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**AGREEMENT TO PROVIDE  
COMMERCIAL REFUSE, RECYCLABLE MATERIALS,  
AND ORGANIC WASTE COLLECTION SERVICES**

**Executed between the  
County of Ventura and E.J. Harrison & Sons, Inc.**

**TABLE OF CONTENTS**  
**Collection Services Agreement**

12  
13  
14

15 Article 1. Definitions..... 6

16 Article 2. Term of Agreement.....16

17 Article 3. Conditions Governing Services.....17

18 Article 4. Regulatory Fees and Payments.....17

19 Article 5. General Requirements.....18

20 Article 6. Maximum Service Rates .....23

21 Article 7. Collection Service Billing.....25

22 Article 8. Diversion Requirements.....26

23 Article 9. Commercial Service.....27

24 Article 10. Additional Services .....36

25 Article 11. Collection Routes.....36

26 Article 12. Minimum Performance and Diversion Standards .....36

27 Article 13. Collection Equipment.....41

28 Article 14. Contractor’s Office .....44

29 Article 15. Contractor Support Services .....45

30 Article 16. Emergency Service.....49

31 Article 17. Record Keeping and Reporting Requirements.....50

32 Article 18. Nondiscrimination .....56

33 Article 19. Service Inquiries and Complaints.....56

34 Article 20. Quality of Performance of Contractor .....57

35 Article 21. Performance Bond.....59

36 Article 22. Insurance.....59

37	Article 23. Hold Harmless and Indemnification.....	62
38	Article 24. Default of Agreement.....	64
39	Article 25. Modifications to the Agreement.....	67
40	Article 26. Interpretation .....	68
41	Article 27. Conflict of Interest.....	68
42	Article 28. Contractor's Personnel .....	68
43	Article 29. Exempt Waste .....	70
44	Article 30. Independent Contractor .....	70
45	Article 31. Laws to Govern.....	71
46	Article 32. Consent to Jurisdiction.....	71
47	Article 33. Assignment.....	71
48	Article 34. Compliance with Laws .....	73
49	Article 35. Permits and Licenses.....	73
50	Article 36. Ownership of Written Materials .....	73
51	Article 37. Waiver .....	73
52	Article 38. Prohibition Against Gifts.....	74
53	Article 39. Point of Contact .....	74
54	Article 40. Notices .....	74
55	Article 41. Transition to Next Contractor .....	75
56	Article 42. Contractor's Records .....	75
57	Article 43. Entire Agreement.....	76
58	Article 44. Severability .....	76
59	Article 45. Right to Require Performance.....	76

60 Article 46. All Prior Agreements Superseded.....76

61 Article 47. Headings .....77

62 Article 48. Exhibits.....77

63 Article 49. No Third-Party Beneficiaries .....77

64 Article 50. Effective Date .....77

65 **Exhibit 1** County Approved Maximum Service Rates Effective January 1, 2024 .....79

66 **Exhibit 2** Service Area Map .....81

67 **Exhibit 3** Collection Container Specifications.....82

68 **Exhibit 4** Administrative Charges and Penalties .....84

69 **Exhibit 5** Acceptable Recyclable Materials .....86

70 **Exhibit 6** Rate Adjustment Calculation Worksheet.....87

71

**AGREEMENT**

This agreement ("Agreement") is entered into as of the Effective Date as defined in Article 1 below, by and between the County of Ventura, a county of the State of California (hereinafter "County") and E.J. Harrison & Sons, Inc. (hereinafter "Contractor"), sometimes singularly referred to as the "Party" and collectively referred to as the "Parties" to this Agreement.

