)		Total Diverted
1	Residential Solid Waste	19,800	1,188					1,188	6%
2	Residential Recycling	4,000	3,400					3,400	85%
3	Residential Organics	16,200		13,668				13,668	84%
4	Commercial and Multi-Family Solid Waste	15,000	900					900	6%
5	Commercial and Multi-Family Recycling	2,500	2,125					2,125	85%
6	Commercial and Multi-Family Organics	5,000		4,900				4,900	98%
7	Roll-Off	15,000			11,250			11,250	75%
8	Bulky Item Pickup, Abandoned Item Pickups and Sweeps, Holiday Trees, Neighborhood Cleanups, Special Cleanup Events, "Other" (1)	260					65	65	25%
9	Total	77,760	7,613	18,568	11,250	-	65	37,496	48%

(1) Describe "Other" programs below:

Electronics, tires, green waste, wood waste, and white goods pulled from bulky item collections

Failure to complete and submit this form will deem the proposer's franchise proposal non-responsive.

122

**4) EXCEPTIONS TO TERMS OF FRANCHISE AGREEMENT
AND AGREEMENT SIGNATURE PAGE**

NASA Services, Inc. has NO Exceptions to the Terms of Franchise Agreement

2933 IN WITNESS WHEREOF, this Agreement is entered by the Parties hereto in Los Angeles County, California
2934 on the day and year first above written.

City of South Gate
A Municipal Corporation "CITY"

Mayor

City Manager Date

**The Foregoing Agreement Has been
Reviewed and Approval Is Recommended:**

City Manager Date

APPROVED AS TO FORM:

City Attorney Date

ATTEST:

City Clerk Date

"CONTRACTOR"

Arsen Sarkisian 1-27-2022
Signature Date

Arsen Sarkisian

Print Name of Signatory

President

Title of Signatory

Signature Date

Print Name of Signatory

Title of Signatory

(NASA will promptly obtain a South Gate Business
License upon Contract Award)

City Business License #

Resolution Number XXXX-XXX
Approved by City Council

2935

Draft, December 10, 2021

Page 76

City of South Gate
Franchise Agreement

**EXHIBIT I:
NOTARY CERTIFICATION**

STATE OF CALIFORNIA

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

COUNTY OF Los Angeles) ss:

On January 24, 2021, before me, the undersigned, a Notary Public in and for the State of California, personally appeared Sarkisian Arsen

President, known to me to be the _____ of Contractor that executed the within instrument on behalf of Contractor therein named, and acknowledged to me that such Contractor executed the same.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal in the County of Los Angeles this 24 day of January, 2022.

Notary Public : Kathryn Tong, Kaduyn Jaus
My Commission Expires: Sept 19, 2022



City of South Gate, Draft, October 26, 2021

Franchise Agreement, Exhibit I
Page I-1

5) PROPOSERS OVERVIEW

A. BUSINESS STRUCTURE

NASA Services, Inc. (NASA) has been a family owned and operated enterprise since 1955. The legal status of NASA Services, Inc. is a California Corporation owned by Arsen, Nick and Elizabeth Sarkisian. As one of the last family owned, full-service solid waste hauling and recycling operations still in existence, NASA strives to provide superior service and competitive pricing in the Los Angeles and Orange County areas.

Legal Name and Address

The legal status of NASA Services, Inc. is a California Corporation owned by Arsen, Nick and Elizabeth Sarkissian. The corporate address is 1100 S. Maple Ave., Montebello, CA 90640.

Legal Entity

The legal entity that would submit financial statements is NASA Services, Inc., a California Corporation, which was incorporated in 2006.

Number of Years in Business

NASA has been in business for over 60 years.

Names of Owners

The following shareholders all own more than 10% of the stock:

Arsen Sarkisian, President & CEO

Nick Sarkisian, Vice President & CFO

Names of Officers

Arsen Sarkisian, CEO

Nick Sarkisian, Vice President

Elizabeth Sarkisian, Treasurer

Corporate Headquarters

NASA Services, Inc.
1100 South Maple Avenue
Montebello, CA 90640

Local Headquarters

NASA Services, Inc.
1100 South Maple Avenue
Montebello, CA 90640



Pictured from left to right are Nick Sarkisian, Sam Sarkisian, Elizabeth Sarkisian and Arsen Sarkisian.

B. DESCRIPTION OF PROPOSER'S EXPERIENCE

NASA is a California-only family owned and operated company that has established itself as a viable asset in an industry stapled by giants. What started as a modest company has matured with unprecedented growth through the relentless effort in becoming a multifaceted service provider. The core of this company rests in its values that are long-standing traditions of family operated business, carried over from its humble beginnings. All business and operations decisions are made by highly regarded, deeply experienced and industry-seasoned team members who are all based in California and live in many of the communities we serve.

As with any successful company, growth must preserve the ability for a sustainable management and productivity that reflect its core values. Through the years of reinvestment and acquisitions, we have gained invaluable insight to the industry by overcoming our limitations. At NASA we are continuously re-evaluating our strategies to provide our communities and businesses with unprecedented service. We believe this to be a great contributing factor to our customer satisfaction and a reassurance to our commitments.

The concept of our planet's stewardships is at the heart of NASA. Family-owned and based on traditional values of uncompromising work quality and community outreach, the company continues to grow as a provider of state-of-the-art waste oversight, as well as top advocate of recycling and conservation.

NASA operates in over 15 cities in Los Angeles and Orange Counties. The company has 115 employees and operates 65 collection vehicles. NASA offers comprehensive, customer-designed, waste removal and recycling solutions to commercial and industrial establishments, single family homes, multi-family complexes, and construction and demolition sites throughout the Los Angeles and Orange County areas.

NASA's achievements and future path hinge on both innovation and unmatched quality. The company constantly re-evaluates its strategies, both to improve operations and better serve a diverse client base. From collection and recycling to the transfer of solid waste, NASA's work adheres to all safety measures, evolving state legislation and environmental guidelines. NASA provides extensive collection services. To accommodate the various customer types requires multiple systems and pieces of equipment to facilitate. The following chart outlines the various systems and services provided to each customer sector.

Table 1. NASA Systems and Services Per Sector

Type	Residential	Multi-Family	Commercial	Roll-Off & Construction
Bins/Carts, sizes & types	3-cart system, 35, 65, & 96-gallon carts for refuse & recyclables, and 65 & 95-gallon carts for organics.	Front load bins: 1,2,3, 4, & 6-cubic yard bins for all material types.	Front load bins: 1,2,3, 4, & 6-cubic yard bins for all material types.	Roll-off & Temp bins: 10, 20, 30, & 40-cubic yard roll-off boxes and 3-year temporary containers.
Trucks	Sideload automated trucks that collect from the curb.	Front load trucks, plus scout service, & push-out as needed.	Front load trucks, plus scout service, & push-out as needed.	Roll-off trucks and bin trailers.
Recycling	Organic waste = green cart Curbside materials = blue cart	Multi-family recycling utilizing residential cart system.	Recycling of commingled paper/recyclables, as well as source separated materials, such as cardboard & office paper.	Mixed construction & demolition debris recycling, plus separated post-industrial scrap, such as wood, pallets, cardboard, metal, and plastic.
Special Services	Low Income discount backyard service, manure recycling, bulky item collection recycling, E-waste & covered electronic devices (CEDs), as well as sharps waste collection.	Scout services, chute services, and locking lids.	Scout services, chute services, and locking lids.	C & D processing, reporting, and LEED Compliance.

Qualifying Service Experience

NASA provides service to over 5,000 commercial accounts, nearly 100,000 multi-family units and 14,000 single-family residential homes. Our firm currently operates several exclusive or semi-exclusive franchises, including:

Exclusive Franchise Service Provider, City of Los Angeles recyclA Program, Downtown Los Angeles Zone

serving 2384 accounts, including the Los Angeles Convention Center, Staples Center, L.A. Live, the wholesale Produce Mart, the Floral Mart, the Fashion District, and hundreds of high-profile commercial and multi-family residential accounts. Many of the accounts serviced are multi-tenant high-rise properties comprising over 50,000 residential units and 10,000+ businesses. The recyclA zone serviced is referred to as DTLA. It encompasses an area west of the 5 freeway, north of the 10 freeway, east of the 110 freeway and south of the 101 freeway. The Los Angeles City Council executed the agreement in February of 2017. The transition commenced immediately, and collections of new accounts began July of 2017. This is an exclusive agreement for 10-years with two five-year options to extend. NASA collects 90,000 tons per year from this zone. NASA's Contract Manager for recyclA is Lacey Beattie, Environmental Specialist, Solid Resources Commercial Franchise Division, LA Sanitation, City of Los Angeles, 1149 S Broadway, Los Angeles, CA 90015, (213) 485-3686, lacey.beattie@lacity.org.



Experience gained from the recyclA contract is unlike any other and has provided a valuable opportunity to work through some of the most difficult and unique situations, all of which have further fine-tuned NASA's overall service offerings which benefit all jurisdictions.

- Many of the subscribers in DTLA have strict space limitations. Some of the locations have no bins and require that trash is manually moved from many floors above or below ground level. Other locations require scouting bins from blocks away, while others require access to bins located behind multiple gates and obstacles. One location requires the bins be moved from an area which is only accessible through the hallways and front entrance of a high-profile multi-family complex requiring the placement of a special carpet during each service. The uniqueness of DTLA has necessitated that every account receives an in-depth job walk to creatively look for ways to co-locate trash and recycling. In some cases, working with the City code enforcement is required because new subscribers have no place for containers. Oddly enough, there are business locations in DTLA that have less than 50 square feet of total space. NASA has risen to the challenge of working with all businesses to assist identify solutions that ensure compliance with trash and recycling mandates.
- Illegal hauling is very problematic in DTLA, more so than any other zone in Los Angeles. Many of the illegal haulers have resorted to stealing NASA bins and painting bins the same colors so that they go unnoticed. NASA has had to meticulously track all accounts and compile information which the City of Los Angeles can use to enforce that businesses comply. NASA regularly works with code enforcement on these issues.
- Illegal dumping is another critical issue in the DTLA area. In some areas where there are many small businesses and high homeless populations, the issue of illegal dumping is extraordinary. There have been cases where the amount of illegal dumping is the equivalent to multiple roll-off boxes worth of materials. Business owners will pay homeless dwellers small amounts of money to take trash and move it to popular dump areas. NASA has worked closely with the City to identify problematic areas. NASA has provided photo documentation of which stores have contributed to the problems and followed up to get the non-complying businesses subscribed.

NASA continues to show its commitment to working alongside the City in mitigating these problems by participated in working groups to designed to come up with strategies for improvement.

Exclusive Service Provider, City of Glendale Zone D,

servicing commercial, multifamily and city facilities. NASA was selected as one of four exclusive haulers in the new citywide franchise system which launched in 2021. Since August 2021, NASA has worked with the city and other haulers to transition approximately 5000 commercial and multifamily accounts citywide. NASA's zone serves over 1400 accounts in the Southeast region of the City. Account transitions began with the first wave of accounts on December 1, 2021, and on February 1, 2022, all remaining accounts will be transitioned. This transition provided unique logistics in that there were accounts serviced by several permitted haulers as well as city municipal trucks. Aside from the limited billing information from the City of Glendale utilities department, there was relatively no billing, contact, or access information, and even limited information on service levels and equipment in place. NASA employed several field reps to perform in-person visits to each account to collect pertinent information and photos. Following the roll-out, NASA will commence a citywide SB 1383 implementation process in which all accounts will be fully onboarded and subscribed to recycling and organics services or be evaluated for waiver eligibility. The process is expected to take between three to six months and touch every account in the City. Trained outreach specialists will perform a visual waste composition of each account, right-size the service levels, share educational materials, inspect for Tier 1/Tier 2 applicability and compliance, offer information on food donation, and offer tenant and employee training. The contract manager is Deputy Public Works Director Dan Hardgrove, 541 W. Chevy Chase Drive, Glendale, CA 91204, 818-584-3950, dhardgrove@glendaleca.gov.



Exclusive Service Provider, City of Pico Rivera,

servicing residential, commercial, city facilities, and roll-off. NASA was awarded a contract with the City of Pico Rivera in March 2012. Services commenced July 2012. At the time, the contract represented a 40% growth for the company. During the 3-month period prior to the commencement of services, NASA was able to design a transition plan that allowed for flawless changeover in service providers. NASA serves 12,760 residential homes a three-cart system for collection of refuse, recycling and organic waste. NASA also collects waste, recyclables and food scraps from 800 commercial and multi-family accounts utilizing 1400 bins. During the initial transition, multifamily complexes were also onboarded with a new tenant recycling program. NASA operates four (4) commercial routes, seven (7) residential routes, and one (1) roll-off route in the city. The contract manager is Kaitlin McGee, General Manager Office of Sustainability, 6615 Passons Boulevard, Pico Rivera, CA 90660, 562-801-4437, kmcgee@pico-rivera.org and Patsy Gonzales, Technician, 562-801-4244, pgonzales@pico-rivera.org.



Semi-exclusive Franchise Hauler, City of La Canada

Flintridge, serving residential, commercial, and multifamily accounts. NASA was awarded a semi exclusive agreement in 2012. NASA was the third exclusive franchise awarded in the City, where all residents and commercial accounts previously had the choice and were subscribed to one of the two other haulers. Despite challenging odds of competing with established haulers, NASA currently provides services to over 1000 households and approximately twenty-five commercial accounts. Due to elevated and narrow streets, many of the homes serviced receive single pass and valet services. The contract manager is Jackson Dodd, Management Analyst, One Civic Center Drive, La Cañada Flintridge, CA 91011, 818-790-8880, jdodd@lcf.ca.gov.



Cities/Jurisdictions NASA Currently Serves

Currently NASA is licensed in the following jurisdictions in Los Angeles and Orange County (see Table 2. Transition Expertise & References, on next page).

Table 2. Transition Expertise & References

Client	Period of Service	Services Provided	Contract Type
City of Los Angeles 1149 South Broadway 10 th Floor, M/S 944 Los Angeles, CA 90015 Lacey Beattie Phone: 213-485-3686	1955 to Present	Roll-off, Front Load, Rear Load, Semi-automated. Residential, Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste, and food waste.	Exclusive franchise for waste hauling and recycling in the downtown zone of recycLA.
City of Montebello 1700 W. Victoria Ave. Montebello, CA 90640 James Enriquez Phone: 323-887-1200, ext. 462	1955 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste, and food waste.	Non-exclusive permit system.
City of Pasadena PO Box 7115 Pasadena, CA 91109 Mayra Ruizsparza Phone: 626-744-7119	1989 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste, and food waste.	Non-exclusive contract/permit system.
City of Santa Monica 2500 Michigan Ave. Santa Monica, CA 90404 Phone: 310-458-8739	1988 to Present	Industrial compactor and Construction roll-off services. Waste collection, recycling, C&D recycling, green waste, and food waste.	Non-exclusive permit system.
City of Torrance 3031 Torrance Blvd. Torrance, CA 90503 Phone: 310-781-6900	1994 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste, and food waste.	Non-exclusive permit system.
City of Pico Rivera 6615 Passons Blvd. Pico Rivera, CA 90660 Kaitlin McGee Phone: 562-801-4437 or Patsy Gonzales Phone: 562-801-4244	2012 to Present	Roll-off, Front Load, Rear-loader and side-loader automated. Residential, Multi-Family, (3 cart system) Commercial, Industrial and Construction. Waste collection, recycling, C&D, green waste, and food waste.	Exclusive contract for residential, commercial, industrial and roll-off collections.

Client	Period of Service	Services Provided	Contract Type
City of Vernon 4305 Santa Fe Ave. Vernon, CA 90058 Lewis Possabon Phone: 323-583-8811	1965 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste, and food waste.	Non-exclusive permit system.
County of Los Angeles 900 Fremont Street Alhambra, CA Sean Skidmore Phone: 626-458-3533	1955 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste, and food waste.	Non-exclusive franchise.
City of Burbank 500 S. Flower Street Burbank, CA 91502 Amy Hammes Phone: 818-238-3900	1989 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste, and food waste.	Non-exclusive permit system.
City of Commerce 2535 Commerce Way Commerce, CA 90040 Michelle Keshishian Phone: 323-722-4805, ext.2812	1964 to Present – (selected as franchisee in 2018)	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste, and food waste.	Semi-exclusive franchise contract.
City of El Segundo 350 Main Street El Segundo, CA 90245 Rae Beimer Phone: 714-788-6936	1991 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste, and food waste	Non-exclusive permit system.
City of Glendale 141 N. Glendale Ave. Glendale, CA 91206 Dan Hardgrove Phone: 818-548-3950	1988 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste, and food waste.	Exclusive permit system.

Client	Period of Service	Services Provided	Contract Type
City of La Canada-Flintridge 1327 Foothill Blvd. La Canada Flintridge, CA 91011 Jackson Dodd Phone: 818-790-8880 or Josh Jeffries	2011 to Present	Roll-off, Front Load, Rear-loader and side-loader automated. Residential, Multi-Family, (3 cart system) Commercial, Industrial and Construction. Waste collection, recycling, C&D, green waste, and food waste.	Franchise Hauler Contract.
City of Irvine PO Box 19575 Irvine, CA 92623 Mike Byrne Phone: 949-724-6357	2004 to Present	Roll-off, Front Load. Multi-Family, Commercial, Industrial and Construction. Waste collection, recycling, C&D recycling, green waste, and food waste.	Non-exclusive permit system.

Qualifying Transition Experience

NASA has three comparable transitions, each uniquely different in scope and length. The recycLA transition is likely the largest single solid waste franchise transition in the United States. While the NASA DTLA zone represents only a fraction of the City's overall customer base, the enormity of the transition for all service providers can not be underestimated. The seven contract franchise haulers and the City worked together daily for approximately six months prior to the commencement of services.

City of Glendale Zone D, 2021-2022

- NASA was selected as one of four exclusive haulers in the City's new citywide system which launched in 2021. Planning efforts with the City began in August 2021 for a phased in transition that will be completed by February 1, 2022.
- Unique logistics challenges were presented as: 1) Accounts in the Zone were serviced by several permitted haulers as well as City municipal trucks, 2) Beyond billing, contact and access information from the City's Utility Department, many of the other hauler accounts had very little information on service levels and equipment in place.
- To ensure broader customer engagement, as well as assessment for account and services verification, NASA increased the number of field reps for in-person visits. Once the transitions are fully complete, NASA will implement SB 1383 programs.
- SB 1383 evaluation will be visited by trained Outreach Specialists who will perform visual waste compositions, right-size service levels, share educational materials, inspect for Tier 1/Tier 2 applicability and compliance, and offer food donation information, as well as tenant and employee training.



NASA's contract manager for the City of Glendale is Deputy Public Works Director Dan Hardgrove, 541 W. Chevy Chase Drive, Glendale, CA 91204, 818-584-3950, dhardgrove@glendaleca.gov.

City of Los Angeles, recyclA Franchise Service Provider, 2017

- NASA was notified of the award in August 2016 and learned of the zone distribution in November 2016. Council approved the contracts in February, 2017 and transition meetings began immediately.
- A total of 2,380 account subscribers are in the DTLA zone representing over 10,000 licensed businesses and multifamily complexes.
- A number of strategies were put in place to assist the citywide roll-out affecting over 70,000 service subscribers. The following identifies specific strategies which took place between February 2017 and February 2018:
 - NASA Services undertook buying out small hauler routes located in the DTLA zone. This included approximately ten small haulers that were paid based on the number of bins located in the zone. NASA inventoried all bins and equipment and began a process of swapping out old bins for ones that were clean, in good working condition, and properly painted.
 - NASA Services exchanged route information with the other six franchise haulers and ultimately coordinated a transition swap of accounts and bins. This was a very complicated transition and required the accounting of all bins with a “true-up” to ensure all exchanges were financially equivalent. recyclA Service Providers aka RSP’s exchanged hundreds of accounts per month requiring that each:
 - be physically verified
 - exchange locks and keys
 - complete routing
 - verify access
 - set-up account and accounting information.



Since most of the RSP exchanges were done prior to the actual implementation of recyclA, old rates and services were maintained in the interim and adjusted during the identified transition month. Additionally, this transition activity resulted in extensive rerouting of accounts on a continuous basis for over a year. This double-work was done to help ensure a smoother transition for customers.

- Effective July 2017, the official commencement of recyclA, NASA deployed eight staff to begin visiting business one-by-one in the DTLA zone. This process required that NASA “touch” every business in order to share about the program, verify and right-size service, set-up and subscribe businesses to recycling, and obtain signed service agreements. During the transition process, representatives dealt with challenging circumstances. Many businesses were frustrated by the franchise program. Some refused to meet with representatives, and other refuse to transition services altogether. Despite the challenges, NASA completed the transition with one of the highest percentages of signed agreements and none of the problematic issues publicized in many of the other zones.
- NASA completed the transition in February 2018.

- NASA services a total of 2,384 accounts subscribers consisting of 10,000+ businesses and 50,000+ multifamily units in the DTLA zone. Even though this represents a fair number of accounts it is actually quite deceptive due to the fact that many of these subscribers are large high-rise and industrial accounts with multiple tenants. NASA operates 31 trucks, employs 47 drivers and helpers, and currently has 6,357 bins being serviced in the DTLA zone.
- There have been many notable challenges associated with the recyclLA contract. A few that have required creative actions include:
 - Many of the subscribers in DTLA have unique space limitations. Some of the locations have no bins and require that trash is manually moved from many floors above or below ground level. Other locations require scouting bins from blocks away, while others require access to bins located behind multiple gates and obstacles. One location requires the bins be moved from an area which is only accessible through the hallways and front entrance of a high-profile multi-family complex requiring the placement of a special carpet during each service. The uniqueness of DTLA has necessitated that every account receives an in-depth job walk to creatively look for ways to co-locate trash and recycling. In some cases, working with the City code enforcement is required because new subscribers have no place for containers. Oddly enough, there are business locations in DTLA that have less than 50 SF of total space. NASA has risen to the challenge of working with all businesses to assist identify solutions that ensure compliance with trash and recycling mandates.
 - Illegal hauling is very problematic in DTLA, more so than any other zone in Los Angeles. Many of the illegal haulers have resorted to stealing NASA bins and painting bins the same colors so that they go unnoticed. NASA has had to meticulously track all accounts and compile information which the City of Los Angeles can use to enforce that businesses comply. NASA regularly works with code enforcement on these issues.
 - Illegal dumping is another critical issue in the DTLA area. In some areas where there are many small businesses and high homeless populations, the issue of illegal dumping is extraordinary. There have been cases where the amount of illegal dumping is the equivalent to multiple roll-off boxes worth of materials. Business owners will pay homeless dwellers small amounts of money to take trash and move it to popular dump areas. NASA has worked closely with the City to identify problematic areas. NASA has provided photo documentation of which stores have contributed to the problems and followed up to get the non-complying businesses subscribed. NASA continues to show its commitment to working alongside the City in mitigating these problems by participated in working groups to designed to come up with strategies for improvement.