**RECITALS**

WHEREAS, the Legislature of the State of California, by enactment of the California Integrated Waste Management Act of 1989 ("Act") and subsequent additions and amendments (codified at California Public Resources Code Section 40000 et seq.), has declared it is in the public interest to authorize and require local agencies to provide for refuse collection within their jurisdiction; and

WHEREAS, the State of California has found and declared that the amount of refuse generated in California, coupled with diminishing landfill space and potential adverse environmental impacts from landfilling and the need to conserve natural resources, have created an urgent need for State and local agencies to enact and implement an aggressive integrated waste management program. The State has, through enactment of the Act, directed the responsible State agency, and all local agencies, to promote disposal site diversion and to maximize the use of feasible refuse reduction, re-use, recycling, and composting options to reduce the amount of refuse that must be disposed in disposal sites; and

WHEREAS, pursuant to its County Code and California Public Resources Code Section 40059(a) as may be amended from time to time, County has determined that the public health, safety, and well-being require that an exclusive right be awarded to a qualified contractor to provide for the collection of refuse, recyclable materials, and organic waste materials, except for collection of materials excluded in County's County Code, and other services related to meeting the Act's fifty percent (50%) diversion goal and other requirements of the Act. County further declares its intent to regulate and set the Maximum Service Rates Contractor may charge Service Recipients for the collection, transportation, processing, recycling, composting, and/or disposal of refuse, recyclable materials, and organic waste materials; and

WHEREAS, the Board of Supervisors has determined that Contractor, by demonstrated experience, reputation, and capacity, is qualified to provide for the collection of refuse, recyclable materials, and organic waste materials within the corporate limits of County, the transportation of such material to appropriate places for processing, recycling, composting and/or disposal; and Board of Supervisors desires that Contractor be engaged to perform such services on the basis set forth in this Agreement; and, Contractor has represented that it has the ability and capacity to provide for the collection of refuse, recyclable materials, and organic waste materials within the boundary limits of the County; the transportation of such material to appropriate places for processing, recycling, composting and/or disposal; and the processing of materials; and

WHEREAS, the rights conveyed pursuant to this Agreement are valuable and confer specific benefits not otherwise available to noncontracting parties, including the rights to transact business, provide services utilizing the public right of way rendering the service more efficient, and operate an exclusive public utility within the awarded service area(s); and

114 WHEREAS, the rights conveyed pursuant to this Agreement grant the Contractor the right to  
115 enter and use County property including, but not limited to: 1) the special ability to drive heavy vehicles  
116 on a weekly basis on all County roads involving numerous stops with the associated traffic impacts, 2)  
117 on a weekly basis with the resultant parking and traffic impacts, 3) the ability to operate at the hours  
118 specified herein with equipment that creates substantial noise impacts in residential and commercial  
119 areas, and 4) for the privilege of being one of the authorized contractors in the awarded area; and

120 WHEREAS, the Parties agree that Solid Waste collection services shall be provided pursuant  
121 to this Agreement as of 12:00 a.m. January 1, 2024 (“Commencement Date”).

122 NOW, THEREFORE, in consideration of the mutual covenants, agreements and consideration  
123 contained in this Agreement, the receipt and adequacy being hereby acknowledged, the County and  
124 Contractor agree as follows:

## 125 Article 1. Definitions

126 For the purposes of this Agreement, the definitions contained in this Article apply unless otherwise  
127 specifically stated. When not inconsistent with the context, words used in the present tense include the  
128 future, words in the plural include the singular, and words in the singular include the plural. Use of the  
129 masculine gender includes all genders including the feminine gender, and vice versa. The meaning of terms  
130 or words not defined in this Article will be as commonly understood in the Solid Waste collection services  
131 industry when the common understanding is uncertain.

132 1.1 AB 341. “AB 341” means State of California Assembly Bill No. 341 approved on or about October 5,  
133 2011. AB 341 requires businesses, defined to include commercial or public entities that generate more than  
134 4 cubic yards of commercial Solid Waste per week or multifamily residential dwellings (MFD) of 5 units or  
135 more, to arrange for recycling services and requires jurisdictions to implement a commercial Solid Waste  
136 recycling program.

137 1.2 AB 827. “AB 827” means State of California Assembly Bill No. 827 approved on or about October  
138 02, 2019. AB 827 requires businesses that are mandated to recycle under AB 341 (“MCR”) and/or mandated  
139 to recycle organics under AB 1826 (“MOR”) or SB 1383 and that provide Service Recipients access to the  
140 business, to provide Service Recipients with a recycling bin and/or organics collection bin for those waste  
141 streams that is visible, easily accessible, and adjacent to each bin or container for refuse.