Currently in Downtown Los Angeles, NASA has the following distribution of bins at customer accounts. NASA collects 115,000 tons per year from this zone:

Table 3. NASA Downtown Los Angeles Bin Distribution

Material Type	# of Bins	% of Total Bins
Recyclables	2,700	42%
Organics	229	4%
Refuse	3,428	54%
Total	6,357	100%

- NASA's Contract Manager for recyclA is Lacey Beattie, Environmental Specialist, Solid Resources Commercial Franchise Division, LA Sanitation, City of Los Angeles, 1149 South Broadway, Los Angeles, CA 90015, (213) 485-3686, lacey.beattie@lacity.org.

In addition to the recyclA transition, NASA undertook a large city-wide transition with the City of Pico Rivera in 2012. The City of Pico Rivera has a population of over 63,000 making it the 27th largest city in the County of Los Angeles. The contract goes through 2034.

City of Pico Rivera Transition, 2012

- NASA was awarded a contract with the City of Pico Rivera in March 2012. Services commenced July 2012. During the 3-month period prior to the commencement of services, NASA was able to design a transition plan that allowed for flawless changeover in service providers.
- NASA delivered 12,760 residential homes a three-cart system for collection of refuse, recycling and green waste. Additionally, NASA removed all existing hauler carts and arranged for recycling of the old carts. NASA operates seven (7) residential side-load automated routes in the city.
- NASA commenced front load services at 800 commercial and multi-family accounts utilizing 1400 bins. During the transition, multifamily complexes were also onboarded with a new tenant recycling program. NASA operates four (4) commercial routes and one (1) roll-off route in the city.
- The contract manager is Kaitlin McGee, General Manager Office of Sustainability, 6615 Passons Boulevard, Pico Rivera, CA 90660, 562-801-4437, kmcgee@pico-rivera.org and Patsy Gonzales, Technician, 562-801-4244, pgonzales@pico-rivera.org.
- A notable challenge during the transition was the refusal of the incumbent hauler to provide transitional assistance. NASA had to obtain all account information and service levels independently. Additionally, the hauler refused to collect equipment from the residents and businesses, so in addition to delivery of new equipment, NASA undertook the removal of existing equipment. Old barrels were recycled, and old bins were stored in a location for the outgoing hauler to collect them.



Table 4. Client Snapshot

<p>City of Los Angeles Lacey Beattie 213-485-3686 lacey.beattie@lacity.org</p>	<ul style="list-style-type: none"> • Exclusive Contractor, DTLA zone. • 2,380 commercial and multi-family accounts, including trash, recycling, green waste, and food waste collection services. • 8-month transition. • Over 8,500 tons per month of materials collected.
<p>City of Pico Rivera Kaitlin McGee 562-801-4437 kmcgee@pico-rivera.org</p>	<ul style="list-style-type: none"> • Exclusive Franchise Contractor. • Residential, Commercial, Industrial & Roll-off Services. • Automated 3-Cart Residential, Front-Load. • Commercial and Specialized Services, including backyard services and manure collections. • 12,760 Residential Homes, 800+ Commercial & Multi-family.
<p>City of Glendale Dan Hardgrove 818-548-3950 dhardgrove@glendaleca.gov</p>	<ul style="list-style-type: none"> • Exclusive Hauler, Zone D. • 1,400 commercial and multi-family accounts: trash, recycling, green waste, and food waste collection. • 6-month transition. • Transition from multiple haulers with various levels of account detail.

Required Permits

NASA maintains various specialty licenses and permits in addition to the required County of Los Angeles Waste Collector Permit.

- County of Los Angeles, Waste Collector Permit #S0182
- CalRecycle, Waste Tire Hauler Permit #1759345
- CA DTSC, Electronic Waste Handler, ID 22144

C. INFORMATION REGARDING PAST AND PENDING LITIGATION

NASA Services, Inc. and its key personnel, owners and officers have no litigation to disclose involving a municipality or other government agency or any regulatory non-compliance within the past five year.

NASA has no past or pending civil or criminal actions now pending or that have occurred in the past five years. NASA has no civil litigation pending or resolved with the past five year with any city, county or special district in Los Angeles County.

The only notices of violation or corrective actions received in the last five years are from the City of Los Angeles. These are in the form of minor liquidated damages for missed collections in the amount

of \$100 each incidence. NASA has received approximately five of these over the past 30 months of operation under recycLA.

D. KEY PERSONNEL

NASA key employees and contractors have decades of industry related experience. Because NASA is an independently operated company, employees are exposed to a variety of different tasks and projects within the company. Most employees are cross-trained and are able to provide service to multiple departments within the company. Departments are not cut-off from one another, and in fact, all departments work closely with one another to make sure that they know what the other is doing. This structure will ensure that the project will be well managed.



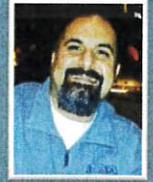
If awarded a contract NASA will expand its overall workforce. New employees will be trained by competent leaders who have collectively performed dozens of citywide transitions. The following section will provide a list of all key staff and personnel associated with the contract. All employees will work out of the corporate offices located at 1100 S Maple Ave., Montebello, CA 90640. Internal controls are in place throughout the company structure, which allow for monitoring and oversight of all key functions.



The following pages provide a snapshot of the key staff, all based out of NASA's Montebello office.

Table 5. The NASA Team

(See next page)

Name & Title	Experience / Tasks Assignments
 <p>Arsen Sarkisian President & CEO</p>	<p>Contract Oversight and Management: Ensures contract compliance, executive performance, and staff execution of contract requirements. Executes contracts. Secures financing for the necessary equipment purchases. Oversees budget.</p> <p>Arsen has operated and owned NASA for 30 years.</p>
 <p>Nick Sarkisian Vice President & COO</p>	<p>Executive Operations: Ensures fleet operations are maintained and efficiently operating. Oversees the Operation Department and staff Purchases equipment and trucks. Monitors job safety and performance.</p> <p>Nick has owned and operated NASA for 30 years.</p>
 <p>Jack Topalian General Manager</p>	<p>Contract Management: Oversees all contract deliverables, staff, and daily activities. Oversees all transition activities. Monitors reports metrics, staff performance, and contract compliance.</p> <p>Jack has 30 years in the industry and has been with NASA for 21 years.</p>
 <p>John Halladjian Operations Manager</p>	<p>Operations Management: Manages, and supervise the daily operations. Oversees the maintenance department which performs fleet and facilities management services. Administers the company safety training programs.</p> <p>John has 20 years in the industry and has been with NASA for 16 years.</p>
 <p>Phillip Kotanjian Assistant Operations Manager</p>	<p>Operations Management Assistant: Provides oversight and training of route managers, and staff in dispatch services, and customer service. Routes service locations. Monitors special requests and logistics.</p> <p>Phillip has 20 years in the industry and has been with NASA for 4 years.</p>
 <p>Chuck Sousamian Fleet Manager</p>	<p>Fleet Management: Oversees fleet maintenance activities which include all vehicle inspections, routine maintenance, and major repairs. Monitor bin repairs, cleaning, and maintenance operations.</p> <p>Chuck has 10 years in the industry and has been with NASA for five years.</p>
 <p>Lan Ly Office Manager</p>	<p>Office Management: Creates accounts and information systems capable to track all customers, levels of service, days of service, costs, and other pertinent customer data. Performs accounting and billing operations.</p> <p>Lan has 28 years in the industry and has been with NASA for 16 years.</p>

Name & Title		Experience / Tasks Assignments
	Jessica Campos Customer Service Supervisor	Customer Service: Oversees customer service staff. Monitors input of daily route tickets. Reviews customer logs for extra services. Monitors contamination records. Jessica has been with NASA for 4 years.
	Tomas Ochoa Route Supervisor	Route and Driver Supervision: Prepares daily route logs. Monitors driver performance. Reviews driver reports of non-collection and contamination. Assists with back-up collections. Monitors equipment deliveries. Tomas has 33 years in the industry and has been with NASA for 16 years.
	Ray Perez Route Supervisor	Route and Driver Supervision: Prepares daily route logs. Monitors driver performance. Reviews driver reports of non-collection and contamination. Assists with back-up collections. Monitors equipment deliveries. Ray has 33 years in the industry and has been with NASA for 16 years.

Field Supervisors, TBD

The route and field supervisors work one-on-one with drivers to provide direction and oversight. The route supervisors monitor collection routes to ensure proper routing and efficiencies. The supervisors regularly audit routes for consistency with the information contained in the computer system. They also monitor for correct service sizing and collection type, including the implementation of recycling services. The supervisors are the first line of response for customers with service-related issues.



Diversion Coordinators, TBD

With the detailed expansion of waste diversion and recycling legislation in California, committing to have dedicated, qualified and professional level staff as Diversion Coordinators is critical to ensuring that the City achieves and complies with the various legislated mandates including, but not limited, to AB 939, AB 341, AB 1826 and SB 1383. NASA will ensure the provision of two (2) Diversion Coordinators in advance of the Commencement Date. Our two dedicated and full-time Diversion Coordinators will assist in contacting all Multi-Family and Commercial Customers prior to the Commencement Date to determine services levels for solid waste, recycling and organics collection services.

Subcontractors

A majority of the work performed under this contract is operational and will utilize NASA staff. The role of education and outreach, as well as data tracking, printed and social content, and reporting will be performed by Go2Zero Strategies.



NASA has a long-established working relationship with Go2Zero Strategies (Go2Zero), which provides zero waste outreach, education, and reporting activities for the company. Go2Zero is an independent consulting firm that specializes in Zero Waste strategies for businesses and communities. The firm is a certified WBE, SBE, SBE-PW, CBE, LBSE and Veteran owned. Services include: recycling program design; environmental educational content and design services; collection route monitoring; business-to-business outreach and technical assistance; reporting; compliance and monitoring; and physical waste sort & assessment; Go2Zero has been providing services for 20 years and is one of the leading Zero Waste Consulting firms in Southern California.

Go2Zero experience includes contracts with:

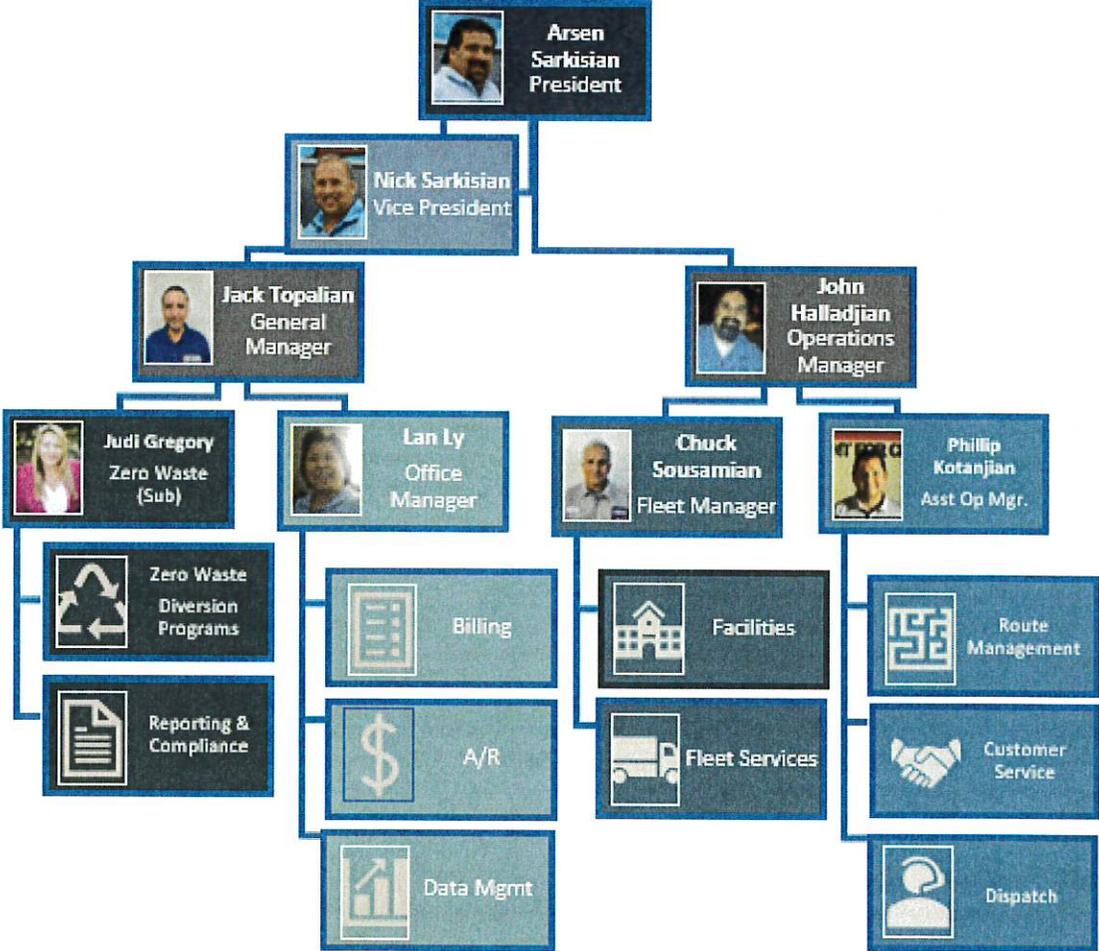
- Los Angeles County Smart Gardening Program
- Long Beach Unified School District
- Vallarta Supermarkets
- Cities of Lancaster, Culver City, Ontario, and Pico Rivera
- And several subcontracts serving clients such as Los Angeles County Smart Business, City of Oceanside, San Gabriel Valley Council of Governments, University of Southern California, LA Metro, CalRecycle, and more.

Name & Firm	Yrs Exp	Tasks	Experience / Projects
 Judi Gregory Go2Zero Strategies <i>President</i>	35	Team project management and training, regulatory review, program planning, edible food recovery	City of Pico Rivera NASA Services Los Angeles County City of Glendale City of Lancaster University of So. California Long Beach Unified
 Cory Oskardmay Go2Zero Strategies <i>Project Manager</i>	6	Project <u>coordination</u> , <u>route</u> audits & inspection, data mgmt., waivers	City of Pico Rivera NASA Services Los Angeles County City of Lancaster University of Southern California Vallarta Supermarkets
 Nicole Hernandez Go2Zero Strategies <i>Lead, Reporting & Compliance</i>	4	Reporting & Data Management	NASA Services CalMet Services WARE Disposal LA County Smart Business (sub) Culver City GreenEducation.US
 Kim Krucker Go2Zero Strategies <i>Lead, Outreach</i>	2	Outreach, customer training,	NASA Services Culver City Long Beach Unified CalRecycle Edible Food Study
 Myrna Gold Go2Zero Strategies <i>Communications</i>	30	Graphic design, written content, social media, marketing	NASA Services CalMet Services LA County Smart Gardening Program Pico Rivera LA METRO

As part of this contract, Go2Zero will provide in-field customer representatives to perform initial account assessment, education and training, business technical assistance, right-sizing during the transition, reporting, print and social content design, route auditing, waste sorting and more. Go2Zero has been providing support service to NASA since 2004.

Organization Chart

Figure 1. The NASA Project Team



Current Employee Workforce

The NASA team includes over 100 employees. A substantial number of additional employees will need to be hired in conjunction with this contract to sufficiently provide the required services.

Table 6. NASA Employee Workforce

Department	Current # of Employees	Additional New Hire
Administration & Management	9	-
Office Clerical, Dispatch, and Field Representatives	7	3
Operations (drivers, helpers, foremen, & supervisors)	89	23
Mechanic Shop	10	
TOTAL	115	26

E. FINANCIAL INFORMATION

The following information is provided for review of financial ability to perform. NASA is prepared to submit financial statements within five (5) business days of request from the City of South Gate. NASA understands that it will be required to submit "reviewed" or "audited" financial statements if selected for contract award.

Type of Financial Statements

NASA Services, Inc. produces reviewed financial statements.

Date of Last Financial Statement

The last accountant reviewed financial statement was for the year ending December 31, 2020. The last internal monthly financial statement was for the period ending November 30, 2021.

Annual Revenue

Annual revenue from the most recently completed financial statements can be found in Appendix A – Confidential Financial Information.

Current Assets to Liabilities

Current Assets to Current Liabilities ratio (current assets/current liabilities) from the most recently completed financial statements can be found in Appendix A – Confidential Financial Information

Total Liabilities to Assets

Total Liabilities to Total Assets ratio (total liabilities/total assets) from the most recently completed financial statements can be found in Appendix A – Confidential Financial Information.

F. INSURANCE

NASA affirms that they currently have, or will procure, maintain and provide the City of South Gate with all the required insurance as follows below and as specifically outlined in Section 9.2 Insurance

of the City's Draft Non-Exclusive Franchise Agreement included in the RFP. NASA affirms coverage throughout the entire term of the proposed contract, without interruption or break in coverage.

A. General Requirements. Contractor shall, at its sole cost and expense, maintain in effect at all times during the Term of this Agreement not less than the following coverage and limits of insurance:

B. Coverages and Requirements. During the Term of this Agreement, Contractor shall at all times maintain, at its expense, the following coverages and requirements. Failure to maintain the identified insurance requirements during the entire Term of this Agreement shall constitute an event of default subject to Section 11.1(C). The comprehensive general liability insurance shall include broad form property damage insurance.

1. Minimum Coverages. Insurance coverage shall be with limits not less than the following:

- **Comprehensive General Liability** – \$10,000,000 combined single limit per occurrence for bodily injury, personal injury, and property damage.
- **Automobile Liability** – \$10,000,000 combined single limit per accident for bodily injury and property damage (include coverage for Hired and Non-owned vehicles).
- **Workers' Compensation – Statutory Limits/Employers' Liability** – \$1,000,000/accident for bodily injury or disease.
- **Employee Blanket Fidelity Bond** – \$500,000 per employee loss covering dishonesty, forgery, alteration, theft, disappearance, and destruction (inside or outside).
- **Pollution Liability** – \$10,000,000 per loss and annual aggregate applicable to bodily injury; property damage, including loss of use of damaged property or of property that has not been physically damaged or destroyed; clean-up costs, including first party cleanup of the City's property and third-party cleanup, and bodily injury costs if pollutants impact other properties; and defense, including costs, fees and expenses incurred in the investigation, defense, or resolution of claims. Coverage shall include completed operations and shall apply to sudden and non-sudden pollution conditions. Coverage shall apply to acts, errors or omissions arising out of, or in connection with, Contractor's scope of work under this Agreement. Coverage shall also apply to non-owned deposit sites ("NODS") that shall protect against, for example, claims regarding bodily injury, property damage, and/or cleanup costs involving NODS. Coverage is preferred by the City to be occurrence based. However, if provided on a claims-made basis, Contractor warrants that any retroactive date applicable to coverage under the policy precedes the Effective Date of this Agreement, and that continuous coverage shall be maintained, or an extended discovery period will be exercised through completion or termination of this Agreement for a minimum of five (5) years. This provision does not limit or alter any rights or remedies to City allowable under this Agreement and/or Applicable Law in perpetuity.
- **Technology Professional Liability Errors and Omissions Insurance (Cyber Liability)** – appropriate to the Contractor's profession and industry practice, with limits not less than \$2,000,000 per occurrence. Coverage for cyber risks shall be sufficiently broad to respond to the duties and obligations as are undertaken by Contractor under this Agreement and shall include, but not be limited to claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion, and network security. The policy shall provide coverage for breach response notification and remediation costs, regulatory fines and penalties, credit monitoring expenses, electronic funds transfer losses, electronic data restoration expenses, and business interruption costs with limits sufficient to respond to these obligations, in the

145

sole discretion of the City's Risk Manager.

2. **Additional Insured.** City, its officers, agents, employees, and volunteers 1953 shall be named as additional insured on all but the workers' compensation and professional liability coverages.
3. Said policies shall remain in force through the life of this Agreement and, with the exception of professional liability coverage, shall be payable on a "per occurrence" basis unless City's Risk Manager specifically consents in writing to a "claims made" basis. For all "claims made" coverage, if the Contractor changes insurance carriers Contractor shall purchase "tail" coverage or otherwise provide for continuous coverage covering the Term of this Agreement and not less than three (3) years thereafter, except for the five (5) year tail of Pollution Liability Coverage as described above. Proof of such "tail" or other continuous coverage shall be required at any time that the Contractor changes to a new carrier prior to receipt of any payments due.
4. The Contractor shall declare all aggregate limits on the coverage before commencing performance of this Agreement, and City's Risk Manager reserves the right to require higher aggregate limits to ensure that the coverage limits required for this Agreement as set forth above are available throughout the performance of this Agreement.
5. The deductibles or self-insured retentions are for the account of Contractor and shall be the sole responsibility of the Contractor.
6. Each insurance policy shall provide or be endorsed to state that coverage shall not be suspended, voided, canceled by either Party, reduced in coverage or in limits except after thirty (30) calendar days prior written notice by certified mail, return receipt requested, has been given to the City Manager ten (10) Business Days for delinquent insurance premium payments).
7. Insurance must be placed with insurers with a current A.M. Best's rating of no less than A-VII, or with a surplus line carrier appearing on the List of Approved Surplus Line Insurers, ("LASLI") with a Best's Key Rating Guide of at least A: X. Insurers, and corresponding policies required by this Section, must also comply with all other aspects of City Council Policy # 70.
8. The policies shall cover all activities of Contractor, its officers, employees, agents and volunteers arising out of or in connection with this Agreement.
9. For any claims relating to this Agreement, the Contractor's insurance coverage shall be primary, including as respects City, its officers, agents, employees, and volunteers. Any insurance maintained by City shall apply in excess of, and not contribute with, insurance provided by Contractor's liability insurance policy.
10. The Contractor shall waive all rights of subrogation against City, its officers, employees, agents, and volunteers.

C. Endorsements. Prior to the Effective Date pursuant to this Agreement, Contractor shall furnish City Manager with certificates or original endorsements reflecting coverage required by this Agreement. The certificates or endorsements are to be signed by a Person authorized by that insurer to bind coverage on its behalf. All certificates or endorsements are to be received by, and are subject to the approval of, City Risk Manager before work commences.

D. Renewals. During the Term of this Agreement, Contractor shall furnish City Manager with certificates or original endorsements reflecting renewals, changes in insurance companies, and any other documents reflecting the maintenance of the required coverage throughout the entire

Term of this Agreement. The certificates or endorsements are to be signed by a Person authorized by that insurer to bind coverage on its behalf.

E. No Cap on Indemnity. The minimum amounts of coverage described in this Section 9.2 will not constitute any limitations or cap on Contractor's indemnification obligations under this Agreement.

F. Workers' Compensation. Contractor shall provide workers' compensation coverage as required by State law and shall comply with Section 3700 of the State Labor Code.

G. WORKERS COMPENSATION EXPERIENCE MODIFICATION RATE

On the following two pages are the most recent 3 years of NASA's Workers Compensation Experience Modification Rate:

Oppenheim Insurance Brokers Inc.

24733 Bracken Ln.

Stevenson Ranch, Ca. 91381

Ph: 818-833-8784

1/25/22

To Whom It May Concern:

NASA Services Inc. has the following experience modifications
for the last three years:

2021: .80

2020: .70

2019: .87

Sincerely,



Dave Oppenheim

Officer

OPPCOM Systems

Dava Oppenheim
Oppenheim Insurance Brokers, Inc.
Newhall, CA

doppenheim@oppcomsystems.com

**NASA SERVICES INC
NASA SERVICES INC.
NASA SERVICES, INC.**

1100 SOUTH MAPLE AVE, MONTEBELLO, 90640 County: Los Angeles
1100 S MAPLE AVE, MONTEBELLO, CA 90640 County: Los Angeles
Phone: (323) 888-0388 Bureau #: 0878123 Last Update: 08/26/21

9403	G	GARBAGE/ASHES/REFUSE COLLECT	5.86	AD	6.09
8742	I	OUTSIDE SALESPERSONS	0.33		0.33
8810	I	CLERICAL OFFICE EMPLOYEES	0.21	AD	0.21

Names the Bureau Has Removed

NASA DISPOSAL INC (A CORP)
NASA DISPOSAL SERVICE (DBA)
NASA DISPOSAL SERVICE INC (A CORP)
NASA SERVICES INC (A CORP)
SARKISIAN SAM
SHUBIN DISPOSAL SERVICE INC (A CORP)
SHUBIN DISPOSAL SERVICES (DBA)

08/26/21	C	2021	080	
08/07/20	C	2020	070	
08/09/19	C	2019	087	
08/10/18	C	2018	094	
08/25/17	C	2017	078	
08/26/16	C	2016	064	
07/24/15	C	2015	058	
07/25/14	C	2014	062	
07/26/13	C	2013	067	P
07/27/12	C	2012	082	
08/10/12	C	2011	082	RP
07/29/11	C	2011	091	
08/10/12	C	2010	074	RP
08/05/11	C	2010	082	RP
11/22/10	E	2010	085	
08/19/11	C	2009	061	RP
10/02/09	C	2009	064	
07/31/09	C	2008	091	R
05/19/09	C	2008	110	
03/07/08	C	2007	103	R
09/28/07	C	2007	105	
07/28/06	C	2006	084	
11/22/05	E	2005	077	R
11/22/05	E	2005	074	
11/22/04	E	2004	086	
11/22/03	E	2003	083	
11/22/02	E	2002	080	
11/22/01	E	2001	063	
11/22/00	E	2000	065	
11/22/99	E	1999	068	P
11/22/99	E	1999	068	
11/22/98	E	1998	070	P
11/22/97	E	1997	083	P
11/22/96	E	1996	086	P
08/09/96	C	1996	086	
11/22/95	E	1995	111	P
09/08/95	C	1995	111	
09/04/98	C	1994	099	P
09/23/94	C	1994	099	
08/20/93	C	1993	121	
08/14/92	C	1992	110	
11/22/91	E	1991	081	

149

6) DESIGNATED FACILITY DESCRIPTIONS

The following content provides information on all processing and operating facilities proposed for use by NASA. This section will detail the disposal and processing capacity, rates and plans for compliance with SB 1383, details of the service capabilities, and demonstrate a pathway for meeting the City's program and diversion goals.

A. TRANSFER FACILITIES

All facilities proposed herein have transfer capability and capacity. NASA does not currently utilize transfer stations specifically but does have open accounts with a number of local transfer stations if they are needed.

B. PROCESSING FACILITIES

NASA has ample capacity to dispose, and process collected materials through its Disposal and Processing agreement with the Los Angeles County Sanitation Districts (LACSD). LACSD operates multiple facilities which can adequately cover the capacity and materials processing needs for the City of South Gate. As noted in the **LACSD Tonnage Guaranty Letter**, NASA is guaranteed sufficient tonnage capacity at both the Puente Hills Material Recovery Facility and the Downey Area Recycling and Transfer facility to handle solid waste disposal and recycling and organics processing. NASA also utilizes Universal Resource Recovery MRF for source separate recyclables processing and as a backup for MSW disposal. The following will provide facility material processing specifics.

Puente Hills Material Recovery Facility – SWIS #19-AA-1043*

13130 Crossroads Pkwy South, City of Industry, CA 91746

Phone: 562-908-4288



(*SWIS address shows as: 2808 S. Workman Mill Road, Whittier, CA 90601 – entrance via Crossroads Parkway South)

Current Rates:

- \$77.84/ton for Trash/MSW/Bulky
- \$79/ton for Food Waste
- \$85.11/ton for Green Waste (uncontaminated)
- \$112.07/ton for Food plus Green Waste
- Recyclables, vary monthly on markets and % of contaminants

Facility Capacity Guarantee? Yes

Estimated Diversion Rates:

- Residential Recyclables: 70-80%
- Residential Organics: 80%
- Commercial Recyclables: 70-80%
- Commercial Green Waste: 99%
- Food Scraps: 98%
- Refuse: 6-12%

NASA has a longstanding relationship with LACSD and regularly utilizes both the PHMRF and DART. MSW disposed at the PHMRF is hand-picked prior to loading in transfer trucks, in order to remove additional recyclables such as cardboard and wood. This additional handling typically results in 6%-12% month diversion from the black bin stream. All MSW received at the PHMRF will have the added benefit of this minimal processing to increase diversion efforts and help support the City of South Gate's waste diversion goals.



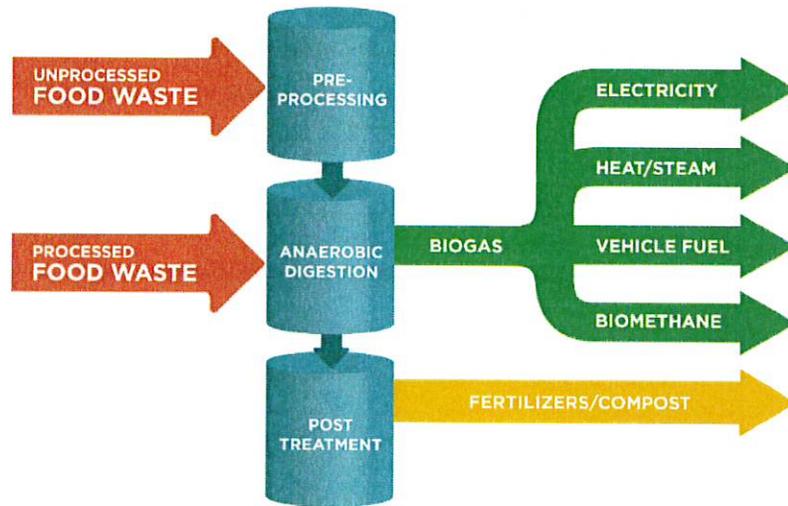
For handling blue bin recyclables, the PHMRF underwent a multi-million-dollar renovation. As a result, the sort line is now processing source separate material more efficiently, resulting in higher diversion rates. The MRF confirmed that it can process minimally contaminated paper and cardboard with the clean stream which would include items such as pizza boxes, paper food trays, and other lightly soiled fiber-based products.

The organics processing offered by the PHMRF has undergone recent changes which will allow NASA to fully comply with all aspects of SB 1383 organic collection and processing. For organics processing, the Puente Hills MRF has three options to receive and process.

- **Yard trimmings/green materials** are chipped onsite then taken to a compost facility.
- **Food & food soiled paper** is slurried and sent to the Carson Waste Water Treatment Plant.
- **Green + food** is a new program offered by the PHMRF which allows commingling of food scraps and food soiled paper to be bagged and placed into the same bin or cart with yard trimmings.

NASA is and has been the largest volume food scrap hauler to the PHMRF since the facility began collecting these materials. Currently NASA diverts between 400-500 tons per month of clean food scraps at the MRF. NASA has found this program relatively easy to administer and continues to show low contamination and high diversion of the organic stream. As will be detailed further in this proposal, NASA will operate a commingled green waste and food waste (bagged separately from green waste in plastic bags) collection program. While it was noted earlier that lightly soiled cardboard and paper-based food trays will be placed into the blue bin, more contaminated paper-based items like napkins and paper plates will be commingled with food scraps. No bio-based plastics will be accepted in either the recycling or organics stream.

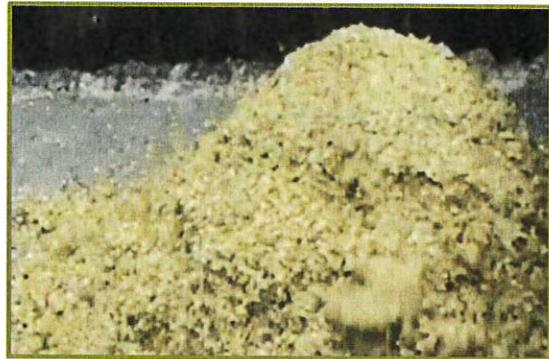
The PHMRF takes unprocessed food scraps and food soiled paper and preprocesses the material to remove contaminants. Cleaned material is run through a system of augers to reduce the size of the food and food soiled paper fraction. Water is added and the slurried mixture is pumped to the Carson Waste Water Treatment Plant for anaerobic digestion. Following anaerobic digestion, the biosolids removed from the process are composted with ag waste. During a recent webinar hosted by LA County San and CalRecycle, the CalRecycle Director stated that the PHMRF organics process is an excellent example of a facility that can meet the jurisdictional program requirements under SB 1383.



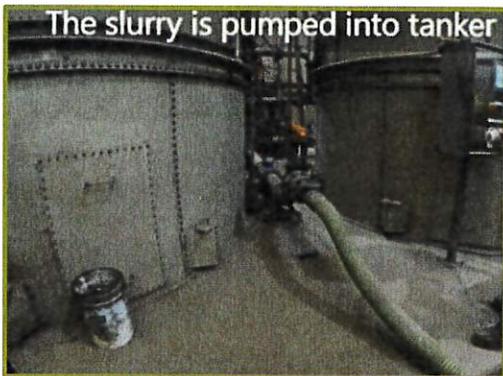
Overview of LACSD food waste processing system



Bagged food waste loaded into Doda System for pre-processing and separation.



Size reduced food and food soiled paper.



The slurry is pumped into tanker
Adding water creates food waste slurry which is pumped into tankers.



Most of biosolids is composted with ag waste.
Following anaerobic digestion, biosolids are composted.

Downey Area Recycling and Transfer Facility (DART)– SWIS #19-AA-0801

9770 Washburn Road, Downey, CA 90241
Phone: 562-622-3503

Current Rates:

- \$82.86/ton Trash/MSW/Bulky
- \$97.86/ton Green Waste (uncontaminated)
- Recyclables, vary monthly on markets and % of contaminants



DART will be used interchangeably with the PHMRF for MSW and recyclables and as a backup facility for yard trimmings/green materials.

Facility Capacity Guarantee? Yes

Estimated Diversion Rates:

- Residential Recyclables: 70-80%
- Residential Organics: 80%
- Commercial Recyclables: 70-80%
- Commercial Green Waste: 99%
- Food Waste: 98%

Universal Resource Recovery – SWIS #19-AA-1140

9016 Norwalk Blvd, Santa Fe Springs, CA 90670
Phone: 800-631-7016

Current Rates:

- \$75/ton for Refuse
- \$62/ton for Recyclables
- \$65/ton for Green Waste (uncontaminated)



NASA has a long-term agreement and has been utilizing the URR facility since it opened. This facility will be used interchangeably with the PHMRF and DART for MSW, green waste and recyclables processing. URR is also in the process of establishing an organics line which will be available starting in 2022 and may be an option for the City of South Gate. NASA will monitor the facility closely to determine if it is a viable option.

Curbside, commercial and multi-family recyclables taken to Universal Resource Recovery for processing are sorted, baled and sold to recycling manufacturers. Universal Resource Recovery achieves an estimated 70-80% diversion of commingled recyclables delivered.

Yard trimmings are sent to Universal's Green Wise Soil Technologies state of the art composting facility in South Gate. On their 11-acre site they convert organic materials into nitrified fir shavings, compost, mulch and other premium soil amendments for nurseries, landscapers, garden centers

and gardeners. Recycled material is first processed, aged, composted and then screened to various sizes to accommodate a variety of beneficial applications.

Facility Capacity Guarantee? Yes

Estimated Diversion Rates:

- Residential Recyclables: 65-70%
- Residential Organics: 90%
- Commercial Recyclables: 65-70%
- Commercial Organics: 95+%

City Terrace Recycling – SWIS #19-AA-0859
1525 Fishburn Avenue, Los Angeles, CA 90063
Phone: 323-780-7150



CITY TERRACE RECYCLING
MATERIALS RECOVERY FACILITY

Current Rates:

- \$80/ton for construction & demolition materials

This facility will be used for processing construction & demolition (C&D) materials processing. The City of Los Angeles currently certifies the City Terrace Recycling at a diversion rate of above 78.10%. NASA does not have a contract or any ownership stake in the City Terrace Recycling facility.

Facility Capacity Guarantee? No

Estimated Diversion Rates:

- C&D Materials: 78%

Direct Disposal – SWIS #19-AR-1228
3720 Noakes St, Los Angeles, CA 90023
Phone: 888-551-7797



Direct Disposal

Current Rates:

- \$100/ton for construction & demolition materials

This facility will be used for processing construction & demolition (C&D) materials processing. The City of Los Angeles currently certifies the City Terrace Recycling at a diversion rate of above 75.39%. NASA does not have a contract or any ownership stake in the City Terrace Recycling facility.

Facility Capacity Guarantee? No

Estimated Diversion Rates:

- C&D Materials: 75%

154

e-Recycling of California – CEWID #100376

**7230 East Petterson Lane, Paramount, CA
90723
Phone: 800-795-0993**



Current Rates:

- Fees vary for processing / small rebate based on the amount and types of recyclables.

e-Recycling of California's core business is end-of life recycling of used electronics. ERC uses a combination of manual and mechanical processes to carefully dismantle electronic waste into marketable byproducts for remanufacturing closed loop recycling. ERC employs environmentally conscientious processors dedicated to zero waste. ERC recycles over seventy million pounds of electronic waste annually and is committed to the safe and environmentally sound dismantling of all electronic waste for their employees, clients and community. NASA does not have a contract or any ownership stake in the e-Recycling of California facility.

Facility Capacity Guarantee? No

Estimated Diversion Rates:

- Electronics: Varies, 75-90%

C. OPERATING FACILITIES

NASA Services, Inc.

**1100 South Maple Avenue, Montebello, CA 90640
Phone: 888-888-0388**

NASA owns and maintains its entire operating facility, including truck parking, repairs & maintenance, dispatch, customer services and bin repair at 1100 S Maple Ave., Montebello, CA 90640. This is a 3-acre facility that has been completely renovated, including the construction of a new state-of-the-art, 12,000 square-foot building.



The facility located at 1100 South Maple Avenue will be used for the following activities:

- Maintenance yard, equipment staging and maintenance of equipment.
- Customer service, public relations, billing and franchise administration.
- All other operational activities.

D. DISPOSAL FACILITIES

All collected materials will primarily be routed through the Puente Hills Materials Recovery Facility or Universal Resource Recovery in Santa Fe Springs. Required information is noted above in Section b. Processing Facilities.

E. CAPACITY GUARANTEE

NASA provides the noted letters of commitment on the following two pages, guaranteeing capacity for the primary volumes of organic and recyclable materials collected under the City's new franchise agreement throughout the term of the agreement.



**LOS ANGELES COUNTY
SANITATION DISTRICTS**

Converting Waste Into Resources

Robert C. Ferrante

Chief Engineer and General Manager

1955 Workman Mill Road, Whittier, CA 90601-1400

Mailing Address: P.O. Box 4998, Whittier, CA 90607-4998

(562) 699-7411 • www.lacsd.org

January 24, 2022

Jack Topalian
NASA Services
100 S. Maple Ave
Montebello, CA 90640

Dear Mr. Topalian:

Guarantee of 150,000 Tons Per Year of Capacity for the City of South Gate

NASA has been a long-term customer of the Los Angeles County Sanitation Districts (LACSD) with a minimum committed tonnage of 450 TPM. Currently they deliver 2,000 to 3,000 TPM to the Puente Hills Material Recovery Facility. NASA has committed to delivering up to 150,000 tons per year from the City of South Gate to an LACSD operated facility. If selected, that capacity will be reserved for NASA through existing contracts in place through 2025.

Very truly yours,

Habib Kharrat

Habib A. Kharrat

Section Head

Solid Waste Operations & Engineering Section

DOC 6442123



01/22/2012

To Whom it May Concern,

Universal Waste Systems Inc., writes this letter as a commitment to reserve tonnage for the Los Angeles County, at our company owned disposal facilities, for NASA Services. The facilities and their processing capabilities are listed below:

- **Universal Resource Recovery**, located in the City of Santa Fe Springs, operates 6 days per week with a 1,500 ton daily capacity processing recyclable materials, and operating as a solid waste transfer station.
- **Universal Resource Recovery Pico Rivera**, located in the City of Pico Rivera, operates 6 days per week with a 350 ton daily capacity processing mixed recyclables, and processing residual from our Santa Fe Springs MRF as a secondary sort to increase overall blue bin diversion.
- **Universal Resource Recovery and Organics Recycling**, located in the City of Los Angeles, operates 7 days per week with a 1,000 ton daily capacity processing solid waste and source separated organics. The facility will qualify as a high diversion organics processing facility use the Orex. UWS has a long term commitment with Anaergea to accept the slurry produces at this site at their Rialto facility. This facility will be online and operational by July 1, 2022 currently under construction.
- **Green Wise Soil Technologies**, located in the City of South Gate, operates 6 days per week with a permit to process green waste and wood waste. The facility is currently meeting an over 95% diversion rate, and makes reusable products from all of the green waste that crosses the scale. This facility will serve as a the green waste processing site, after the food waste is screened out of the residential green bins and processed at our Los Angeles facility. To insure long term outlets for our compost products
- **Greenwise Soil Technologies Organic Sustainability Farm**, UWS is under development of an additional facility in the County of Riverside with 80 acres of farmland to insure long term disposal for our organic products. This facility is being planned and should be operational in 2022.

If you have any questions or need any more information please don't hesitate to contact me at matt@uwscompany.com.

Signed,

Matt Blackburn
Vice President



Call: (323) 923-2825
Email: Info@UWSCompany.com

1645 North Main Street
Los Angeles, CA 90012

158

7) CONTRACTOR'S IMPLEMENTATION PLAN

NASA has the experience, expertise and ability to meet all requirements of the services requested, and affirms its ability to successfully implement all required tasks outlined in both the RFP and contract, including a smooth transition in the City of South Gate. Through a diligent review of the proposal and required tasks, NASA has developed the following transition plan and scope of tasks to be performed, which will ensure the highest level of professionalism and quality control.

IMPLEMENTATION TASKS TO BE PERFORMED

The following list identifies key elements of the transition plan for the City of South Gate, as called for in Exhibit J of the RFP, Contractor's Implementation Plan and Schedule.

Table 7. Transition Plan

Key Components of Transition Plan
Contract Negotiation and Execution
Purchase Vehicles & Containers
Review Routes, and Review & Input Customer Data
Hire New Staff and Drivers
Begin Public Education and Outreach
Equipment Delivery and Commencement of Services
Monitor Services

South Gate Service Area Survey

The proposed transition in South Gate will not pose any significant obstacles or issues. While the task does require an extensive planning phase and labor-intensive roll-out, NASA is confident in its ability and expertise in this area. NASA is currently administering a large citywide franchise in the City of Glendale, and have previously done so in the cities of Pico Rivera and an exclusive franchise zone in the City of Los Angeles. Each of these franchise areas required extensive evaluation of services, routes, customer data and in-field review of customer needs. NASA's long tenured team has the depth of experience within their leadership to plan for and execute a smooth transition that will be very similar to the ones that successfully completed all transition activities in Pico Rivera and Downtown Los Angeles.

The transition will require coordinating the removal of all existing 60- and 90-gallon carts from residential homes and replacing them with a new 3-cart system. It will also require identifying those residences that utilize additional bins and special services and arranging for appropriate set-up at these properties. In the commercial sector, NASA will need to do a complete audit of the commercial, residential and multifamily accounts and services. This will include utilizing any existing customer information provided by the City, but then performing a visual, on-site inspection of the exact location of all commercial bins as well as verification of bin sizes, notating special access issues, recording materials generated data (e.g., organics and food waste), and any other relevant information needed prior to roll-out.

The City of South Gate includes approximately 17,328 single family detached and attached residential parcels, over 100 new accessory dwelling units, over 7,000 multi-family units, and 294 mobile home units. Additionally, there is a large commercial and multi-family customer base within the City. There is an estimated 135,000+ tons per year of total waste and recyclables collected each year from the service area. As noted by the City of South Gate's RFP, the primary languages spoken in the area are English and Spanish. These are the two languages that will be used in promotional and educational campaigns, and NASA is prepared to add additional languages should they be desired by the City.

Transition Roll-Out Plan

The following will detail the rollout plan for contract start-up for the City of South Gate.

Table 8. City of South Gate Transition Rollout Plan

Task	5- Months Prior	3- Months Prior	2- Months Prior	1- Month Prior	Start Service	1- Month After
Sign Contracts	X					
Order Vehicles	X					
Order Bins & Carts	X					
Order Commercial Bins	X					
Transition Meeting with Current Hauler	X					
Review Routes		X	X	X		
Input Accounts into Database		X	X	X		
Notify Customers Via Mail /Education, & Outreach			X			
Route Audits		X	X			X
Driver / Employment Search		X				
Delivery of Equipment to NASA			X	X		
Hire & Train New Employees			X	X		
Deliver Carts & Bins to Customers				X	X	
Review Contract Deliverables	X	X	X	X	X	X
Commence Services					X	
Review & Audit New Routes/Services						X

Sign Contracts

NASA will work closely with the City of South Gate immediately following a Council decision. NASA will provide timely input and information to ensure that the contract approval and signature process is expedited.