142 1.3 AB 939. “AB 939” or “Act” means “The California Integrated Waste Management Act of 1989”  
143 codified in part in Public Resources Code §§ 40000 et seq, and such regulations adopted by the California  
144 Department of Resources Recycling and Recovery (“CalRecycle”) for implementation of the Act, or its  
145 successor agency, including but not limited to, the Jobs and Recycling Act of 2011 (AB 341), SB 1016  
146 (Chapter 343, Statutes of 2008 [Wiggins, SB 1016]), the Mandatory Commercial Organics Recycling  
147 Resources Code § 40000 and following as it may be amended and as implemented by the regulations of  
148 CalRecycle.

149 1.4 AB 1594. “AB 1594” means State of California Assembly Bill No. 1594 approved on or about  
150 September 28, 2014. AB 1594 provides that, as of January 1, 2020, the use of green material as Alternative  
151 Daily Cover (“ADC”) does not constitute diversion through recycling and is considered disposal.

- 152 1.5 AB 1826. “AB 1826” means State of California Assembly Bill No. 1826 approved on or about  
153 September 28, 2014. AB 1826 requires each jurisdiction, on and after January 1, 2016, to implement an  
154 organic waste recycling program to divert from the landfill organic waste from businesses. Each business  
155 meeting specific organic waste or Solid Waste generation thresholds, phased in from April 1, 2016 to January  
156 1, 2020, is required to arrange for organic waste recycling services.
- 157 1.6 Agreement. “Agreement” means the written agreement between the County and the Contractor  
158 covering the work to be performed and all contract documents attached to the agreement and made a part  
159 thereof.
- 160 1.7 Agreement Administrator. “Agreement Administrator” means the County Administrator, or his or her  
161 designee, designated to administer and monitor the provisions of the Agreement.
- 162 1.8 Alternative Fuel Vehicle. “Alternate Fuel Vehicle” means a vehicle whose engine uses a fuel other  
163 than gasoline or diesel fuel, such as compressed natural gas (CNG) or other fuel with comparably low  
164 emissions of air pollutants.
- 165 1.9 Applicable Law. “Applicable Law” means all laws, regulations, rules, orders, judgments, decrees,  
166 permits, approvals, or other requirement of any federal, state, the County, and local governmental agency  
167 having jurisdiction over the collection, diversion, and disposition of Solid Waste, including Recyclable  
168 Materials, Organic Waste, Construction and Demolition Debris, and environmental regulation. Applicable  
169 Law includes, but is not limited to, the statutory changes made by AB 341, AB 827, AB 939, AB 1594, AB  
170 1826, SB 1016, and SB 1383.
- 171 1.10 Bin. “Bin” means a metal or plastic waste container designed or intended to be mechanically serviced  
172 by a front-end loader vehicle. It shall be designed to hold from one (1) to six (6) cubic yards of material with  
173 the lid properly closed. The specifications for Contractor-provided Bins are set forth in Exhibit 3.
- 174 1.11 Biohazardous or Biomedical Waste. “Biohazardous or Biomedical Waste” means any waste which  
175 may cause disease or reasonably be suspected of harboring pathogenic organisms; included are waste  
176 resulting from the operation of medical clinics, hospitals, and other facilities processing wastes which may  
177 consist of, but are not limited to, human and animal parts, contaminated bandages, pathological specimens,  
178 hypodermic needles, sharps, contaminated clothing, and surgical gloves.
- 179 1.12 Board. “Board” means the Ventura County Board of Supervisors.
- 180 1.13 Bulky Items. “Bulky Items” means Solid Waste consisting of discarded White Goods, furniture, tires,  
181 carpets, mattresses, e-waste, and similar items which do not fit in a regular Collection Container and require  
182 special handling due to their size but can be collected and transported without the assistance of special  
183 loading equipment (such as forklifts or cranes) and without violating vehicle load limits. It does not include  
184 debris and materials from construction and demolition activities, abandoned automobiles and other vehicles,  
185 nor does it include items defined as Exempt Waste.
- 186 1.14 Business Day. “Business Day” means any day Monday through Friday, excluding any holidays as  
187 defined in Section 5.3.