Order Vehicles

Immediately upon award of the contract, NASA will work with its truck supplier, Rush Truck Center to ensure timely delivery of new vehicles which will be used to service the City. NASA will be ordering a total of eighteen (14) new collection vehicles, Peterbilt, Model 520 plus an additional six (2) service and scout trucks. It is fully anticipated that all new vehicles will be in use from the commencement of services; however, if any vehicles are not available by the start of service, NASA does own and maintain numerous newer model spare vehicles that will be available for use. Any new equipment delivery will not interfere with the transition plan. Additionally, NASA currently has a number of specialty and other vehicles available for use in conjunction with this proposal.

Order Carts

NASA will be purchasing sufficient carts for all commercial and multifamily residential accounts subscribing to cart service. All carts will be new and meet the highest industry standards for performance. Carts will be purchased from Schaefer, model Refuse Container Number USD95M which is a 95-gallon cart, USD65M which is a 65-gallon cart and USD35 which is a 35-gallon cart.

Per the City's specification, the new Schaefer carts will contain at least 30% post-consumer high-density polyethylene recycled content. Schaefer's Universal System Design carts are available in several gallon capacities to handle all types of recycling or waste disposal programs.



NASA's Standard 3-Cart Refuse Set pictured above.

All carts will be hot stamped with the following information:

- Materials to be placed in container.
- Unique serial number.
- Franchisees name and phone number.
- Warning that the disposal of unpermitted and universal waste is prohibited.
- Bilingual English & Spanish.

Container specifications are included in Section 10; however, it should be noted that the carts selected were chosen in part for their ideal capacity design that allows for the optimal usage of the full cart. Unlike many of the automated carts that narrow dramatically on the bottom half, to accommodate the vehicle arm clamps, the selected Schaefer model does not follow this design. Other containers tend to be difficult to load to capacity due to the dramatic narrowing which also doesn't allow for even loading of cart contents. Schaefer's cart design is less tapered and allows for carts to be loaded evenly and fully.

161

All carts that will be used in conjunction with this contract will be brand new. Carts come with a 10-year warranty. New carts will ensure that customers have clean, high functioning containers at the start of service. NASA will repair or replace any damaged carts within 48 hours of notification of the clients. Customers will be responsible for the ongoing cleanliness of their carts, which can be easily washed or rinsed. At the customer's request carts will be cleaned by NASA once per year as part of standard services.

Order Commercial Bins

NASA will purchase all front load and roll-off containers from Distributors Unlimited (DU). NASA has been purchasing containers from DU for over 20 years and has an excellent working relationship with them. The quality of DU containers is exceptional and DU has always been able to provide delivery of containers on a timely basis. Bins will be new or like-new condition at the start of the contract.

Bins conform to standard industry sizes and measurements. Bin construction includes:

- 12-gauge pan bottom.
- 14-gauge side walls.
- Corrugated front and back.
- Side or bottom tunnels.
- Solid weld inside.
- Interior rust inhibitive primer.
- Exterior alkyd enamel paint.
- Double or single wall plastic lids.
- Identification welded.
- Bin handles.



NASA's Standard 3YD Bin pictured above.

Transition Meeting with Current Haulers

Upon award of contract, NASA will commence communications with the City and the current hauler to coordinate all aspects of transition to ensure that the transition period is smooth and successful.

Review Routes & Input Accounts into Database

NASA will use existing route information obtained from the current hauler. All accounts, will be input into the waste management database. The information recorded will include the customer name, service address, billing address, contact phone numbers, number and size of containers, cost of service and collection days. All incoming calls will be logged into system and all billing information will be recorded and maintained with the customer record. The information input will be compared against documents from the current hauler to ensure accuracy.

Notify Customers/Education & Outreach

Education and outreach materials will be prepared in collaboration with the City of South Gate. NASA will print and distribute all outreach materials on a regular basis during the transition period. Initial outreach materials will focus customers on the transition, dates of transition, explanation of programs, bins, services provided, cost of service, and provide all new contact information. Site assessments will be performed to collect pertinent information and confirm service subscription levels. (See Minimum Recycling section for further details).

Route Audits

Route audits are an extremely important part of the implementation process both prior to the start of services as well as after service commencement. Prior to the start of services, NASA will do route audits and dry runs of the routes to ensure that drivers are familiar with routing and to work out any issues. It is NASA's plan to have supervisors and the drivers follow the routes for two weeks to learn the current sequencing and routing taking place. They will also do comprehensive route survey the routes to ensure maximum route efficiencies.

As the services are transitioned to NASA, ongoing regular route audits will be very important to optimize routes. With NASA's intensive education on the recycling program, it is anticipated that curbside recycling routes, presently reflecting a contamination rate upwards of 30% in some South Gate sectors, will increase while curbside trash routes will decrease. This will require ongoing monitoring and some route adjustments until the tonnages level out within the routes.

All route audits conducted by NASA will be carried out as part of a plan and timeline coordinated with City staff and comply with Section 4.1.1 of the City's draft franchise agreement.

Employment Search & Training

NASA will begin driver recruitment ninety days prior to the start of services. NASA anticipates full recruitment and the hiring process to take less than 60-days. NASA will actively recruit in the local area with a focus to provide employment to local residents in the local community and Veterans. NASA would also gladly accept applications from current drivers employed by the existing hauler since they are familiar with present routes.

NASA is committed to a safe work environment for all employees. NASA employs personnel who meet all eligibility requirements and who then must pass training. All employee training and screening consists of:

1. CAL-OSHA training.
2. HAZWOPER screening training.
3. Customer service and notification procedure training.
4. Vehicle and equipment operation and maintenance.
5. Other safety and job requirement related training.
6. Drug and alcohol screening and related training.

NASA anticipates hiring all additional workforce 30-days prior to the commencement of the contract services. This will allow adequate time for employee orientation, driver training and route auditing. NASA will work meticulously to find well-qualified candidates with extensive experience to fill all positions created as a result of this contract.

Delivery of Equipment to NASA

NASA will require that all new equipment be delivered at least 30 days prior to the start of program roll-out. This will ensure that equipment can be inventoried and inspected prior to the commencement of services. New employees, as well as existing employees, will take place in the inventory and inspection process to ensure familiarity with equipment and proper handling.

Deliver Carts & Bins to Customers

NASA will commence delivery of carts and bins to residential customers 3-4 weeks prior to the contract start. Delivery will be made following established routes and all containers delivered will be logged into the customer database account so that bin serial numbers are kept on file.

Review Contract Deliverables

NASA will work with the City on a regular basis to review contract deliverables and timelines to ensure that all planned activities are on-schedule and moving forward according to plan. NASA will regularly provide written updates to appropriate staff advising of planned progression and to report any issues which may arise.

Review and Audit New Routes

Once services have commenced, NASA will regularly audit routes to ensure optimal collection efficiencies. As mentioned earlier in this proposal, this process will be an important part during the first six months of service during which time extensive outreach and education on recycling programs will be completed. Thereafter, NASA will continue to monitor route efficiencies on a quarterly basis and include the information on changes in routes and set-out rates of collection to the City in its reports.

Table 9. Proposed Staff Positions

Position	# of Personnel
Residential Side-Loader Refuse Driver	(3) Full-Time New Drivers
Residential Side-Loader Organic Waste Driver	(2) Full-Time New Drivers
Residential Side-Loader Recycling Driver	(2) Full-Time New Drivers
Commercial Front-Load Driver	(5) Full-Time New Drivers and (5) Helpers
Special Collections Driver (Bulky, E-Waste, Bin Delivery/Removals, Scout, & Backyard Services)	(2) Part-Time New Drivers & (1) helper
Roll-Off Driver	(2) Full-Time Existing Driver
Route Supervisor	(1) Full-Time New Employee
Dispatch & Customer Service	(1) Full-Time New Employee
Diversion Coordinator (Audits, Outreach, & Special Events)	(2) Full-Time New Employees

8) AB 341, AB 827, AND SB 1383 IMPLEMENTATION PLAN

NASA proposes to operate a three-container collection system. NASA will provide collection services across all residential, multi-family, commercial and industrial service types unless they contract with their landscaper for organics removal, backhaul, donate or sell their recyclables to a recycler. NASA understands that all customers subject to this contract will be provided with a full suite of Solid Waste Collection Service which includes subscription of Refuse, Recyclables, and Organic Waste Collection Services, unless otherwise directed. All accounts will receive service of each container at a minimum, one day per week.

As part of the transition plan, all accounts will be onboarded which will include identifying the needed levels of recycling and organics in the cases where the minimum default levels are not sufficient.

Upon transition, each account will receive the specified size of bin or cart for all three streams, including: trash, recycling, and organics. Small accounts with minimal organics or recycling will receive at least the minimum default size of 64-gallon for organics and 96-gallon for recycling. Accounts that are determined to be waiver eligible, self-hauling, using an approved 3rd party service, or other allowable reason will only be delivered the bins and/or carts noted on their Service Subscription Form.

The following is a partial list of the typical material types that can currently be placed into the recycling and organic containers. It should be noted that commodity markets do change and many of the historically “recyclable” materials are not currently being accepted in programs right now. For example, prior to 2018, many programs used to accept plastics #1-#7 and now limit them to primarily #1, #2, and #5. NASA will work with its processing facilities to ensure that updated materials lists are regularly available.

Table 10. Types of Materials for Placement in Recycling and Organic Containers

Recyclables	Green Waste (Loose)	Food (Bagged Separately)
<p>Acceptable Recyclables (all items should be clean and dry):</p> <ul style="list-style-type: none"> • Cardboard • Mixed Paper • Food Boxes • Mail • Beverage Cans • Food Tin & Bi-Metal Cans • Glass Bottles • Jars (Glass & Plastic) • Jugs • Plastic Bottles and Caps • Aseptic Packaging 	<p>Acceptable Organics:</p> <ul style="list-style-type: none"> • Grass • Leaves • Branches • Floral • Wood • Pallets 	<p>Acceptable Organics:</p> <ul style="list-style-type: none"> • Coffee Grounds • Meat & Bones • Fish • Dairy • Fruit • Bread & Vegetables • Frozen Food • Loose Tea • Eggs • Floral • Food Soiled Paper or Napkins
<p>Not Currently Accepted in Blue Bin:</p> <ul style="list-style-type: none"> • Polystyrene • Film Plastic, Plastic Wrap, & Plastic Bags (Educate to Take to Supermarkets) • Composite Pouches (Except Aseptic) • Plastic #7 & Composite Plastics • Textiles & Carpet (Can go in Roll-Off or Source Separate Bin) 	<p>Not Currently Accepted in Organic Bin:</p> <ul style="list-style-type: none"> • Pet Waste • Construction Debris, Including Wood Beams & Boards • Wax Cardboard 	<p>Not Currently Accepted in Organic Bin:</p> <ul style="list-style-type: none"> • Food To-Go Packaging Excepted Certified Compostable • Wood • Glass • Plastic • Crates • Wax Cardboard • Bio-Plastics

165

RECYCLABLES PROGRAM

The recycling program for commercial, multifamily, and residential accounts is the same for all generator types whether materials are collected in bins or carts. Recyclables should be clean and dry and contain no more than 10% contamination. Fortunately, most facilities have a much higher threshold for contamination of up to 25% - 30% before loads are rejected, however, commodity prices and rates charged back to NASA are based on the rate of contamination, therefore NASA will implement a process of minimizing contamination that customer accounts must comply with. In particular, contamination by both food and liquids will be aggressively flagged as these materials can render entire containers contaminated and spread to the truckload of recyclables. The contamination process is further detailed in **Section p – Contamination Monitoring Plan**.

Organics Program

Commercial organic collection will be set up as either food only (food only includes food soiled paper), or food plus green materials (yard trimmings and landscape debris). Multifamily and residential accounts will participate in only the food plus green material program. The reason for this is that unbagged food waste in large volumes is a separate clean stream that the Puente Hills MRF can process without the additional cost of separating green waste from food waste. Most commercial accounts do not generate significant green waste and therefore would benefit from a food only container which also allows food soiled paper. For those businesses that do generate green waste and/or landscape debris, they will be routed to the food plus green trucks. These commercial accounts will need to bag all food waste and place green materials loosely in the bin. Both programs will cost the customer the same amount and customers participation can change at any time with no additional costs. Each commercial account will be assessed prior to commencement of the program to ensure that the accounts are set up according to the needs of the customer and routed to the correct trucks.



Multifamily and single-family residential accounts serviced under this program will also be required to bag food and food soiled paper prior to placing into the green bin or cart. Green materials and/or landscape debris will be placed loosely into the green bin or cart. All residents, including multifamily units will receive a kitchen bucket of the Sure Close brand shown, for collection and bagging of their food scraps. Residents can use any type of plastic bag for their food scraps (e.g., produce bags, bread bags, etc.). The added benefits of this type of program is that it helps keep their kitchen collection containers clean while allowing residents to repurpose, or reuse, plastic bags that may have otherwise been thrown away. Residents can also purchase additional pails.

NASA Services is committed to work with generators to meet SB 1383 timelines. To meet these requirements, we will provide technical assistance to include:

- Four (4) technical assistance workshops per calendar year for residential customers
- Four (4) technical assistance workshops per calendar year for commercial customers

These workshops will be open to all residents and businesses within the City. Additionally, per generator request, NASA will meet virtually or physically (as appropriate) with any generator to meet their specific needs.

NASA Services will maintain records of all technical assistance activities and education materials and submit reports per the requirements of Article 6.

Commercial Recycling Assessments

Within 6-months of contract award, NASA will contact every business establishment to perform a formal assessment to determine compliance with AB 341, AB 827, AB 1826, and SB 1383. During the assessment, all businesses will be informed of the requirements to establish recycling and organic services as well as the availability of existing, less costly options for recycling. Assessments will consist of both data gathering as well as providing education and technical assistance. This will include:

- Pictures of material in all containers.
- Characteristics of the property, business, and generator type.
- Written recommendations for the appropriate service level for each material type.
- Provision of outreach and education materials appropriate to the generator type including how to comply with AB 341, AB 1826, AB 827 and SB 1383.
- Determination of signage placement.
- Determination of on-going training needs.
- Determination of any access needs.
- Documentation of any special services.
- Documentation of existing in-house or 3rd party recycling efforts.
- Documentation food recovery businesses and existing recovery programs.
- Sampling the waste and recycling bins to identify opportunities for additional diversion or waste reduction.
- Providing a technical assistance starter kit that includes various information on what can be recycled, how to receive additional help, and template flyers and signage.
- Preparing a business assessment plan that includes steps to reduce waste and the associated costs.

NASA will fully document and report to the City of South Gate all audit information, including:

- Current refuse & recycling service levels performed by NASA (including a notation as to which businesses fall under the AB 341 and SB 1383 mandate).

- Information related to in-house recycling activities.
- Information related to 3rd party recycling activities.
- Information explaining any businesses that is not in compliance.
- Issues affecting a business's ability to comply, such as space limitations or negligible amounts of recyclable and/or compostable materials.

NASA intends to aggressively educate residents and businesses on the advantages of waste reduction and recycling within their community, with a goal of radically increasing participation of source separated recyclables from both residential and commercial sectors. During these assessments NASA will strongly encourage all applicable generators not yet recycling or diverting their organic materials to establish source-separated recycling and source-separated green container organic waste (SSGCOW) collection service as soon as feasibly possible in the 2023 calendar year.

NASA will distribute at least two outreach and education pieces prior to the start of collections. NASA will host community-wide events for residents and businesses to come learn about the new programs as well as opportunities to increase sustainability and raise environmental awareness locally. Many of the objectives behind greening communities start with more local focus, such as shopping, dining and purchasing local. These meetings will help reinforce waste reduction and recycling, as well as the benefits of supporting the local economy.

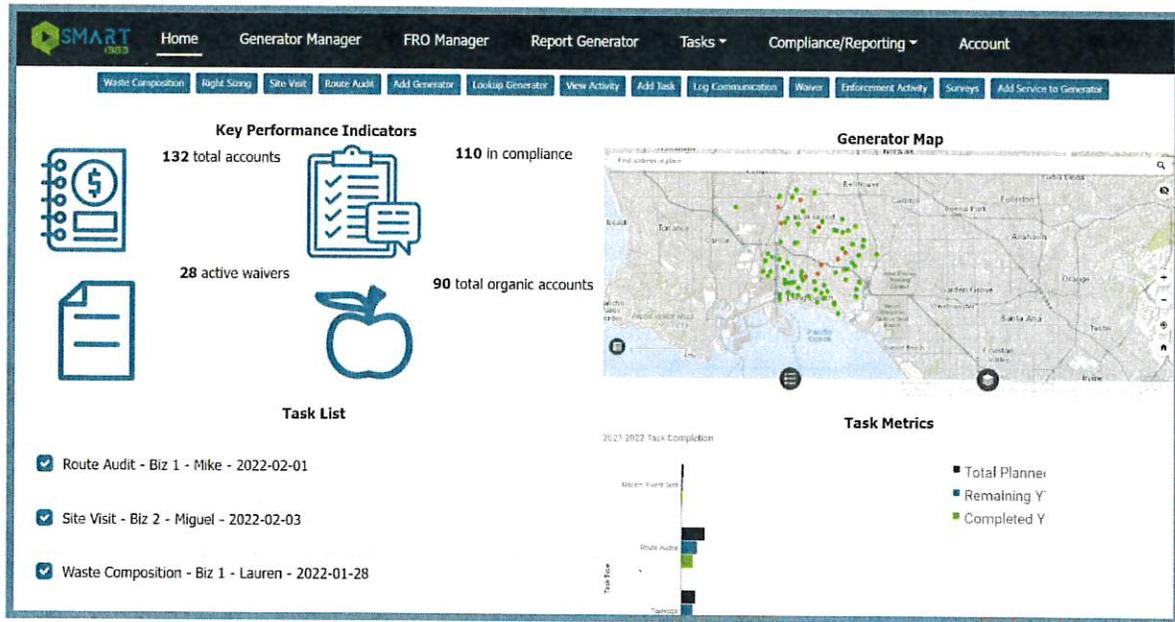
Businesses will be able to participate in meetings designed to show how to reduce waste outputs, reduce toxic usage and recycle remaining waste streams. NASA will work with leading experts in the fields of zero waste business and communities to provide the training at no cost to residents and businesses. Overall, trainings will reinforce both the economic, environmental, and societal benefits associated with shifting patterns towards less waste and toxic usage.

Following the commencement of services, NASA will continue to educate and reach out to residents and businesses, especially with regards to improving collections of commercial source-separated recycling and food streams.

Outreach and Education Activities

As noted in **Section 5.d. – Subcontractors**, Go2Zero has extensive experience and expertise in providing franchise contract management, outreach, reporting, and compliance tasks. Go2Zero has been the primary contract management point of contact under the County Non-exclusive Commercial Franchise for NASA and has a strong understanding of jurisdictions' priorities and processes. NASA will fully comply with all public education and outreach requirements including the development, dissemination and conduct of comprehensive public education and outreach in order to maximize the diversion of recycling and assist the City in meeting their waste diversion goals.

Go2Zero utilizes a comprehensive data management system to collect outreach and compliance data for NASA customers. This data management system is newly designed and implemented to provide a full framework for SB 1383 activities and tracking. This system allows outreach staff to efficiently record collected data and provide instant customer feedback and resources. All data is stored in real-time to a portal that compiles all outreach, compliance, and monitoring data. The information related to this SMART 1383 data management system is integrated into the following narrative to demonstrate how the system will enhance and support NASA's outreach efforts.



Screenshot of SMART 1383 Data Management System.

NASA will work closely with the City to identify all data points needed for reporting to CalRecycle and ensure that customer site assessment surveys, route audits, waiver assessment, and other action incorporate collection of all needed information.

As part of the transition, and over the duration of this contract, NASA will offer intensive education and outreach services. The goal is that NASA customers will have the tools and information necessary to help them reduce waste at the source and reuse, donate, recycle, and compost much of the remaining material typically discarded. This section contains information specific to the outreach and education efforts.

Customer Terms and Conditions

NASA will provide all customers a Terms and Conditions form as approved by the County. This form will be provided prior to the commencement of any services and annually thereafter by July 1. The customer subscription form will be stored in the SMART 1383 portal for easy dissemination to a customer any time it is requested.

Site Visits and Waste Assessments

NASA's customer education and outreach efforts are instrumental to the success of overall diversion and recycling efforts. Prior to the commencement of services, outreach staff will survey every account by performing an onsite-site assessment. This will include waste assessments and technical assistance for all new customers. A site visit will include a walkthrough of the business, inspection of the collection containers, and right-sizing of services. During the assessment, the NASA representative will survey the customer to determine the following types of information:

- Volume of material disposed.
- Composition of the material disposed, including opportunities for recycling and organics collection.
- Bin access and space constraints.

- Material flow (how it gets to the trash bin).
- Opportunities to reduce-reuse-recycle (most valuable, most volume, and most toxic).
- Compliance with applicable laws AB 341, AB 827, SB 1383.
- Impediments to implement or expand recycling.
- Eligibility for waiver.
- In-house recycling activities.
- 3rd party recycling activities.
- And other pertinent data points.

The NASA representative will provide customers with information on identified strategies and opportunities to reduce disposal and the associated costs. Additionally, each customer will receive a Welcome Packet containing information on all programs and services available, and a checklist of opportunities identified during the assessment. All customers will receive a subsequent "thank you" email which will contain electronic copies of the information and resources as well as a copy of the site assessment report.

Initially, NASA will work with the City and its contractor Go2Zero to develop a survey format with all relevant questions and data points needed. This in-depth survey tool will include the collection of several datapoints related to general businesses practices, materials generated and disposed, space available for containers, material compositions and volumes and collection access information. This information will be collected using the SMART 1383 tool. The tool allows for customized survey questions, photo upload, GPS locator at time of visit, material composition and volume estimation, and instant right-sizing recommendations. The data is uploaded to the cloud in real time and auto-generates customer reports. The following are screen shots of a sample site survey being used as part of Long Beach Unified School Districts SB 1383 compliance efforts.

Figure 2. Smart 1383 Site Visit Surveys

SMART 1383 Site Visit Survey

General Info - Page 1

Select Date

Select Assessor

Cynthia

Judi

Kristen

Kim

Lauren

Jonathan

Account Number:

Site Name

SMART 1383 Site Visit Survey

Plant Manager and Grounds Survey - Page 4

How many classrooms on site?

How many acres of grass is there?

Pounds of Grass (Calculated):
 NaN

What do gardeners and staff do with the grass that is cut?

Grasscycle

Put in trash bin

Compost on-site

Take off-site

Put in green waste bin

N/A

SMART 1383 Site Visit Survey

Bin Survey - Page 5

Bins

Bin Type

Trash

Recycle

Food Waste

Yard Waste

Other

Get Location (ensure GPS is enabled and then click the circular locator button):



Enter Bin Size in Cubic Yards
 Estimate total Cubic Yards if unsure, for carts use 5 cubic yards

Number of Pickups per Week

Bin Fullness % (0 - 150):

What days of week is container emptied?

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Sundry

Material Fullness %

% full of Cardboard

Yardage of cardboard for this bin
 1.875

% full of Blue Bin Recyclables

Yardage of recyclables for this bin
 1.875

% full of Food Waste

Yardage of food waste for this bin
 0.75

% full of Edible Food

Bin Totals

Total CY of Cardboard

Total CY of Blue Bin Recyclables

Total CY of Food Waste

Total CY of Edible Food

Total CY of Yard Waste

Total CY of Construction

Total CY of Bulky Items

Aluminum cans

Other

Is the cafeteria doing/using any of the following:

Bulk cleaning supplies

Washable uniforms?

Reusable hair nets?

Washable linens?

Returning crates/boxes/containers for reuse to vendor?

Using first-in/first-out food inventory rotation system?

Making soup or stews using leftover and trim?

Donating various packaging for school art, products or for list on reuse sites? (large buckets, egg cartons)

Cafeteria Meal Notes:

Attach Image:

SMART 1383 Site Visit Survey

Compliance - Page 8

Is the school subject to AB 341? (Has more than 4 CY of trash)

Yes

No

Is the school subject to AB 1826? (Has more than 2CY of ALL solid waste per week)

Yes

No

Is the site in compliance with AB 827? (Paired recycling and signage)

Yes

No

Any additional notes/comments?

Attach Image:

Once site visits are completed, the uploaded data is saved to the customer/generator tab and can be accessed in PDF format as well as CVS and Excel formats. The system stores all site visits performed.

Figure 3. SMART 1383 Customer/Generator Tab View

Print Report	ObjectID	GlobalID	Select Date	Select Assessor	Account Number:	Site Name	Site Type	Site Address	Site Map Acquired?	Principal	Principal Phone Number	Principal email
Print PDF	10	43e540ce-32d9-4a48-a8b7-69b2430bdefe	11/17/21 20:00	Jonathan	600001	School 10	high	7025 Parkcrest St. Long Beach 90810	yes	Gonzalo Moraga	(562)428-4010	gmoraga@laschools.net; tharris@laschools.net (VP)
Print PDF	15	110456e9-f7cc-4ba9-a23b-634a394a4879	11/18/21 20:00	Jonathan	600001	School 15	high	7025 Parkcrest St. Long Beach 90810	no	Gonzalo Moraga	(562)428-4010	
Print PDF	76	43e540ce-32d9-4a48-a8b7-69b2430bdefe	12/3/21 20:00	Jonathan	600001	School 10	high	7025 Parkcrest St. Long Beach 90810	yes	Gonzalo Moraga	(562)428-4010	gmoraga@laschools.net; tharris@laschools.net (VP)

Figure 4. SMART 1383 Customer/Generator Information Detail-1

Attach Image:


Attach Image:


Cafeteria Survey - Page 7

Approximate number of meals served for Headstart (in class)
26

Approximate number of meals served for Breakfast
140

Approximate number of meals served for Lunch
190

Approximate number of meals served for Supper
25

Approximate number of meals served for SAC/WRAP
0

Estimated number of meals brought from home each day
0

How many bags of trash does the cafeteria dispose of daily?
5

Is cardboard flattened?
yes

Is there a recycling program for typical blue bin materials?
yes

What happens to recyclables?
 Goes in recycling bin/cans serviced by hauler

Is there a recycling program for food scraps?
no

Is food soiled paper also being recycled?
no

What happens to food scraps?
Other (describe):

Discard about 10-15 servings of hot food per day. Certain items are saved for later if possible, such as broccoli, but hot foods can't be saved. Soft items go in the garbage disposal. Caffe pods, #10 cans and CCC in a designated area for the PM to take.

Attach Image:

How many tin cans are generated per week?
5

How many bulk plastic containers are generated per week?
0

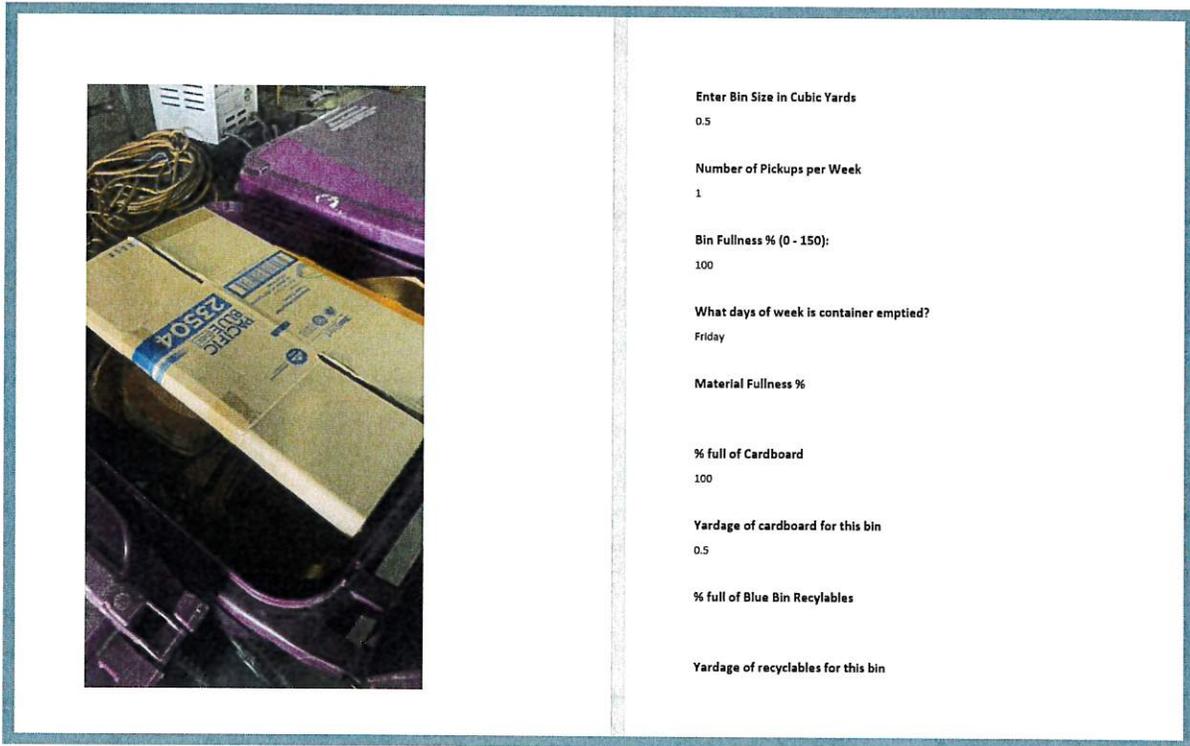
Does the school have a can crusher?
no

Is there a dishwasher?
no

What type of foodware packaging is used? (select all that apply)
Standard school district foodware

Other (describe):

Figure 5. SMART 1383 Customer/Generator Information Detail-2



Enter Bin Size in Cubic Yards	0.5
Number of Pickups per Week	1
Bin Fullness % (0 - 150):	100
What days of week is container emptied?	Friday
Material Fullness %	100
% full of Cardboard	100
Yardage of cardboard for this bin	0.5
% full of Blue Bin Recyclables	
Yardage of recyclables for this bin	

NASA outreach specialists will utilize the data obtained during site visits to provide recommended service levels, ultimately right-sizing and optimizing services so that the customer receives the most appropriate configuration at the best available cost. Since 2019, Go2Zero staff have been working on a project in Oceanside as a subcontractor to SCS Engineering. This project has consisted of visiting 1800+ commercial and multifamily customers to right-size, identify space and access, and offer training and technical assistance to businesses. During this process, Go2Zero staff have been able to reduce the cost of overall services for a majority of customers even while adding recycling and organics. The rates in Oceanside have a similar structure to what NASA is proposing in this response and have been specifically designed to encourage recycling and organics implementation.

Once initial site assessments are complete and services have commenced, outreach staff will make at least one visit to each customer within the first twelve months of service. This will allow staff to reassess effectiveness of service levels, suggest adjustments, if needed, and provide recommendations to reduce, donate, or recycle more. Ongoing outreach will continue throughout the franchise agreement with customers receiving additional site assessments at least once every two years.

Each year NASA will identify the priority customers for repeat assessment. Priority will be based on businesses that have service levels representing high volumes of solid waste collection as opposed to recycling and organics collections and those which large volumes of divertible materials are still being disposed. These assessments will be made using both service level and business type indicators as well as driver and visual observation and audits. Each year NASA will target the customers determined to represent the highest opportunity for diversion and focus extensive education and outreach to assist with implementing programs to reduce waste and implement recycling.

Proposed Bin and Cart Colors

The following colors will be used throughout the City of South Gate to comply with SB 1383. If the City or State do not approve these colors, NASA will accommodate other colors to comply.



Residential Refuse Cart:	Black
Residential Recycling Cart:	Blue
Residential Green Waste Cart:	Green
Commercial Trash Bin:	Black
Commercial Recycling Bin:	Blue
Commercial Organics Recycling Bin:	Green

All bins that will be used in conjunction with this contract will be brand new. New bins will ensure that customers have clean, high functioning containers at the start of service. NASA will repair or replace any damaged bin, lids, or wheels within 48 hours of notification of the clients. Graffiti will be removed within 48 hours of notification. At the customer's request bins will be cleaned by NASA once per year as part of standard services.

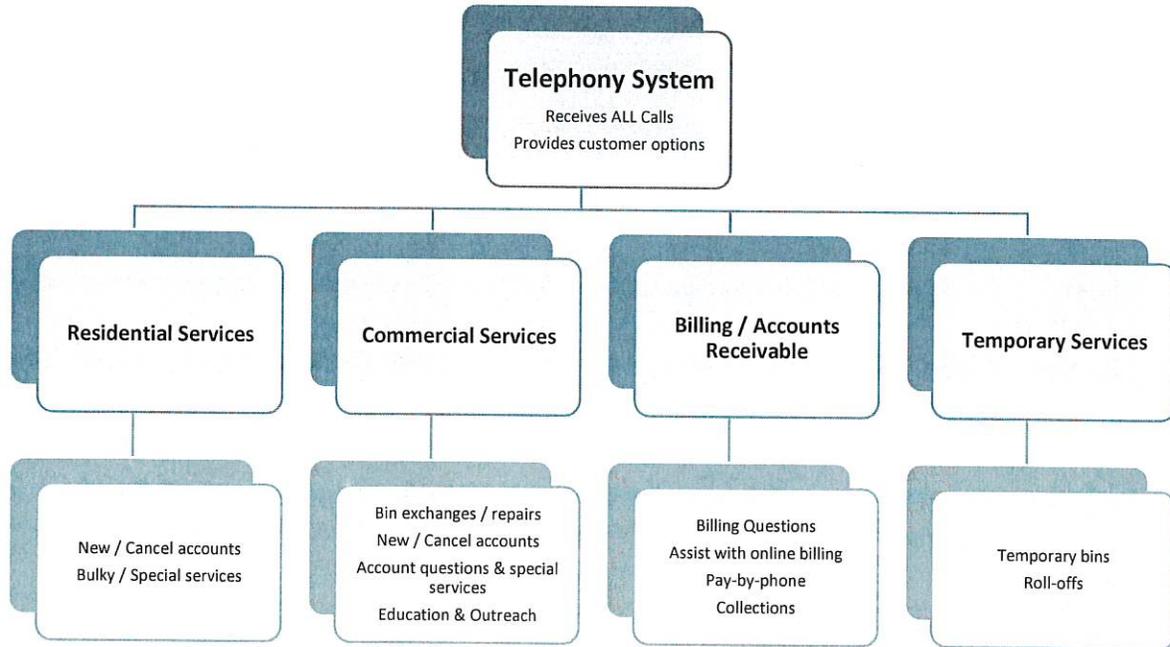
9) CUSTOMER SERVICE/CALL CENTER PROCEDURES

NASA takes pride in exceptional customer service. As an independent, local owned hauler, NASA has customer service representatives that are familiar with the local area. Our company does not utilize an off-site call-center but rather all calls are handled from our Montebello headquarter facility. NASA's customer service representatives have years of experience, and all have been with working with the company for several years. Customer Service representatives are each trained to understand the unique dynamics of every city served.

NASA provides a toll-free number for all customers use. Calls are received by the phone system in which the customer selects from a short list of options including "residential", "permanent commercial service", "temporary bin services", or "billing". A call center employee then receives the call live. Customer hold time is monitored through the phone system with average calls taking less than 4 seconds to reach a live operator. NASA has staff which speak English, Spanish, Armenian, Chinese, Vietnamese, Farsi, Egyptian, and Arabic. Most all service requests are completed at the time of call. This includes items such as scheduling temporary services, scheduling extra pick-ups, requesting new service, or service changes.

NASA is committed to providing the highest level of customer services in conjunction with our quality collection services. With a 24/7 dispatch and integrated technology in place, NASA can address every need within a reasonable time period.

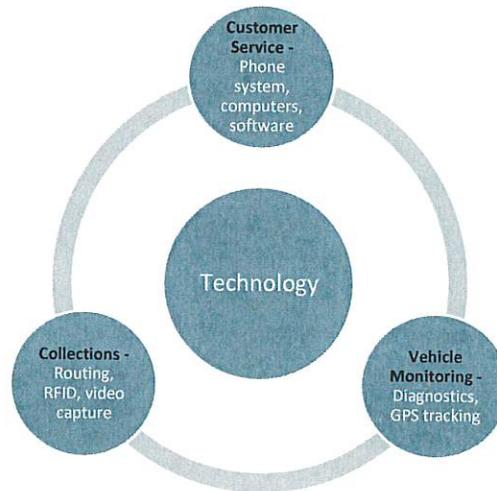
Figure 6. Phone System Routing Tree



CUSTOMER SERVICE AND DISPATCH PROTOCOL

Each vehicle is equipped with radio dispatch as well as GPS tracking and integrated routeware. A dedicated Customer Service Center (CSC) with integrated Dispatch Center will handle incoming calls from the Los Angeles service area. The representatives will be able to immediately contact drivers and view driver locations to resolve all service-related calls and to dispatch additional service calls. A number of dedicated field representatives for the service area will also be working daily to assist with service-related calls.

Unexpected occurrences are dealt with quick resolution to minimize any distress. An integrated GPS system allows NASA to locate drivers in close vicinity to engage and resolve issues quickly. All calls are logged into the Waste Pro 9 Manager system which provides real-time tracking of call logs and actions taken.



Complaint Resolution

NASA Services maintains a daily electronic/computerized record of every call and complaint received. The computerized logs contain the date, time and nature of the call received, in addition to the caller's name, contact information and service address. The complaint log contains follow up information as to the outcome of the action or resolution and all employee notes with regards to the resolution.

All complaints are promptly resolved to the best of NASA's ability immediately, and while the client is on the phone. Complaints that are minor in nature will be handled by the representative, who will log the complaint and the action taken to remedy, such as dispatching a driver or contacting the supervisor to notify a driver of corrective action needed. Calls related to missed pick-ups received prior to 12PM will be resolved no later than 6PM of the same day. Missed pick-up calls received after 12PM will be resolved the following day. Most all billing related calls can also be resolved immediately during the initial report of complaint.

Other service-related complaint calls, such as property damage, issues with drivers or more extensive problems, will require supervisor attention and will take longer to resolve depending upon the issue. If a complaint cannot be adequately resolved within 24 hours, the customer will be notified of a date when the complaint will be remedied. The complaint log will be reviewed by the Customer Service Manager daily to ensure that all customer issues are being resolved in a timely manner.

NASA will maintain a record of all communications and complaints, and submit such records to the City on a quarterly basis or as otherwise prescribed in the final agreement.

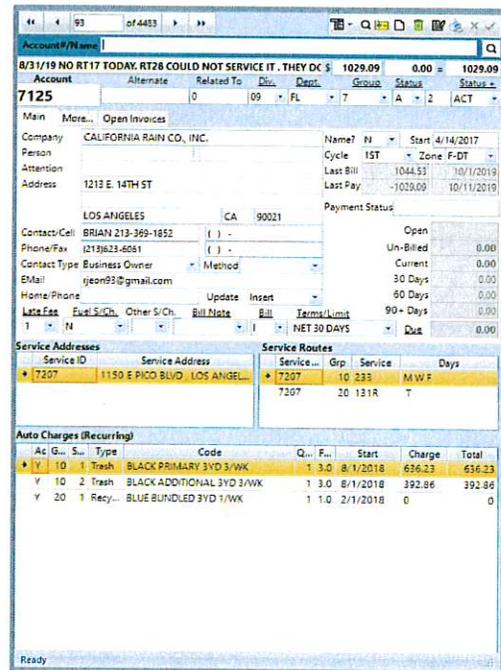
Call Center Performance Metrics

NASA currently uses a PBX system, expandable to 64 phone lines. The Phone System can capture a whole host of analytics and data, including:

- Percent of calls answered in determined time frame.
- Percent of calls where customer disconnects before being helped.
- Length of call sessions, including all documentation.
- Average time to pick up call.
- Average time caller spends on call, including hold time.
- Amount of "work time" (after the calls is gone, but CS is still working).

Using the capabilities designed into the telephone system, the Customer Service Center is regularly monitored to ensure that performance standards are not just met but exceeded. Review of the data is looked at both departmental as well as individual performance measures.

The phone system utilizes an answering machine after hours that allows callers to leave messages, such as reporting missed pick-ups and other complaints.



A view of the NASA Customer Management System.

Call center employees will be trained to understand the City contract requirements and services, including the Customer Bill of Rights, special services, service costs, and all available programs. All customer inquiries and requests are noted to the customer management system. This allows call records to be maintained for future reference.

NASA's website, nasaservices.com, will have a designated "South Gate Customers" page which will contain all information pertinent to the account type. This will include:

- Terms and Conditions form or service information.
- Service brochures.
- Newsletters.
- FAQ's.
- Online bill pay.
- Holiday schedules and Christmas tree pick-up information.
- List of Recyclable and Organic materials.
- Copies of educational and outreach materials.
- Notifications and any other information requested by the City.
- Service requests including on-call Bulky Item Collections, requests for extra pickups, and service cancellations.
- Contact information where including an option for customers to register complaints.
- Any links to City website, CalRecycle AB 341 and SB 1383, as well as local County resources and food recovery programs such as FoodDROPLA.com.



Pictured above is the NASA website landing page.

10) AUTOMATED CART DESCRIPTION

The following section will provide details on the containers proposed for use in conjunction with this proposal, both residential carts and commercial bins. Colors will comply with SB 1383 requirements. Physical samples are currently available for inspection.

CART SPECIFICATIONS

Initially, NASA will be purchasing 62,000 carts for roll-out of the contract in South Gate. All carts will be new and meet the highest industry standards for performance. Carts will be purchased from Schaefer, model Refuse Container Number USD65M which is a 65-gallon cart. Additionally, a portion of the allotment will also be of various alternate sized carts that are 95-gallon and 35-gallon.

178

Cart Specifications – Recycled Content

The new Schaefer carts will contain at least 30% post-consumer high density polyethylene recycled content.

Schaefer's Universal System Design carts are available in several gallon capacities to handle all types of recycling or waste disposal programs. We have carts that work with standard bar-lock lifters or automated grabbers. All sizes and designs come from one source, offering the superior quality you expect from Schaefer.



Cart Features & Sizes

- Easy to clean- Maneuverable
- Lockable- Rodent Proof
- Reinforced wall thickness in bar area
- Freely rotating steel bar
- Rubber/Plastic wheels
- Various colors available

Table 11. Cart Specifications

Dimensions	35-Gallon	65-Gallon	95-Gallon
Overall Height	38.2	41.5	44.3
Cart Body Height	35.8	39.1	41.6
Overall Width	22.8	24.4	27.6
Overall Depth	22.3	27.5	31.5
Wheel Diameter	8	10	10, 12
Capacity/Volume	125 lbs.	230 lbs.	335 lbs.

Cart Hot Stamping

All bins will be hot stamped with the following information:

- Materials to be placed in container.
- Unique serial number.
- Franchises name and phone number.
- Warning that the disposal of unpermitted and universal waste is prohibited.
- Bilingual in English and Spanish

Cart Sufficiency

Container specifics are included above; however, it should be noted that the carts selected were chosen in part for their ideal capacity design that allows for the optimal usage of the full cart. Unlike many of the automated carts that narrow dramatically on the bottom half, to accommodate the vehicle arm clamps, the selected Schaefer model does not follow this design. Other containers tend to be difficult to load to capacity due to the dramatic narrowing which also doesn't allow for even adding of cart contents. Schaefer's cart design is less tapered and allows for carts to be loaded evenly and fully.



Pictured above are the carts currently in use in Pico Rivera and La Canada Flintridge.

Cart Appearance & Cleaning

NASA is requesting to utilize “black” trash carts, “blue” recycling and “green” organics carts. The surface of the Schaefer carts makes for easy cleaning and dirt does not generally stick to the surface like with some bins that have a rougher outside texture. Please refer back to the previous section to view samples of the carts and bins and how they look with hot stamping and signage. Additionally, NASA hot stamps the front and sides of the cart for appearance and to ensure visibility and proper use.

Cart Maintenance

All carts and bins that will be used in conjunction with this contract will be brand new. Carts come with a 10-year warranty.

New carts and bins will ensure that residents have clean, high functioning containers at the start of service. NASA will repair or replace any damaged bins and/or carts within 48 hours of notification of the clients. Residents will be responsible for the ongoing cleanliness of their carts, which can be easily washed or rinsed.

Cart Warranty

NASA has utilized Schaefer carts for the past 10 years in its residential recycling program and has been very satisfied with the quality of the cart. Schaefer offers a standard [10-year warranty](#) on all new equipment.