- 188 1.15 C&D. “C&D” means Construction and Demolition.
- 189 1.16 Calendar Year. “Calendar Year” means each twelve (12) month period from January 1 to December  
190 31.
- 191 1.17 Cart. “Cart” means a heavy plastic receptacle with a rated capacity of at least twenty (20) and not  
192 more than one hundred (100) gallons, having a hinged tight-fitting lid and wheels, that is provided by the  
193 Contractor, approved by the County, and used by Service Recipients for collection, accumulation, and  
194 removal of Solid Waste from Commercial Premises in connection with Commercial Collection Services. The  
195 specifications for Contractor-provided Carts are set forth in Exhibit 3.
- 196 1.18 CERCLA. “CERCLA” means the Comprehensive Environmental Response, Compensation and  
197 Liability Act of 1980, 42 U.S.C. Sections 9601 and following, as may be amended and regulations  
198 promulgated thereunder.
- 199 1.19 Change in Law. “Change in Law” means the occurrence of any of the following events after the  
200 Effective Date, when such event has a material and adverse effect on the Parties’ performance of their  
201 respective obligations under this Agreement (except for any payment obligations): (i) the enactment,  
202 adoption, promulgation, amendment, repeal, judicial interpretation, or formal administrative interpretation of  
203 any Applicable Law; (ii) the issuance of any order or judgment of any federal, state, or local court or agency  
204 in a proceeding to which a Party is a party, but not to the extent such order or judgment finds the Party  
205 asserting there to have been a Change in Law to have been negligent or otherwise at fault; or (iii) the denial,  
206 suspension, or termination of any government permit or other entitlement, but not to the extent such denial,  
207 suspension, or termination is the result of any act or omission of the Party asserting there to have been a  
208 Change in Law.
- 209 1.20 Collect and Collection and Collected. “Collect” and “Collection” and “Collected” mean the removal of  
210 Solid Waste from a Service Unit and transportation to a Disposal Facility, Organic Waste Processing Facility,  
211 Materials Recycling (or Recovery) Facility, or Transfer Station as appropriate.
- 212 1.21 Collection Container. “Collection Container” means a Bin, Cart, or Roll-Off Container that is  
213 approved by the Agreement Administrator for use by Service Recipients for Commercial Collection Services  
214 under this Agreement.
- 215 1.22 Collection Vehicle. “Collection Vehicle” means a licensed vehicle that has all required licenses to  
216 provide Collection Service and that has been approved by the Agreement Administrator for use under this  
217 Agreement.
- 218 1.23 Commencement Date. “Commencement Date” means the date specified in Section 2.1 of this  
219 Agreement.
- 220 1.24 Commercial Collection Service. “Commercial Collection Service” or “Collection Service” means  
221 Contractor’s obligations under this Agreement to Collect Solid Waste from Service Recipients within the  
222 Service Area.