Figure 7. Cart Specifications



BODY

- Non-slip, textured finish on corners for grabber traction
- Smooth surface inside and out for easy cleaning
- Injection molded for maximum strength and durability
- One-piece high-density polyethylene (HDPE) construction
- Built-in flexibility



BAR / UPPER ATTACHMENT

- Rotating retention bar for less stress on cart body
- Highly durable, in-molded bar supports
- Factory installed*
- Extra wall thickness in bar area for durability
- Externally housed lift bar for leak-proof body (available on 65-gallon)
- Integrated, reinforced upper attachment for semi-automated lifters
- Meets all ANSI standards



LIDS / HANDLES

- Solid lid axle with a robust 3-point attachment*
- Overlapping lip for rain protection
- Inside dripping rim to seal in odors
- 270° lid opening
- Ergonomically designed hand grips for easy push and pull motion
- Smooth surface with no protrusions
- Two ergonomic 2" x 5" lift handles for easy opening*

WHEELS & AXLES

- Solid axle of tempered, rolled and Zinc Chromate steel
- Lubricated maintenance free bearings
- Durable HDPE wheels for easy rolling motion
- 3/4" wheel axle on the 65- and 95-gallon, and 7/8" on the 35-gallon

BOTTOM

- Angled bottom for easy tilting
- Dual 3/8" wear strip for longer life

* Available on the 65- and 95-gallon M carts only.



OUTSIDE DIMENSIONS

Order #	1 TOTAL HEIGHT	2 BODY HEIGHT	3 WIDTH	4 DEPTH	5 WHEEL DIAMETER	LOAD RATING ↓	TRUCKLOAD QUANTITY
USD 35	38.2	35.8	22.8	22.3	8	125 lbs.	1008
USD 65M	41.5	39.1	24.4	27.5	10	230 lbs.	847
USD 95M	44.3	41.6	27.6	31.5	10, 12	335 lbs.	549

ANSI Z245.30 and ANSI Z245.60 Approved. ISO 9001 Certified. Truckload quantity based on 53' trailer. Measurements in inches.

INJECTION MOLDED MANUFACTURING, MANAGED ASSEMBLY & DISTRIBUTION, AND COMPREHENSIVE FLEET SERVICES

COLORS, MARKINGS, & OPTIONS

- Available in an array of standard colors. Custom colors available upon request with minimum quantities.
- Smooth surface for hot stamping on lid and body
- Customizable in-mold labeling (IML) on lid



MANUFACTURING LOCATIONS

- Charlotte, North Carolina
- Lodi, California

Front Load and Roll-off Bins

NASA will purchase front load and roll-off containers from Distributors Unlimited (DU) and Consolidated Fabricators. NASA has been purchasing containers from these companies for over 20 years and has an excellent working relationship with them. Bins will be new or like-new condition at the start of the contract.

181

Bins conform to standard industry sizes and measurements. Bin construction includes:

- 12-gauge pan bottom
- 14-gauge side walls
- Corrugated front and back
- Side or bottom tunnels
- Solid weld inside
- Interior rust inhibitive primer
- Exterior alkyd enamel paint
- Double or single wall plastic lids
- Identification welded
- Bin handles



Pictured above is a standard 3YD bin.



Pictured above is a Roll-Off truck and box.

NASA will purchase all open-top roll-off boxes from Distributors Unlimited (DU). Boxes will be new or like-new condition at the start of the contract and come in a variety of sizes, including 10 cubic yard, 30 cubic yard and 40 cubic yards. NASA also maintains an inventory of compactor receiver boxes.

Box construction includes:

- 10-gauge Floor
- 12-gauge sides
- 1/4 push plates
- 1/4 rub rail
- Gussets 12" o.c.
- 1/4 top rail (to prevent box from bowing)

Proposed Bin and Cart Colors

The following colors will be used throughout the City of South Gate to comply with SB 1383. If the City or State do not approve these colors, NASA will accommodate other colors to comply.

Refuse Carts & Bins:	Black
Recycling Carts & Bins:	Blue
Organics Carts & Bins:	Green

11) COLLECTION VEHICLE DESCRIPTIONS

The following section will provide details on all proposed vehicles needed to perform the scope of services. NASA will provide sufficient vehicles and equipment to perform all requirements of the contract.

NUMBER OF VEHICLES PROPOSED, AGE AND MANUFACTURER MODEL INFORMATION

NASA operates in over 15 cities in Los Angeles and Orange Counties. The company has 115 employees and operates 65 collection vehicles. NASA offers comprehensive, customer-designed, waste removal and recycling solutions to commercial and industrial establishments, single family homes, multi-family complexes, and construction and demolition sites throughout the Los Angeles and Orange County areas. NASA's achievements and future path hinge on both innovation and unmatched quality. The company constantly re-evaluates its strategies, both to improve operations and better serve a diverse client base.

New Collection Vehicles

NASA will be purchasing the following new vehicles to be utilized in the City; however, due to the supply chain order timeline, NASA may plan to start service with the following New Collection Vehicles:

Table 12. NASA'S New Collection Vehicles

Type of Vehicle	Quantity	Vehicle Model #	Year
New CNG Peterbilt Sideload	7	520	2021
New CNG Peterbilt Frontloader	5	520	2021
New CNG Peterbilt Roll-Off	2	520	2021
New GMC Service Units	1	Scout Utility	2021
New Flatbed (for bulky items)	1	Utility	2021

Vehicle Information

We have provided a brief description of each proposed vehicle in the Table below.

Table 13. NASA Vehicle Specifications

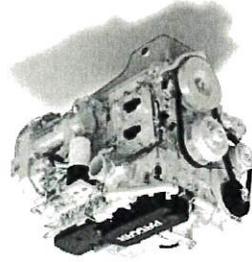
Type of Vehicle	Fuel Type	Size	# of Axles	GVW	Max Load Capacity	# of Compartments
Peterbilt Rear, Front, & Side-Loader	CNG	32 Feet	4	60,000	10 Tons	Single
Peterbilt Roll-Off	CNG	35 Feet	3	54,000	9 Tons	Single
Scout/Service	Diesel	24 Feet	2	29,000	4 Tons	Single

184

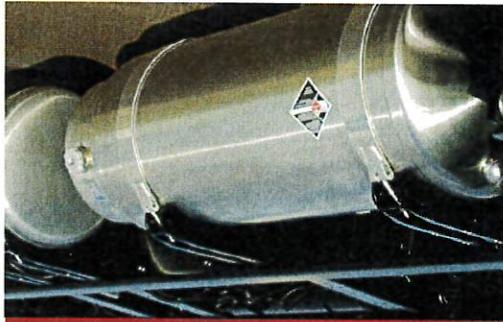
PACCAR PX-7

The 6.7-liter PACCAR PX-7 engine delivers superior performance, minimizes operational costs and maximizes uptime for medium-duty customers. Reduced maintenance, long service intervals and excellent fuel efficiency add up to a superior lifetime value. The PACCAR PX-7 is available in horsepower ratings from 200 to 350 hp and offers up to 800 lb.-ft. of torque.

Available in the *Maxim 525* and *520*



PACCAR ENGINES



Peterbilt continues to lead the industry in natural gas technology with the availability of the Cummins® Westport L9N and ISX12N Near Zero Emissions engines. These engines meet the optional Near Zero NOx Emissions standards of 0.02 g/bhp-hr for refuse applications from both the U.S. Environmental Protection Agency (EPA) and Air Resources Board (ARB) in California. Both near zero engines deliver optimized performance and improved fuel economy while operating on compressed (CNG), liquefied (LNG), renewable natural gas or biomethane that meets fuel-quality specifications.

NATURAL GAS CONFIGURATIONS

REFUSE ENGINE CONFIGURATIONS



The Model 520 standard has a new hood/large delivery wheel drive and a new hood/large delivery wheel drive. The hood/large delivery wheel drive is available in left-hand drive, right-hand drive, dual-seated and right-hand stand-up configurations.

The Model 520 is designed for maximum versatility and is available in left-hand drive, right-hand drive, dual-seated and right-hand stand-up configurations.

The interior features an ergonomic dash design with LCD-backlit gauges, a driver information display and easy-to-reach rocker switches.

Vehicle Maintenance Standards

NASA's vehicles meet all AQMD compliance standards. NASA vehicles are washed and subject to an (18) point inspection daily, prior to departure and subsequent to arrival. This minimizes any unforeseen complications and assures the safety of our drivers as well as others on the road. In addition, a more rigorous inspection is conducted every 90 days and an annual overall assessment is made to sustain the integrity of all vehicles. All efforts are geared toward providing an immeasurable service to customers that continue to expect higher standards.

To ensure that NASA trucks get the best fuel economy, the following procedures will be in place:

- Make sure that tires are always at correct air tire pressure.
- Route stops in close proximity.
- Avoid excessive braking and fast acceleration.
- Observe the speed limit.

NASA uses Nitrogen in its tires. Nitrogen maintains proper air pressure better than air, ensuring safe driving conditions. NASA is committed to well-monitored route auditing. This is another crucial aspect of reducing truck traffic, vehicle emissions and air pollution.



NASA's Front Load Vehicle is pictured above.



Pictured above is the NASA Scout vehicle.

Scheduled Vehicle Maintenance

Regular monthly maintenance includes: greasing truck suspension, drive shafts, and all moving parts on the body. Hours are logged to monitor engine, transmission, and rear end fluid. Additional services are provided as needed. In addition, a more rigorous inspection is conducted every 90 days which includes inspecting the trucks top to bottom. If brakes are needed, they are installed, which include top of the line brake shoes, spring kits and new drums at every brake repair.

Technology / Innovative Programs

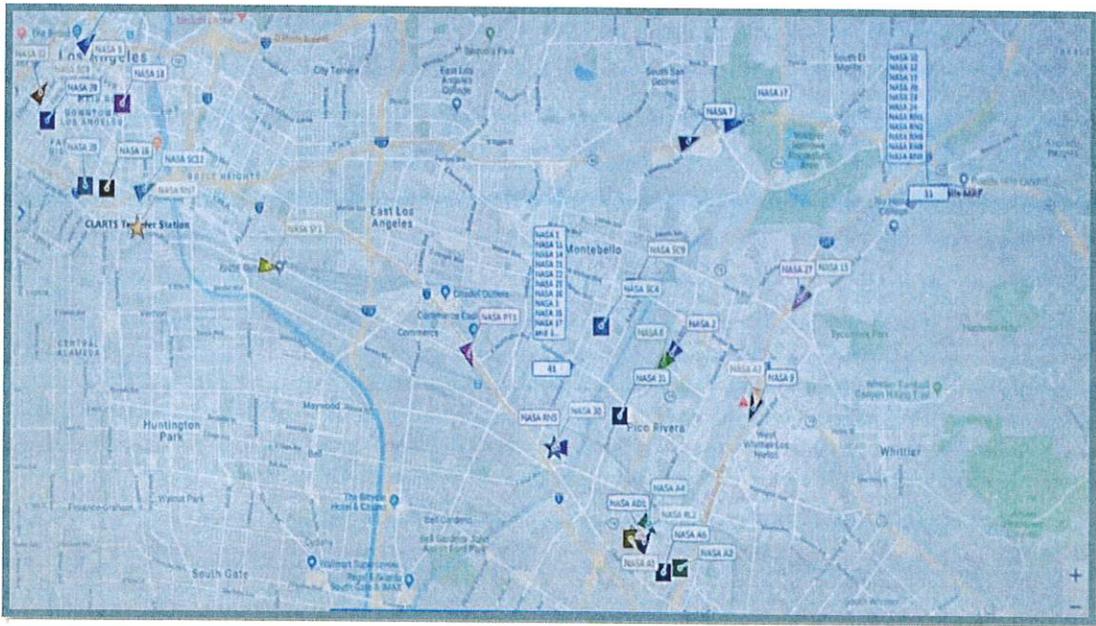
NASA uses onboard technology to dramatically improve the customer experience. The utilized technologies allow for NASA dispatch to track all routes in real-time. Dispatch is able to monitor the time of collection or estimated time of arrival. All collection issues are logged and reported in real-time. Customers are contacted to inform of issues such as blocked access, overweight bin, or other issues that arise.

Additionally, trucks are equipped with onboard scales. These scales record the weight of each bin as it is weighed. This allows drivers to ensure that overweight bins which may pose a safety hazard are not attempted and that supporting documentation of the overweight is available for the customer. A number of screen shots are provided below detailing some of the onboard technology functionality. Drivers utilize a tablet to record each customer account. Each pick-up is recorded with both video as

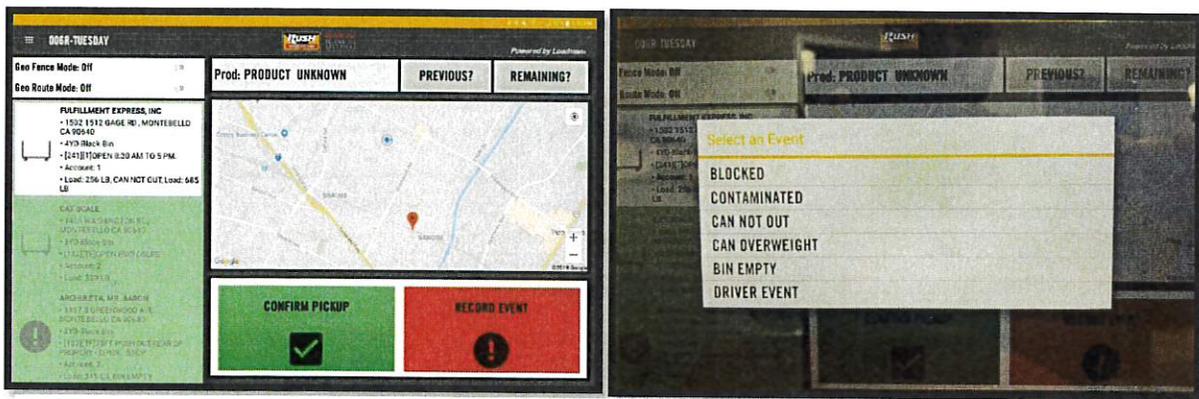
185

well as through bin loading mechanisms enabled when the truck arms engage. Videos are maintained for reference. When an exception is noted that doesn't allow the bin to be emptied the video monitoring does not commence; therefore, in these instances a still photo is taken. During the route, Dispatch can send added stops and extra pick-ups to the drivers. All information is recorded in real-time in a cloud-based service which is accessible by NASA personnel.

All Vehicles used for collection services, are equipped with a Global Positioning System (GPS). GPS data is maintained through AWS. The existing system meets the minimum (ping frequency of occurrence that GPS data is received from the Vehicle) of at least every one minute for fully automated Collection and at least every ten seconds for other Collection Vehicles, when within the Service Area.



Pictured above is the onboard technology dispatch screen used for Route Monitoring.



Pictured above is the onboard technology driver's screen.

1866



Blocked Access

Contaminated Bin

Pictured above is the onboard technology photo capture of a non-collection event.

12) MINIMUM RECYCLING REQUIREMENTS

MINIMUM DIVERSION

It is NASA's goal to achieve an overall reduction in the amount of materials going to the landfill of at least 40% independent of C&D debris, third-party diversion and tonnage collected outside of the franchise agreement. Attachment 4 provides an estimated breakdown of how the 40% diversion will be achieved both by waste stream and material type.

NASA will provide a contractual guarantee of 40% diversion.

In order to comply with the contract and assist meet the diversion requirements, in addition to the aforementioned AB 341 and SB 1383 commercial and multi-family assessments, NASA will offer a variety of additional programs designed to reduce and recycle waste and reduce illegal disposal.

Special Programs to Enhance Diversion

Backyard Compost Program

NASA will provide local training for backyard composting two times per year. Empowering residents to manage their own waste through composting in their back yards is an extremely beneficial component to community sustainability. Backyard composting can reduce the amount of waste, by weight, going into the residential trash bins significantly.

Backyard composting is a simple process which many residents will find enjoyable. Composting creates a healthy plant and supplies planet friendly compost which can be applied to flowers, vegetable gardens and landscapes in homes. Residents attending the training will receive a complimentary home composting manual. Additionally, residents will be able to purchase a worm or compost bin for a \$25 co-pay.



187

Mulch and Compost Giveaway Program

NASA will conduct at least one annual compost giveaway on the same day as a backyard compost workshop. NASA will work with the City of South Gate to hold such an event in conjunction with Earth Day, California Recycles Day or other city events, in order to promote the benefits of composting organic materials. Residents will be eligible to receive 5-gallons or more for each household.

Bulky Item Recycling

Curbside bulky item collections will be available to all residents on an on-call basis. As requested, NASA will allow for one bulky item collection per month (per single family customer, including townhouse) of up to 10 items. Bulky items will all be sorted for maximum diversion and recycling. NASA will collect all bulky items separately from trash/recycling routes. These items generally



contain highly recyclable items such as appliances, green-waste/wood, plastic and electronics. Typically, substantial diversion can be obtained by sorting and recycling (or sending to transformation) these items prior to disposal. Residents will be entitled to four free curbside bulky collections per year. Multi-family residents will receive one curbside, bulky collection per dwelling per year.

Holiday Tree Collection

During the period beginning the first business day after December 25 and continuing through the second Friday in January, NASA shall collect, transport, process and divert from landfill all holiday trees such as Christmas Trees, Hanukkah bushes or other holiday wreaths. These trees will be collected and recycled at no charge as long as they meet the requirements that they are free of ornaments, garland, tinsel, flocking and stands and properly set out for collection.

Sharps Collection Program

NASA will operate a sharps disposal program for South Gate residents. NASA will purchase recovery systems from Sharps Compliance Inc. NASA currently utilizes this system in other municipalities where it provides sharp programs. Additionally, NASA will provide all residents with information on other local sharp collection programs.

Residents utilizing needles and/or syringes will be able to properly dispose AND RECYCLE them through a mail-in program. Residents can call and request a Sharps Container. Containers will be mailed to residents within 48-hours of request. The 1-Gallon Sharps Recovery System, a USPS-authorized medical waste mailback system, provides a 1-gallon sharps container and a comprehensive, prepaid mailback system to properly dispose of sharps and other small quantities of medical waste. All systems are uniquely serialized for tracking and provide complete cradle-to-grave compliance with local, state, and federal regulations. Sharps container distribution will be tracked and residents may request up to four units per year.



Document Shredding Event

NASA will provide two annual document shredding and recycling events. NASA will work with a local vendor that provides shredding and recycling services. Residents will be able to bring confidential documents for shredding at no cost. All paper will be shredded and recycled.

C&D Processing

NASA will process 100% of all construction and demolition materials at a C&D processing facility. No C&D loads will go directly to the landfill, but NASA will utilize C&D facilities that sort and process a variety of materials, including: wood, cardboard, drywall, metal, concrete, dirt, asphalt, brick, rock, logs, grass, branches and a number of other materials generated on construction and improvement sites.

Promotional Events and Activities

NASA's goal is to become a true community partner in the City of South Gate. NASA will participate regularly in local events and activities. These activities may include local fairs, parades, or other civic



events. NASA will also participate in customer events such as Earth Day and America Recycles Day. NASA will partner with business organizations such as the Chamber of Commerce to identify opportunities to educate businesses about recycling.

During events, NASA will operate a recycling booth with promotional items and provide information on programs and services. Additionally, NASA will provide refuse and recycling carts needed to collect the waste and recyclables from the event if necessary. NASA will also provide City approved fliers, literature and other promotion items during the event or activity.

NASA is proposing to provide the following:

- 1) Annually host booths at up to 12 events in order to promote education about recycling and waste reduction.
- 2) Offer 100 hours per year of staff time to assist as recycling ambassadors at public events. Ambassadors will assist with placing recycling signage on receptacles at public events, and during the event assist attendees with understanding how to separate disposables items into bins for trash, recycling, and organics.

Purchase membership and provide financial support of the Chamber of Commerce, including offering to speak about recycling at events where members attend.

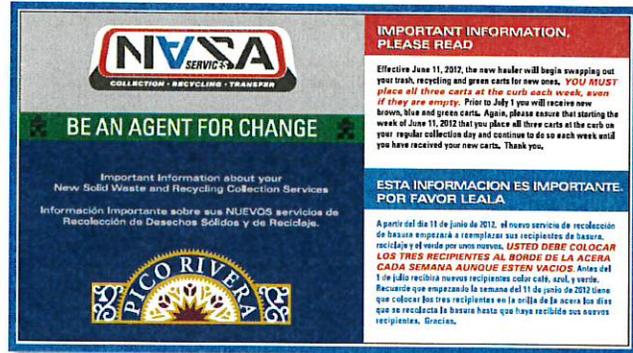
189

Literature and Promotional Materials

NASA will develop a variety of literature and promotional materials designed to educate residents on the available programs and their importance. Listed below are a number of the promotional and printed materials proposed.

How-To Brochure– Within 45 days after the execution of the contract, Contractor will prepare and mail to all Customers information on the existing Solid Waste Handling Service program defined by this Agreement. The printed materials will contain at a minimum:

- The scope of Franchise Services, including the size and number of Carts, subscription date and set-out time.
- Customer services charges, clearly marked to indicate the fees that are specifically applicable to the Customer.
- Billing procedures, including payment due and delinquency dates.
- Holiday schedules.
- Delivery, pick-up and exchange and replacement of carts.
- Weight limitation on carts.
- Customer privacy rights.
- Non-discrimination information.
- Term of the subscription order.
- Office hours, toll-free customer services telephone number, email address and website.
- Customer's right to donate or sell any or all of their recyclables to persons other than NASA.
- City's telephone number.
- Description of green waste items that do not compromise green waste cart.
- Description of recyclables.
- Information regarding Bulky Item, Electronic and other additional waste collection services.
- Information on annual collection events.
- Other information as prescribed by the City.





HERE ARE YOUR NEW CARTS
You may begin using your new carts immediately

Welcome to NASA Services! NASA is proud to be the new service provider in the City of Pico Rivera for the collection and management of solid waste and recyclables. The State of California requires cities to divert the amount of waste sent to landfill by 50%. In order to assist the City of Pico Rivera in meeting that requirement, every resident is provided with recycling (blue) and yard trimming (green) carts. Please use the following guidelines to help you reduce the amount of waste that is thrown into your brown "trash" bin.

BLUE CART
RECYCLABLES

- What's new!** Most of what we dispose can be recycled.
- Metal:** Soda and beverage cans, food and tin cans, empty aerosol cans, pie tins, metal cans, aluminum foil.
- Glass:** Glass food containers and all glass beverage containers.
- Plastic:** Plastic containers like milk, juice, and beverage containers, shampoo and lotion bottles, milk and water jugs, food and consumer containers, food trays and packaging, yogurt and butter tubs. **Please place all lids securely on containers.**
- Paper:** Cardstock, newspapers, junk mail, magazines, advertisements, small boxes, pizza boxes, the inside of paper bags, small boxes, milk and juice cartons, egg cartons, shoe boxes, wrapping paper, paper boxes and other clean paper products.

GREEN CART
YARD TRIMMINGS

Garden trimmings, flowers, weeds, grass, droppings, leaves, small branches and pruning.

WARNING: Please DO NOT place paint cans, motor oil, car fluids, antifreeze, oil, grease, and other liquids, household or commercial appliances, air conditioners, and other items in this cart. **Additional Green Waste Service:** Additional bags or bundles of green waste may be placed in a bulky item. Christmas trees will be collected every week in January. Place the tree outside on your regular collection day next to your cart. Trees over 7 feet tall should be cut in half. Remove all stumps and ornaments.

BROWN CART
TRASH

What's left? If it doesn't go in your blue or green cart, it can't be recycled, then it usually is trash. Our rule of thumb is if it's "soil", "gross", or "chewy", then it probably belongs in your brown cart.

WARNING: Please DO NOT place hot ashes, coal, dirt, rocks, concrete, construction and demolition debris, heavy metal cans such as auto parts, electronics, anything with a cord or electrical plug, double double stinks in this cart.

- REMEMBER-On Collection Day**
- Your carts should be placed outside no later than 6:00 a.m. on collection day.
 - Carts should be placed with the handles and wheels facing toward your home.
 - Place carts on the curbside appropriately. If front wheel and at least 3 feet from any obstruction.
 - Carts should be removed by the end of the day.

Tear-Off and Retain for Information on What Can Be Recycled

<p>BLUE CART RECYCLABLES</p> <p>Metal and aluminum products and containers Plastic Bottles and Containers Glass Bottles and Containers Paper & Cardboard</p>	<p>GREEN CART YARD TRIMMINGS</p> <p>Garden trimmings Flowers & weeds Grass droppings Leaves, small branches and pruning</p>	<p>BROWN CART TRASH</p> <p>Everything else "gross", "grimy" and "chewy" Food and food-soiled paper Pet waste & diapers</p>
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“How-to” Hanger – A hanger shall be provided to each Customer at the start of service under this Agreement and to each new Customer throughout the Agreement term. This hanger shall: describe available services, including available recycling and diversion programs; provide instructions for proper use of the carts and bins provided (such as how to place carts or other permitted items for collection, the types of materials to be placed in each cart; detailed holiday collection schedules; and provide billing and customer service telephone numbers. This packet will contain updated information on how to use containers, when, where and how to place solid waste for collection, and who to contact with service or billing questions, and for bulky item pickups. The packet should also clearly indicate what materials, such as syringes and other HHW, should not be disposed of in these containers. This brochure shall include instructions on how customers should dispose of HHW and Sharps, such as information on the HHW drop-off facilities, Sharps program, and other available programs.

Newsletter – NASA shall fund, develop, print and mail a quarterly newsletter to all customers. The newsletter will contain information on all services, schedules, programs and special information related to refuse and recycling services and laws. The City will approve all content and design.

The following page shows sample bulletin and newsletter formats.

191

Annual Clean-up Event

The Annual Clean-up is coming to Pico Rivera.

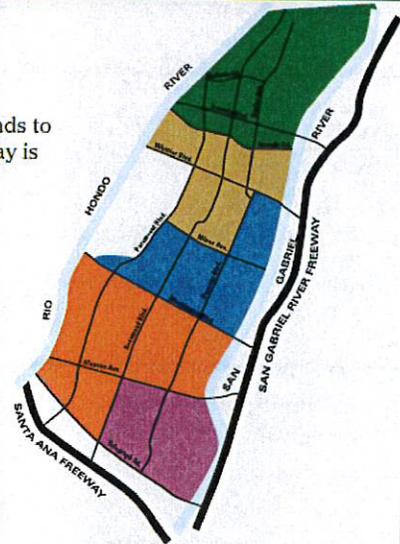
Collection Schedule

See the schedule below to determine your collection date. The date corresponds to your regular day of collection. For instance, if your regular trash collection day is on Monday, then your Clean-up day is Saturday, April 19.

- Monday/Lunes – Saturday, April 19 / 19 de Abril
- Tuesday/Martes – Saturday, April 26 / 26 de Abril
- Wednesday/Miercoles – Saturday, May 3 / 3 de Mayo
- Thursday/Jueves – Saturday, May 10 / 10 de Mayo
- Friday/Viernes – Saturday, May 17 / 17 de Mayo

All items must be set out by 6AM on the day of your clean-up.

Do you have a garage or backyard full of unwanted items? Now is the time to clean-up those spaces and get free from the clutter. Remember, many items still have a value and may be donated. Before placing items at the curb, please consider donating all working, usable items to local thrift stores and charities that support our communities and those who are less fortunate. This is also a great way to keep resources out of the landfills.



What Can Be Collected?

- Furniture such as chairs, sofas and mattresses
- Appliances such as refrigerators, ranges, washers and dryers, water heaters, dishwashers and similar plumbing or small appliances
- E-waste such as computers, telephones, televisions, stereo equipment and other electronic devices
- Yard waste such as tree branches, scrap wood in bundles up to 4' long
- Clothing
- Other non-hazardous items

All items must be able to be moved by two-man crews or they can not be collected

**Non acceptable items include all hazardous wastes or materials, such as oil, solvents or paints.
 No construction debris, such as concrete, asphalt, lumber or drywall.
 No equipment or vehicles. No truck or automobile tires.**

Recycle Your Batteries

Drop-off batteries at various local locations including: NASA offices in Montebello, Pico Rivera City Hall, Pico Rivera Sheriff's Station, Mines Library, Serapis Library, Pico Park, Hondo Park, Rio Vista Park, Rivera Park, Smith Park, the Senior Center and the Recreation Building.



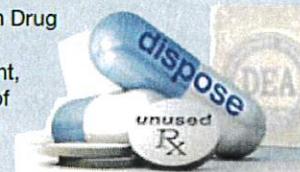
PROPER PAINT DISPOSAL

Proper disposal and recycling of paint is the LAW in California. Paint may not be disposed in the trash or down the drain.

To locate a paint drop-off near you, visit <http://paintcare.org/locator/>

Got Drugs? April 26, 2014

The National Prescription Drug Take-Back Day aims to provide a safe, convenient, and responsible means of disposing of prescription drugs, while also educating the general public about the potential for abuse of medications.



Please don't flush unused drugs down the toilet. Check the website to locate collection sites near you.

http://www.deadiversion.usdoj.gov/drug_disposal/takeback/

LAPD & NASA: HOLIDAY EVENT PLANNING NOW

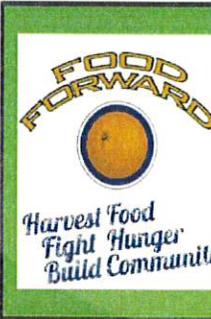
Calling on all NASA partners! Each December, the Los Angeles Police Department hosts a holiday celebration at the Rampart Police Station. The event draws more than 1,000 families who enjoy live entertainment, food, and gifts donated by local businesses and organizations. NASA is grateful to our partner SGS Produce, which has donated fresh fruits and vegetables to this holiday event for several years.

Once again, the NASA Services team is coordinating contributions of fresh produce to provide to families in need attending the 2020 holiday event. If you're interested in making a donation of fresh produce this year, send an email to zerowaste@nasaservices.com.

WHAT'S NEW TO YOU? AN UPCYCLE STATION!

One easy way to increase office recycling is by setting up an Upcycle Station. Employees with small office furniture, phones, computers, staplers, etc. can place used items in a designated & labeled shelving area known as an Upcycle Station. When co-workers need 'new' office supplies, they must first check the Upcycle Station for available items before ordering anything new.

Do you have a tip on how your business or organization can be creative to reduce, reuse, and recycle? Send your tip to zerowaste@nasaservices.com.

NASA is proud to partner with Food Forward, which fights hunger and prevents food waste by rescuing fresh surplus produce, connecting this abundance with people in need and inspiring others to do the same. Learn more about Food Forward at: www.foodforward.org.

RECYCLA UNIVERSITY COURSES AVAILABLE ONLINE



recyclA University is a Webinar-based educational series, available 24X7 to recyclA customers - businesses, property

managers, and residents. Attendees can take the following courses anywhere an Internet connection is available:

- **Removing Barriers to Recycling:** This webinar is designed to provide information to all service subscribers on the benefits and assistance available through the recyclA Removing Barriers to Recycling Program. This program is a collaboration between the City of Los Angeles and your recyclA service provider, and is designed to help businesses and multifamily complexes reduce the amount of trash service needed and the associated costs.

- **Out of the Box Recycling Programs:** An efficient recycling program in your office building can improve employee satisfaction & community goodwill while reducing costs WITHOUT disrupting normal operations. This free 30-minute webinar will help you optimize your office recycling program and highlight successful case studies.

Learn more about recyclA University and enroll for a webinar: <https://recyclauniversity.com/>

HOLIDAY SERVICE SCHEDULES



During the weeks in which a holiday falls, collections will be one day behind schedule on the day of the holiday and all remaining days during the week. Upcoming 2020 holidays include:

- Thanksgiving Day, Thursday, November 26;
- Christmas Day, Friday, December 25
- New Year's Day, Friday, January 1.



193



NASA SERVICES NEWSLETTER

Summer 2020



VOLUME 1, ISSUE 7

IN THIS ISSUE: | NASA SERVICES & COVID19 | SGS PRODUCE, INC. ACHIEVES GOLD TRUE CERTIFICATION | AN UPCYCLE STATION



WELCOME

In this edition of the NASA Services Newsletter... We congratulate SGS Produce for achieving Gold TRUE Certification. LAPD and NASA are planning early for a great winter holiday celebration, ALREADY. recyclLA University Webinar classes are available for enrollment. Learn about Food Forward, which fights hunger and food waste in Los Angeles.

NASA SERVICES & COVID19

NASA Services would like to assure clients and partners that services will continue normally. We have taken precautions for both employees and customers and put into place all steps needed to ensure continuity of services. Should we encounter policies or events that affect services to our communities, we will post that information immediately. We're grateful for all our customers. For more information, call 1-888-888-0388.

SGS PRODUCE, INC. ACHIEVES GOLD TRUE CERTIFICATION



Congratulations to SGS Produce for its Gold-level TRUE Certification. This achievement demonstrates the sincere commitment of SGS to embrace and apply Zero Waste practices all throughout corporate culture and operations.

The TRUE certification process -- defined and implemented by Green Business Certification, Inc., took nearly 9 months to complete. It required SGS to examine, audit, and verify all business processes and operations, from products used internally to the types of inbound vendors selected to source goods, and to coming alongside customers on advocating sustainable choices.

Learn more about the TRUE Zero Waste Certification and how to achieve it: <https://gbci.org/how-achieve-true-zero-waste-certification>



www.nasarecycla.com • www.recycla.com • 1-800-773-2489
1100 South Maple Avenue, Montebello, CA 90640
7:00 AM - 5:00 PM Monday to Friday • 7:00 AM - 12:00 PM Saturday



194

Annual Brochures/Mailings – Not less than once per year during each Rate Year, NASA will prepare and distribute to each customer a mailing to update customers regarding program basics, program changes, holiday schedules and other service-related information. The mailing will promote and explain: all solid waste programs offered by City and Contractor (such as Recycling, Green Waste, holiday tree and Bulky Item Collections) described in detail; the environmental, regulatory, and other benefits of participating in recycling; how to properly dispose of Household Hazardous Waste such as syringes, paint, etc.; collection schedules, including holiday schedules; customers service numbers; and the procedures to begin and terminate services. Content must be approved by City, and the City may require the inclusion of certain information. The City may request that this piece be included in one of City's newsletters, in which case Contractor shall develop the piece to meet City's mailing specifications. Alternatively, the City may require Contractor to mail this piece at Contractor's

SORTING MADE EASY!

<p style="text-align: center;">BLUE CART RECYCLABLES</p> <p style="font-size: small;">Metal and aluminum products and containers Plastic Bottles and Containers Glass Bottles and Containers Paper & Cardboard</p> 	<p style="text-align: center;">GREEN CART YARD TRIMMINGS</p> <p style="font-size: small;">Garden trimmings Flowers & weeds Grass clippings Leaves, small branches and prunings</p> 	<p style="text-align: center;">BROWN CART TRASH</p> <p style="font-size: small;">Everything else "one", "goose" and "chewy" Food and food soiled paper Pet waste & diapers</p> 
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"The Commercial Corner"
Commercial Food & Organics Recycling Program



Commercial businesses can help reduce the amount of organics going in to landfills by participating in the "Commercial Food & Organics Recycling Program". Organic materials such as food, and food soiled paper are some of the biggest contributors in the creation of methane once disposed in a landfill.

Methane released from landfills is the largest man-made source of Greenhouse Gases (GHG). Pico Rivera businesses can help reduce local GHG emissions by recycling food and organics. To find out more about this program and how your business can participate, please contact NASA Services at 888.888.0388.

Holiday Schedule

Memorial Day	Monday, May 26
Independence Day	Friday, July 4
Labor Day	Monday, September 1
Thanksgiving	Thursday, November 27
Christmas	Thursday, December 25
New Year's Day	Thursday, January 1

During a holiday, collections will be postponed by one day for the holiday and the remainder of the week.



P.O. BOX 1755 • MONTEBELLO, CA 90640
888-888-0388 • FAX 323-588-0388
www.nasaservices.com

cost. NASA is responsible for all costs associated with the development of this piece. Contractor shall provide at additional copies of this piece each year directly to City for distribution. NASA shall also produce additional copies for its own distribution responsibilities at community events and otherwise.

Specialty Promotional Items – In addition to printed media, NASA will also annually produce special items for giveaway at events. These specialty items may include magnets, reusable bags, t-shirts, reusable lunch bags and/or other items that NASA feels will provide a good mechanism for promoting the message.

Corrective Action "Red-Tag" Notice – NASA has a corrective action notification form, or "Red-Tag notice, for use in instances where a Customer sets out inappropriate materials for Collection, that explains the appropriate manner for Disposal of such items.



www.nasaservices.com
PO Box 1755, Montebello, CA 90640 • TEL: 888-888-0388 • FAX: 323-588-0388

Date _____ Time _____

NOTICE OF CONTAMINATION

Your blue recycle and green waste bins were randomly audited today, and we found the following bins were contaminated with trash.

Blue/Recycle Green/Greenwaste

First Notice / WARNING ONLY
 Repeat Notice / BIN NOT COLLECTED

Please refer to the recycling guidelines below for the proper way to sort and use your bins. In the future, contaminated bins will NOT be collected.

<p>BLUE CART RECYCLABLES</p> <p>Metal and aluminum products and containers Plastic Bottles and Containers Glass Bottles and Containers Paper & Cardboard</p> 	<p>GREEN CART YARD TRIMMINGS</p> <p>Garden trimmings Flowers & weeds Grass clippings Leaves, small branches and prunings</p> 
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195

Online Media and Education

NASA hosts a comprehensive online website at www.nasaservices.com. NASA will develop and South Gate specific section on its webinar to enable Customers to contact Contractor, and to display holiday schedules, Sharps program information, proper HHW disposal procedures, which materials are to be placed in Recycling Containers, and other useful information.

Recycling Flyers samples:

The image displays three recycling flyer samples for 'IT'S TIME TO recycLA'. Each flyer is designed for a specific location and lists categories of recyclable items.

- Office Flyer:** 'AT YOUR OFFICE CLEAN AND FULLY EMPTIED ITEMS'. Categories include Paper, Flattened Cardboard & Paperboard, Bagged Shredded Paper, Food & Beverage Cans, Plastic Bottles & Containers, and Glass Bottles & Jars.
- Apartment Flyer:** 'AT YOUR APARTMENT CLEAN AND FULLY EMPTIED ITEMS'. Categories include Paper, Flattened Cardboard & Paperboard, Food & Beverage Cartons, Glass Bottles & Jars, Plastic, and Cans.
- Restaurant Flyer:** 'AT YOUR RESTAURANT CLEAN AND FULLY EMPTIED ITEMS'. Categories include Plastic Bottles & Containers, Glass Bottles & Containers, Metal Cans & Containers, Clean & Dry Paper, Flattened Cardboard & Shipping Containers, and Food & Beverage Cartons.

Each flyer features a central image of a person interacting with a recycling bin and a footer with the website recycLA.com, phone number (800) 773-2489, and the NASA logo.

196

City-wide Recycling Services and Programs to Enhance Diversion

In addition to the residential and commercial programs which NASA proposes to provide, it is also committed to recycling as much of the additional materials collected from special events, clean-ups and alley ways.



Special Events Services

NASA understands that at the request of the City, it shall provide roll-offs, bins, event boxes and liners in type, number and capacity specified by the City for discards of solid waste, and recyclables from community cleanup projects or public events. NASA will collect bins no later than one day following the termination of the project or event. NASA will also make available promotional materials and up to 100 reusable bags per event.

NASA will provide the listed Citywide special events with collection boxes and liners for separation of refuse and recyclables. NASA will provide appropriate signage to assist with the proper usages of the event boxes. NASA will also provide event recycling assistances at large events held within the City.

Abandoned Items and Clean-Up Events Recycling

With regards to abandoned items and clean-up events, NASA will sort and recycle as much of the collected materials as possible. Any hazardous wastes will be properly taken to HWW sites, and electronics will be taken to electronic dismantlers for proper handling and recycling domestically.



13) RECYCLABLE MATERIALS PROGRAM

During the first year of the contract NASA will focus on source separate recycling and organic program implementation as well as donation opportunities as the highest priority. This will give NASA the opportunity to assess actual tonnages being collected, disposed, and diverted, and the composition of those materials.

The following is a partial list of the material types that can currently be placed into the recycling and organic bins. It should be noted that commodity markets change regularly and many of the historically "recyclable" materials are not being accepted in programs right now. NASA utilizes the Universal Waste Systems' top-notch materials recovery facility in Santa Fe Springs to recover more material types and create a more robust program with higher diversion.

Table 14. Acceptable Recyclables

Recyclables	Green Waste (Loose)	Food (Bagged Separately)
Acceptable Recyclables (all items should be clean and dry): <ul style="list-style-type: none"> • Cardboard • Mixed Paper • Food Boxes • Mail • Beverage Cans • Food Tin & Bi-Metal Cans • Glass Bottles • Jars (Glass & Plastic) • Jugs • Plastic Bottles and Caps • Aseptic Packaging 	Acceptable Organics: <ul style="list-style-type: none"> • Grass • Leaves • Branches • Floral • Wood • Pallets 	Acceptable Organics: <ul style="list-style-type: none"> • Coffee Grounds • Meat & Bones • Fish • Dairy • Fruit • Bread & Vegetables • Frozen Food • Loose Tea • Eggs • Floral • Food Soiled Paper or Napkins
Not Currently Accepted in Blue Bin: <ul style="list-style-type: none"> • Polystyrene • Film Plastic, Plastic Wrap, & Plastic Bags (Educate to Take to Supermarkets) • Composite Pouches (Except Aseptic) • Plastic #7 & Composite Plastics • Textiles & Carpet (Can go in Roll-Off or Source Separate Bin) 	Not Currently Accepted in Organic Bin: <ul style="list-style-type: none"> • Pet Waste • Construction Debris, Including Wood Beams & Boards • Wax Cardboard 	Not Currently Accepted in Organic Bin: <ul style="list-style-type: none"> • Food To-Go Packaging Excepted Certified Compostable • Wood • Glass • Plastic • Crates • Wax Cardboard • Bio-Plastics

14) ORGANIC WASTE RECYCLING PROGRAM

NASA will provide various options for organics recycling compliance as mandated by AB1826 and SB 1383. NASA currently operates multiple organic collection programs that is recycling thousands of tons of organics annually. NASA diverts the highest weight of commercial organics in the City of Los Angeles, at nearly 10,000 tons per year of material collected from the downtown Los Angeles zone. Additionally, NASA is the only franchisee in the County of Los Angeles that is contracted as part of the Food Pilot Recycling Program. Through this program, NASA has implemented organic collection programs at multiple grocery stores in the unincorporated Los Angeles County. Since July, 2016, NASA's efforts have diverted over 4 million pounds of food waste. NASA continues to be a leader in organics diversion through its efforts to properly train and educate customers.

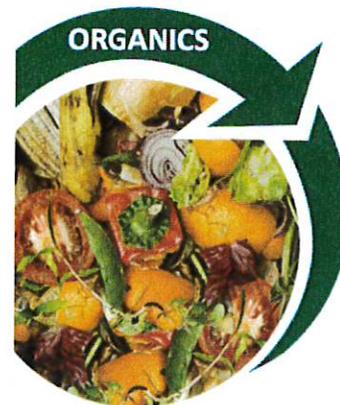
198

As part of the requirements for South Gate businesses, residential, and multi-family complexes to comply with these laws, NASA will offer the following options:

SOURCE SEPARATED COMMERCIAL AND MULTI-FAMILY ORGANICS RECYCLING

Businesses seeking to source separate organics for recycling will be able to participate in a clean food & organics recycling program. Businesses will be provided separate bins or carts for the storage and collection of these organic materials.

Within ninety (90) days of City Council approval of agreement, NASA will provide an outreach plan to City for approval identifying the site visit schedule for which to send a representative to visit each Multi-Family and Commercial Customer that does not subscribe to Organic Materials Collection for the purpose of assessing levels of Organic Materials generation, assessing when Organic Materials collection service must be established to meet the requirements of Public Resources Code Section 42649.81, and encouraging all Multi-Family and Commercial Customers to establish Organic Materials Collection service in advance of the date when mandatory service is required.



NASA will contact Multi-Family and Commercial Customers to schedule site visits according to the approved schedule. Beginning July 1, 2023, and annually thereafter, a representative will contact Multi-Family and Commercial Customers not subscribing to the Organic Materials Collection service who are required under AB 1826. Beginning January 1, 2023, and annually thereafter, a representative will contact Multi-Family and Commercial Customers not subscribing to the Organic Materials Collection service required under SB 1383. The Company representative will assist Customers with selecting appropriate Containers and Container sizing, identifying acceptable Organic Materials for Collection and processing, and attempting to resolve any logistical detriments to providing Organic Materials Collection service.

NASA will incorporate education regarding Organic Materials Recycling and the State requirements into materials produced under Section 5.3, and will develop its own Organics-specific instructional materials for use in educating participating Customers. All participants receive ongoing, on-site training from Company for management, kitchen staff, service employees, janitors, etc. Company will create and distribute a letter to all Customers. Additional materials may include instructional posters, brochures, or other formats as mutually agreed to between City and Company. As with all outreach material, all items must be submitted for review and approval by City prior to distribution.

Contaminated Container Procedures

NASA will place a red tag or other warning notice approved by the City on all Refuse, Recyclable Material or Green Waste loads that are contaminated, indicating to the Customer why the load was not Collected and, if applicable, diverted, or if the Recycling or Green Waste Container was sufficiently contaminated that it had to be Collected as Refuse, and providing Contractor's phone number.

For Customers with off-site management such as small apartment buildings, Contractor shall also mail a copy of the warning to the Customer's billing address. Contractor shall notify City on a monthly basis of any warning notices issued and shall provide copies of such warnings to City upon request.