- 223 1.25 Commercial Edible Food Generator. “Commercial Edible Food Generator” consists of a Tier One or  
224 a Tier Two Commercial Edible Food Generator as defined in 14 CCR Section 18982(a)(73) and (a)(74).
- 225 1.26 Commercial Organic Waste Collection Service. “Commercial Organic Waste Collection Service”  
226 means the Collection of Organic Waste, by Contractor, from Service Units in the Service Area, the delivery  
227 of those Organic Waste materials to an Organic Waste Processing Facility and the processing and marketing  
228 of those Organic Waste materials, and the disposal of all commercial Organic Waste processing Residual.
- 229 1.27 Commercial Recycling Collection Service. “Commercial Recycling Collection Service” means the  
230 Collection of Recyclable Materials, by Contractor, from Service Units in the Service Area, the delivery of  
231 those Recyclable Materials to a Materials Recycling Facility and the processing and marketing of those  
232 Recyclable Materials, and the disposal of all commercial Recyclable Materials processing Residual.
- 233 1.28 Commercial Refuse Collection Service. “Commercial Refuse Collection Service” means the  
234 Collection of Commercial Refuse by Contractor, from Service Units in the Service Area and the delivery of  
235 that commercial Solid Waste to a Disposal Facility.
- 236 1.29 Compost. “Compost” means the act or product produced from Composting.
- 237 1.30 Composting. “Composting” means the act of the controlled biological decomposition of Organic  
238 Wastes that are Source Separated or are separated at a centralized facility. Composting may also include  
239 the product of anaerobic digestion or other conversion technologies.
- 240 1.31 Construction and Demolition Debris, C&D Debris. “Construction and Demolition Debris” or “C&D  
241 Debris” means discarded materials removed from Premises, resulting from construction, renovation,  
242 remodeling, repair, deconstruction, or demolition operations on any pavement, house, or other structure or  
243 from landscaping. Such materials include but are not limited to “inert wastes” as defined in Public Resources  
244 Code Section 41821.3(a)(1) (rock, concrete, brick, sand, soil, ceramics and cured asphalt), gravel, plaster,  
245 gypsum wallboard, aluminum, glass, plastic pipe, roofing material, carpeting, wood, masonry, trees,  
246 remnants of new materials, including paper, plastic, carpet scraps, wood scraps, scrap metal, building  
247 materials, packaging and rubble resulting from construction, remodeling, renovation, repair and demolition  
248 operations on pavements, houses, and other structures.
- 249 1.32 Consumer Price Index (CPI). “Consumer Price Index or CPI” mean the index set published by the  
250 United States Department of Labor, Bureau of Labor Statistics titled *Garbage and trash collection in U.S.*  
251 *city average, all urban consumers, seasonally adjusted* and with series identification number  
252 CUSR0000SEHG02.
- 253 1.33 Contaminant. “Contaminant” means any material or substance placed into or found in a Collection  
254 Container other than the type of Source Separated material for which that Collection Container is intended  
255 or reserved. For example, anything that is not Recyclable Materials is a Contaminant if placed into or found  
256 in a Recyclable Materials Collection Container. Similarly, anything that is not Organic Waste is a  
257 Contaminant if placed into or found in an Organic Waste Collection Container.

- 258 1.34 Contractor. "Contractor" means the above-identified party having entered into this Agreement and  
259 any wholly owned subsidiaries that are performing work under the scope of this Agreement. These include  
260 American Resource Recovery and Santa Clara Valley Disposal.
- 261 1.35 County. "County" means the County of Ventura, California, a political subdivision of the State of  
262 California.
- 263 1.36 County Administrator. "County Administrator" means the Director, or the Director's designated  
264 representative, or any employee of the County who succeeds to the duties and responsibilities of the County  
265 Administrator.
- 266 1.37 County Code. County Code means the Ventura County Ordinance Code.
- 267 1.38 Director. "Director" means the Director of the County Public Works Agency, or the Director's  
268 designee.
- 269 1.39 Dispose or Disposal. "Dispose" or "Disposal" means the final disposition of Solid Waste at a  
270 permitted Landfill or other permitted Solid Waste disposal facility, as defined in California Public Resources  
271 Code 40192(b).
- 272 1.40 Disposal Facility. "Disposal Facility" means any destination permitted for the Disposal of Refuse or  
273 other materials.
- 274 1.41 Diversion, Diverted, or Divert. "Diversion", "Diverted", or "Divert" means the programs and activities  
275 that reduce or eliminate the Disposal of Solid Waste in landfills and return these materials to the commerce  
276 stream in the form of raw materials for new, reused, or reconstituted products, which meet the quality  
277 standards necessary to be used in the marketplace. Diversion activities can include source reduction, reuse,  
278 salvage, Recycling, and Composting.
- 279 1.42 Dwelling Unit. "Dwelling Unit" means one or more rooms with internal access between all rooms,  
280 which provide complete independent living facilities for at least one family, including provisions for living,  
281 sleeping, eating, cooking, bathing, and sanitary facilities.
- 282 1.43 Edible Food. "Edible Food" means food intended for human consumption, or as otherwise defined  
283 in 14 CCR Section 18982(a)(18). For the purposes of this Article or as otherwise defined in 14 CCR Section  
284 18982(a)(18), "Edible Food" is not Solid Waste if it is recovered and not discarded. Nothing in the County  
285 Code or in 14 CCR, Division 7, Chapter 12 requires or authorizes the Recovery of Edible Food that does not  
286 meet the food safety requirements of the California Retail Food Code.
- 287 1.44 Effective Date. "Effective Date of Agreement" shall mean the date on which the Agreement is signed  
288 by the last of the parties hereto.
- 289 1.45 Electronic Waste (E-Waste). "Electronic Waste" or "E-Waste" means any electronic devices or  
290 cathode ray tubes, as described by Title 22, Section 66273.3 or 66273.6 of the California Code of

291 Regulations (CCR) and/or by Title 40 Code of Federal Regulations, Part 273, as may be amended or  
292 superseded by applicable state and federal regulations.