199

With prior written City authorization, Contractor may remove Recycling and Green Waste Containers from habitual contaminators that have received a total of three (3) warnings on a Container in any six-month period. Recycling and Green Waste Containers will be returned only after six (6) months, or upon direction of the City, or if there is a change of occupancy. Contractor will visually inspect the contents of Residential Refuse Carts and, if significant Recyclable Materials are found, leave a notice educating Customer to better separate Recyclable Materials from Refuse.

Route Audits and Records

Commencing after the January 1, 2023 roll-out of services, as part of the SB 1383 implementation plan, NASA will perform Prescribed Contamination Monitoring option 1 – Physical Inspections and route reviews in compliance with the CalRecycle requirements under SB 1383. Inspections will include contents of blue, green and black containers for prohibited container contaminants of at least 10% of each hauler route. These containers will be randomly inspected.

A hauler route review methodology will be developed that focuses on providing inspection and assistance to the most help needed routes first. All finders will be reported to the City on a monthly basis. Customers that place unacceptable Organic Materials or other items that cannot be Recycled such as textiles into the Organic Materials Container(s) will be handled in accordance with the procedures set forth in Section 4.2.3 with respect to the placement of non-Recyclable Materials into the Recycling Container.

NASA will maintain all records and provide reports requires as part of SB 1383, including but not limited to:

- Third-party diversion and whether the program is for Food Waste or Green Waste (such as a landscaper that composts or otherwise diverts Organic Materials).
- Which Customers are required to participate in an Organic Materials Recycling program per Public Resources Code Section 42649.81.
- Records of Customer site visits.
- Source separated Organic Materials tonnage collected from Commercial and Multi-Family Customers, separately identifying Green Waste and Food Waste if collected separately.
- Commercial and Multi-Family Customers participating in food recovery programs.
- Commercial and Multi-Family Customers using third-party recycling.
- Additional information that may be requested by the State/CalRecycle related to Recycling and Organic Materials programs.

Contamination Monitoring Plan

Annually, route reviews will be performed on all customer containers. Recycling and organic waste containers will be audited for contamination and trash containers will be audited for recyclable and organics that are incorrectly disposed. The route review process will be performed by outreach staff as an additional practice to the driver practice of monitoring for contamination. The route auditing performed by field staff will include a more in-depth audit process that will collection additional information for outreach staff to make recommendations and assist customers.

Audited containers will be selected, first by driver referral for containers regularly known to be contaminated, and then randomly selected until all customer containers have been audited. Coordination will be done to help ensure that selected containers are not audited on the same day as they are collected. In the event that a commercial account has five or six days per week of collection, the auditor will arrange to audit the container early in the morning prior to collection.

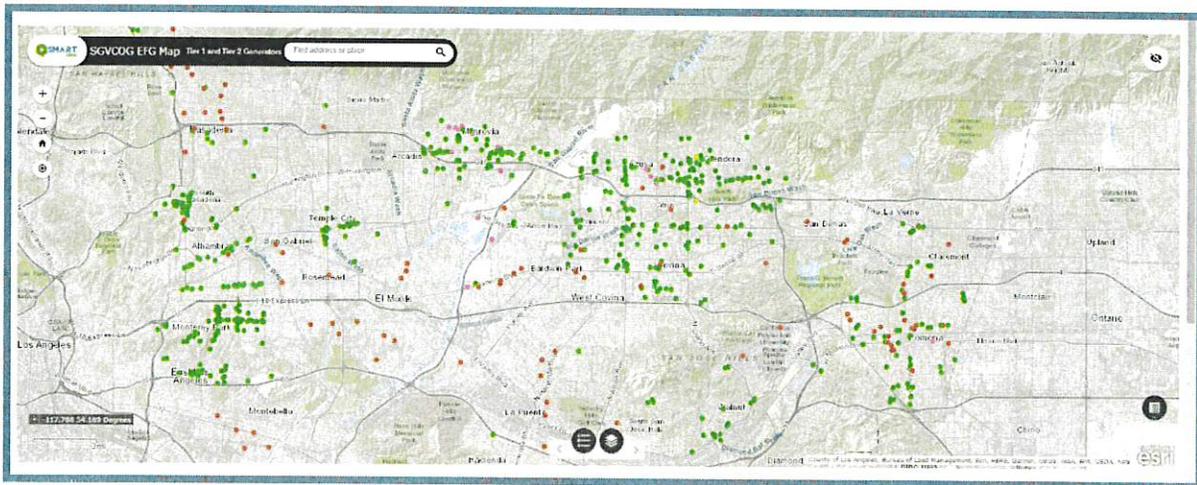
During the time of audit, any container that is not filled at least 10% will be marked as incomplete and reattempted. At least three attempts will be made to audit each selected container.

The recycling containers shall be considered contaminated if they contain more than ten percent (10%) non-recyclable material by weight or volume. The organic waste containers shall be considered contaminated if they contain more than five percent (5%) non-organic waste material by weight or volume.

Route audits will be conducted using the SMART 1383 collection field tool. A 1-minute video example of how the tool works is available online at: <https://smart1383.sustainabilityintelligence.com/wp-content/uploads/sites/2/2021/11/SMART1383-video.mp4>. (Please note the video provides an example of a residential route audit, but the demonstration can be applied to all account types).

Field auditors will easily know which customers have had route audits performed using a mapping tool that color codes locations based on whether the annual route audit has been completed. The mapping tool allows outreach staff to open the map, and identify nearby locations marked in “red” that have not been inspected. Staff can also note customers in “yellow”, which indicate multiple driver contamination exceptions. This tool allows staff to efficiently identify the need for route audits when in the field.

Figure 8. Route Audits Mapping Tool View



Using predetermined contamination guidance, such as percentage of contamination, auditors will visually inspect each container and log results immediately. The audit guidance will be developed so that multiple relevant and valuable data points will be obtained at the time of the audit. This can include notating specific contaminants, estimated volumes of contamination, approximate fullness of container, and other information as determined. The audit tool will allow the auditor to select the bin for audit from a geo map pinpoint. The auditor will be able to review account information such as

address, customer name, and container sizes and types. Once the account is selected the tablet will geocode the location and apply a date and time stamp to the record.

The auditor will confirm the account information, and then proceed through the container audit checklist. As part of the audit process, a photo or photos of noted contamination will be attached to the record. Once the audit is completed the record will be submitted and the auditor will be able to print a label with specific feedback for the account. A sample label showing the type of information that can be included is shown at right.

Contamination notices will be customized to provide the specific information outlined in the 1st, 2nd and 3rd+ notices in the agreement. This includes notifying customers of impending or assessed fees on the second and third instances. The audit process and label will comply with SB 1383 requirements, including that the specific contaminant(s) will be provided in the description on the label affixed to the container.



Contamination Inspection Using SMART 1383 Tool

NOTICE

Today NASA Services performed a visual inspection of your carts as required by SB1383 regulations.

Date and Time of Inspection: 07-12-2021 13:23:30

The results of your inspection are as follows:

Trash Cart:

It was contaminated with: Other

Recycle Cart:

It was contaminated with: Trash

Green Waste Cart:

Not Set Out

Notes: this is a test submission

If you have any questions, or would like to find out more information about how to properly separate materials -

Please visit: <https://nasaservices.com/municipalities/pico-rivera/service-guide-map/>

Or scan the following QR code



Pictured above is an example of printed label from an audit which can be customized with a link and QR code. Customers receive correct recycling and material placement information.

Pictured below is a Route Audit Survey.



Pictured above is a series of photos that demonstrate steps to the route audit.

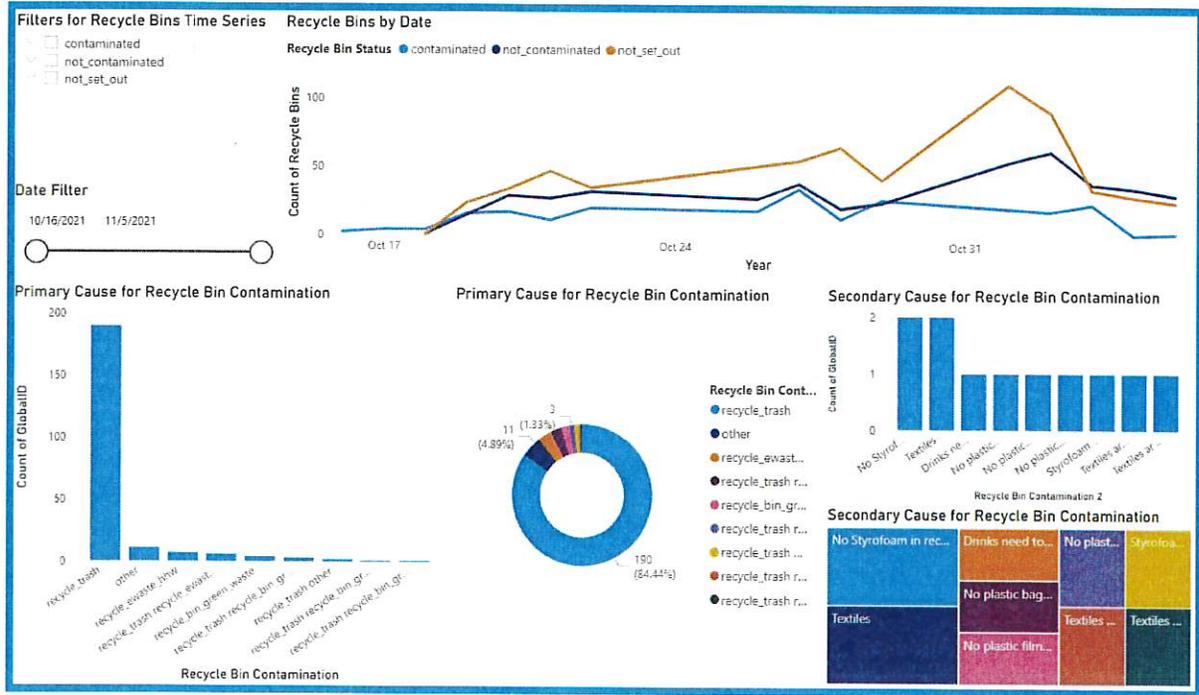
NASA and its outreach staff will utilize the results of the route audit to target outreach to specific routes and for specific contaminants in order to achieve better results. All audit will be recorded in realtime with customized reports and dashboards displaying key analytics. Using the data collected and custom reports, we can track:

- Percentage of contamination by route, container type, geo-zone, and commercial industry code (SIC/NAICS/other).
- Type, volume, and weight of contamination by material type.
- Customer compliance with SB 1383 as it relates to proper container usage, including issuing warning notices.
- Fluctuations in contamination during holidays and seasons
- And various other custom information as requested.

Using the data obtained through the route audits, we will prepare recommendations to help improve participation and reduce contamination. These recommendations may include:

- Adjusting service levels.
- Recommending citations or enforcement actions.
- Identifying waiver eligibility
- Providing additional training or technical assistance.
- Improving signage, stickers, or visual aids.

Figure 9. SMART 1383 Contamination Report View



Residential Organics Program

Commencing no later than January 1, 2023 NASA will implement a residential food waste recovery program for the City of South Gate. The program will allow residents to conveniently commingle bagged food scraps and food soiled paper in the yard waste cart and compost the materials to create soil amendment products. Bagging food scraps separately from yard waste allows the Puente Hills MRF to easily pull the bags out from the yard waste. The food scraps and yard waste each have different materials handling and composting processes.

NASA will commence education and outreach efforts to prepare the community to transition the new organics program. NASA will fully develop all educational materials using a professional designer. Outreach materials will include information on what materials are accepted/not-accepted, how to properly prepare materials for disposal, and the importance of participating in the program. Samples of outreach materials for the organics program that NASA offers under the recycLA franchise as well as the County Food Pilot Program are included in the following pages.

MANDATORY RECYCLING FOR BUSINESSES & MULTI-FAMILY DWELLINGS

AB 341 and AB 1826 Requirements

AB 341 MANDATORY COMMERCIAL RECYCLING

Required to recycle if your property is:

- A **business** that regularly disposes of solid waste, or
- A **multi-family** dwelling of 5 units or more

Comply by:

- Separating your recyclable materials from your trash and taking them to the recycling center
- Subscribing to Blue Bin recycling services with your recycLA Service Provider

AB 1826 MANDATORY ORGANICS RECYCLING

Businesses and multi-family dwellings must have an organics (green waste) recycling program in place by:

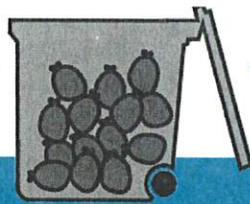
- **January 1, 2017** – generators of 4 or more cubic yards of organic waste per week
- **January 1, 2019** – generators of 4 or more cubic yards of solid waste per week
- **Summer/Fall 2021** – generators of 2 or more cubic yards of solid waste per week, if statewide disposal of organic waste is not decreased by 50%

Organics: defined by the State as food waste, green waste, landscape and pruning waste, nonhazardous wood waste and food soiled paper waste that is mixed with food waste.

NOTE: Multi-family residential dwellings are NOT required to recycle food waste at this time

Comply by:

- Donating the generated organics waste (food rescue)
- Subscribing to Green bin organic waste services from your recycLA Service Provider
- Recycling organic waste onsite or self-haul for organics recycling



1 CUBIC BIN

x4

1 cubic yard

Holds up to 14-16 tall kitchen bags

How Much is 4 Cubic Yards of Waste?

Questions? Visit NASAreCYLA.com or call 1-800-773-2489



recycLA



As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

206

REMOVING FOOD WASTE FROM LANDFILLS

To reduce food waste, NASA Services offers food recycling and partners with rescue services.

For the first time, ALL businesses in Los Angeles will have access to food waste recycling and diversion services.

To reduce food waste, NASA Services will offer food waste recycling and will partner with food rescue organizations to provide collections of edible food for those in need.

FOOD WASTE HIERARCHY



Questions? Visit NASAreycLA.com or call 1-800-773-2489



recycLA



As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

FOOD WASTE (SOBRAS DE COMIDA)

- **Coffee Grounds**
- **Fruit**
- **Bread**
- **Fish**
- **Meat**
- **Vegetables**
- **Dairy**
- **Tea Bags**

- **Café Molido**
- **Fruta**
- **Pan**
- **Pescado**
- **Carne**
- **Verduras**
- **Productos Lácteos**
- **Bolsas de Té**



Questions? Preguntas?
800-773-2489
myLA311.lacity.org



recyclA
Make waste history



As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

En relación con el Artículo II de Acto de Americanos con Incapacidades, la Ciudad de Los Angeles no discrimina en base de incapacidad física, y si usted lo pide, la Ciudad proveerá en un nivel razonable igual acceso a sus programas, servicios y actividades.



YES SI 可 NO 不可

SMART BUSINESSES RECYCLE FOOD WASTE

SMART BUSINESSES

RECYCLE
COUNTY OF LOS ANGELES

For more information:
Monday - Thursday 7:30am - 5:30pm
(800) 993-5844
CommercialFranchise@dpw.lacounty.gov
www.LACountySWIMS.org
www.BusinessRecycling.com

PUBLIC WORKS

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COLLECTION • RECYCLING • TRANSFER
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209

15) FOOD RECOVERY ASSISTANCE

NASA will consult with businesses that generate food waste in order to identify food donation, or food waste reduction opportunities. Emphasis will be placed on connecting businesses to local non-profit organizations that feed hungry people. There is no cost for this service. NASA has extensive experience working with organizations to implement food recovery programs as part of its efforts as a recycLA franchisee.



In 2019, NASA worked with customers to donate 846 thousand pounds of food to food recovery organizations including Heart of Compassion, and World Harvest. NASA will utilize the expertise that it has gained in Los Angeles to roll-out a food recovery program in South Gate. NASA has developed great relationships with existing food recovery organizations and will work to identify other organizations local to South Gate that can partner with the business.

HOW TO DONATE

Here is how you can donate edible food and other valuable items.

FOOD	ELECTRONICS	OTHER ITEMS
Heart of Compassion (323) 727-7997 Food Forward recovery@foodforward.org	Homeboy Recycling (323) 222-3322	Goodwill Industries (323) 539-2000 LA Shares www.lashares.org

NASA will facilitate data exchange that includes the type and amount of food recovered. Additionally, NASA will perform at a minimum annual route audits to identify if and where food is still being disposed. If at any time, CalRecycle determines that any of the offered programs do not comply with AB1826 and SB1383, NASA will immediately work with the City of South Gate to identify and implement a program that is compliant.



16) PROCUREMENT OF RECOVERED ORGANIC WASTE PRODUCTS

NASA currently utilizes 100% RNG for its natural gas fleet. All of NASA's RNG is procured through Clean Energy and delivered directly to NASA's fueling station. Clean Energy pioneered RNG as a vehicle fuel in the U.S. and continues to be the largest provider of RNG to this day. Clean Energy has an extensive network of over 570 fueling stations across North America and can deliver RNG to any station in the United States, public or private. Clean Energy's robust infrastructure ensures a quick path from farm to fleet, and convenient access for the 25,000+ vehicles running on RNG daily.

Questions? Visit NASAreCYLA.com or call 1-800-773-2489



As a contract entity under Title 17 of the Administrative Code, the City of Los Angeles does not discriminate on the basis of disability and, where possible, will provide reasonable accommodation to ensure equal access to its programs, services, and activities.

210

NASA Services will procure and provide the City with sufficient quantities of compost, mulch and renewable natural gas to meet the City's per capita annual organic waste produce requirement contained in SB 1383. NASA Services will meet this requirement in the following ways:

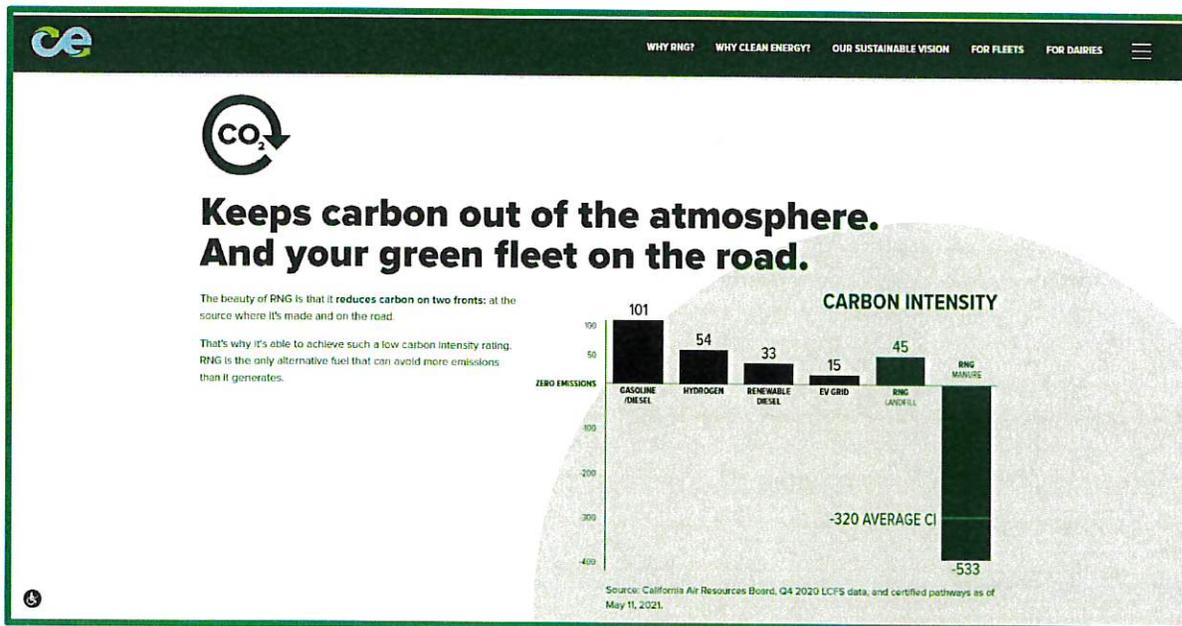
- NASA Services will make available to the City bulk compost and mulch that meet the requirements as defined in SB 1383.
- Annual compost giveaway for residents.
- Use renewable natural gas in collection vehicles.

In 2020, NASA fueled with 445,304 gasoline gallons equivalent (GGE) of RNG. The carbon intensity of the fuel was 42.79 gCO₂e/MJ, and this provided a 2,525 MT reduction of GHG emissions as compared to equivalent diesel fuel usage. NASA will work with the City and CalRecycle to affirm how much fuel purchased while on City of South Gate service routes may count toward the City's procurement targets.

Because NASA uses 100% RNG in collection vehicles, the City will benefit from additional procurement towards its annual target. On average, each collection vehicle uses approximately 15,000 Diesel Gallon Equivalents of RNG per year. The table below provides estimates of annual RNG purchases in each service area based on the number of proposed vehicles.

Figure 10. Annual RNG Purchases

Type of Vehicle	South Gate	
	# Route	# DGE's/YR
CNG Peterbilt Sideloader	7	105,000
CNG Peterbilt Frontloader	5	75,000
CCNG Peterbilt Roll-off	2	30,000
Total Estimated RNG Procurements Per Year		210,000



211



17) EMPLOYMENT OF PRIOR CONTRACTOR EMPLOYEES

If awarded a contract with the City of South Gate, NASA will make every effort to employ those working for the current contractor prior to opening positions to the public. NASA understands and greatly values the knowledge and insight that current employees, specifically drivers, bring to the table. These employees are already familiar with routes, timing, and other key dynamics associated with performing job functions. When NASA transitioned the City of Pico Rivera, multiple drivers working routes with the outgoing service provider were hired by NASA. This process helped to alleviate transition learning curves and made the transition go very smoothly.

To facilitate a transition in the City of South Gate, NASA will hold an employment workshop for all incumbent employees on an evening or Saturday. Employees will have the opportunity to hear about NASA's employment package, and receive assistance completing employment applications. All incumbent employees will be offered the first interview and employment opportunities before positions are openly announced.

18) PROPOSAL ENHANCEMENTS

NASA is proposing the following proposal enhancements:

- 1) NASA will contribute \$2000 annually to South Gate Community of Schools/LAUSD.
- 2) NASA will provide \$1,500 in event giveaways for City of South Gate Earth Day event.
- 3) NASA will annually host booths for up to ten events in order to promote education about recycling and waste reduction.
- 4) NASA will host two annual backyard composting workshops and offer discounted compost and vermicompost bins to residents.

Appendix A

CONFIDENTIAL FINANCIAL INFORMATION

(See envelope marked "Exhibit A")

Annual Revenue

Current Assets to Current Liabilities Ratio

Total Liabilities to Total Assets Ratio