293 1.46 Exempt Waste. “Exempt Waste” means Biohazardous or Biomedical Waste, Hazardous Waste,  
294 Sludge, automobiles, automobile parts, boats, boat parts, boat trailers, internal combustion engines, lead-  
295 acid batteries, dead animals, and those wastes under the control of the Nuclear Regulatory Commission.

296 1.47 Food Waste. “Food Waste” means food scraps including all edible or inedible food such as, but not  
297 limited to, fruits, vegetables, meat, poultry, seafood, shellfish, bones, rice, beans, pasta, bread, cheese,  
298 coffee grounds, and eggshells. Food Scraps excludes fats, oils, and grease when such materials are Source  
299 Separated from other Food Scraps. Food Waste will be expanded to include food-soiled paper, which is  
300 compostable paper material that has contacted food or liquid, such as, but not limited to, compostable paper  
301 plates, paper coffee cups, napkins, and pizza boxes, once local infrastructure is capable of accepting it for  
302 composting or upon state or local mandate, whichever occurs first.

303 1.48 Green Waste. “Green Waste” means grass clippings, leaves, landscape and pruning waste, wood  
304 materials from trees and shrubs, and other forms of organic materials generated from landscapes or  
305 gardens.

306 1.49 Gross Revenue. “Gross Revenue” means all monetary amounts actually collected or received by  
307 Contractor from Service Recipients for the provision of Commercial Collection Services pursuant to this  
308 Agreement.

309 1.50 Hazardous Waste. “Hazardous Waste” means a waste, or combination of wastes as defined in one  
310 or more of the following: Code of Federal Regulations Title 41, California Code of Regulations, Title 14  
311 §17225.32, Health and Safety Code §25117, or in any successor federal or state laws and regulations as  
312 may be amended from time to time. In the event of any conflict between federal and state law hereunder,  
313 the broadest definition of “Hazardous Waste” shall prevail.

314 1.51 Holiday. “Holiday” means New Year’s Day, Memorial Day, Independence Day, Juneteenth (June  
315 19<sup>th</sup>), Labor Day, Thanksgiving Day, Christmas Day, and any other day recognized by resolution of the Board  
316 of Supervisors or designated by Contractor as a day on which waste Collection Service will not be provided  
317 until the following day, excluding Sunday.

318 1.52 Inert Waste. “Inert Waste” means Solid Waste containing no hazardous waste or soluble pollutants  
319 at concentrations exceeding applicable water quality objectives. For purposes of this Article, Inert Waste  
320 does not include any decomposable waste, or Solid Waste which, under the Act, is required to be disposed  
321 of in a Class 1, 2, or 3 Solid Waste Facility unless such material is included incidentally or inadvertently with  
322 Inert Waste and constitutes less than five percent (5%) by volume of the Inert Waste. Inert Waste shall  
323 include, without limitation, concrete, asphalt, sand, gravel, rock, soil or brick that otherwise meets this  
324 definition.

325 1.53 Materials Recovery Facility. “Materials Recovery Facility” or “MRF” means a facility permitted to  
326 accept commingled Solid Waste, Organic Waste and Recyclable Materials for separation into marketable  
327 Recyclable Materials.

328 1.54 Maximum Service Rate. “Maximum Service Rate” means the maximum amount that Contractor may  
329 charge Service Recipients for Commercial Collection Services and Special Services, with the rates effective  
330 January 1, 2024 listed in Exhibit 1, and as may be adjusted in accordance with the provisions of this  
331 Agreement. For services not listed in this Exhibit 1, Contractor may charge and collect any negotiated rate.

332 1.55 Multi-Family Dwelling or MFD. “Multi-Family Dwelling” and “MFD” means Residential Premises with  
333 five (5) or more Dwelling Units as defined in Ventura County Ordinance 4590, Section 4741-52. Consistent  
334 with 14 CCR Section 18982(6), Residential Premises that consist of fewer than five (5) units are not "Multi-  
335 Family" and instead are "Single-Family" for the purposes of implementing this Agreement. Multi-Family  
336 Premises do not include hotels, motels, or other transient occupancy facilities.

337 1.56 Non-Collection Notice. “Non-Collection Notice” means a written notice approved by the Agreement  
338 Administrator that notifies a Service Recipient of the reason Contractor did not Collect Solid Waste set out  
339 for Collection. Non-Collection Notice should meet notification requirements in Applicable Law (see SB 1383)  
340 and 14 CCR 18995.1 (a) (4) for instances of non-collection due to Prohibited Container Contaminants.

341 1.57 Organic Waste. “Organic Waste” has the same meaning as set forth in Ventura County Ordinance  
342 4590, Section 4741-54, as may be amended from time to time. For purposes of this Agreement, “Organic  
343 Waste” does not include any item that, at the time of collection, is not presently accepted at an Organic  
344 Waste Processing Facility in Ventura County.

345 1.58 Organic Waste Collection Service. “Organic Waste Collection Service” means the Collection of  
346 Organic Waste from Service Units and processing at an Organic Waste Processing Facility, and the disposal  
347 of all Organic Waste Processing Residue.

348 1.59 Organic Waste Processing Facility. “Organic Waste Processing Facility” means any facility  
349 designed, operated, and legally permitted for the purpose of receiving and processing Food Waste, Green  
350 Waste, and Organic Waste.

351 1.60 Overage. “Overage” means Solid Waste set out for Collection either on top of or outside of a  
352 Container or in any manner preventing the Container lid from completely closing or potentially causing Solid  
353 Waste to spill during Collection by Contractor’s vehicles.

354 1.61 Premises. “Premises” means any land or building in Ventura County where waste is generated or  
355 accumulated.

356 1.62 Prohibited Container Contaminants. “Prohibited Container Contaminants” means any of the  
357 following but does not include Organic Waste specifically allowed for Collection in a Container that is required  
358 to be transported to a high diversion organic waste processing facility if the waste is specifically identified as  
359 acceptable for Collection in that Container in a manner that complies with the requirements of 14 CCR  
360 Section 18984.1, 18984.2, or 18984.3. (A) Non-Organic Waste placed in a Collection Container designated

361 for Organic Waste provided pursuant to 14 CCR Section 18984.1 or 18984.2; (B) Organic Wastes that are,  
362 carpet, hazardous wood waste, or non-compostable paper placed in the Collection Container that is part of  
363 an Organic Waste Collection Service provided pursuant to 14 CCR Section 18984.1 or 18984.2; (C) Organic  
364 Wastes, placed in a Collection Container designated for Refuse, that pursuant to 14 CCR Section 18984.1  
365 or 18984.2 were intended to be Collected separately in a Collection Container designated for Organic Waste  
366 or Recyclable Materials; (D) Organic Wastes placed in the Collection Container designated for Recyclable  
367 Materials shall be considered Prohibited Container Contaminants when those wastes were specifically  
368 identified in this Agreement, or through local ordinance for Collection in the Container designated for Organic  
369 Waste, or mutually agreed to and promulgated by the County and Contractor. Paper products, printing and  
370 writing paper, wood and dry lumber may be considered acceptable and not considered Prohibited Container  
371 Contaminants if they are placed in Collection Container designated for Recyclable Materials; and (E) Exempt  
372 Waste placed in any Collection Container.

373 1.63 Project. "Project" means any proposal for grading, new construction or changed use, remodel,  
374 alteration, demolition, deconstruction, or enlargement of any structure, requiring a permit from the County.

375 1.64 Quarter. "Quarter" means a three-month period during a calendar year. The first Quarter is January  
376 through March. The second Quarter is April through June. The third Quarter is July through September. The  
377 fourth Quarter is October through December.

378 1.65 Rate Year. "Rate Year" means the period January 1 to December 31, for each year during the Term  
379 of this Agreement.

380 1.66 Recyclable Materials. "Recyclable Materials" means materials separated from Refuse prior to  
381 disposal to be recycled consistent with the requirements of the Act. Recyclable Materials that can be placed  
382 in the Recycling Container include, but are not limited to, glass and plastic bottles, aluminum, tin and steel  
383 cans, metals, unsoiled paper products, printing and writing paper, and cardboard, and any other items as  
384 determined by the Agreement Administrator. For purposes of this Agreement, Recyclable Materials do not  
385 include any item that at the time of collection is not presently accepted at a Materials Recovery Facility  
386 reasonably available to Contractor.

387 1.67 Recycling. "Recycling" means the process of collecting, sorting, cleansing, treating and/or marketing  
388 Recyclable Materials that would otherwise become Refuse, and returning them to the economic mainstream  
389 in the form of raw material for new, reused, or reconstituted products which meet the quality standards  
390 necessary to be used in the marketplace. The collection, transportation or disposal of Solid Waste not  
391 intended for, or capable of, reuse is not Recycling. "Recycling" does not include transformation as defined  
392 in Public Resource Code Section 40201.

393 1.68 Refuse. "Refuse" means all putrescible and non-putrescible solid, semi-solid and associated liquid  
394 waste generated or accumulated through the normal activities of a Premises. Refuse does not include  
395 Recyclable Materials, Organic Waste, or Bulky Items, that is source-separated and set out for purposes of  
396 collection and recycling.

397 1.69 Regulatory Fees. "Regulatory Fees" means any and all County fees applicable to Contractor arising  
398 from, or related to, Contractor provision of Collection Service(s) pursuant to applicable County ordinances  
399 and resolutions. The Regulatory Fees, which may be supplemented or otherwise modified in County's sole  
400 discretion, currently include a Waste Management Fee, a Collector Fee, and a Countywide Integrated Waste  
401 Management Plan Fee, pursuant to County Code Sections 4775, 4750-6, and 4792, respectively, as may  
402 be amended. The Waste Management Fee and Collector Fee shall not be passed, in whole or in part, onto  
403 the Service Recipient, unless otherwise stated.

404 1.70 Remote Area. "Remote Area" means the Service Units in the portion of the Service Area consisting  
405 of the North Remote and Remote Residential/Community Hybrid areas set forth in Exhibit 2. All collection  
406 within the Remote Residential/Community Hybrid area is considered Commercial Collection Service.\_

407 1.71 Residential Premises. "Residential Premises" means any building or structure, or portion thereof,  
408 used for residential housing purposes.

409 1.72 Residual or Residuals. "Residual" or "Residuals" means Solid Waste that is not Diverted from landfill  
410 Disposal after it has been delivered to an Organic Waste Processing Facility or a Materials Recovery Facility  
411 for processing for Diversion from landfill Disposal. Residual does not include Recyclable Materials or Organic  
412 Material that is processed for Diversion but lacks an available market.

413 1.73 Roll-Off Container. "Roll-Off Container" means a metal container with a capacity of ten (10) or more  
414 cubic yards that is normally loaded onto a specialized Collection vehicle and transported to an appropriate  
415 facility.

416 1.74 Route Review. "Route Review" \_as defined in 14 CCR Section 18982(a)(65) means a visual  
417 inspection of Containers along a Contractor Route for the purpose of identifying Prohibited Container  
418 Contaminants, which may include mechanical inspection methods such as use of cameras.

419 1.75 SB 1383. "SB 1383" means State of California Senate Bill 1383 Short-lived Climate Pollutants:  
420 Organic Waste Reductions, approved on or about September 19, 2016.

421 1.76 Service Area. "Service Area" means the unincorporated area within Ventura County as shown in  
422 Exhibit 2.

423 1.77 Service Recipient. "Service Recipient" means the owner, occupant, or user of premises receiving  
424 Commercial Collection Service pursuant to this Agreement.

425 1.78 Service Unit. "Service Unit" means a single subscriber to Contractor's Commercial Collection  
426 Services.

427 1.79 Single-Family Dwelling or SFD. "Single Family Dwelling Unit or SFD" shall mean a residential  
428 building or a mobile home with fewer than five (5) principal Dwelling Units.

429 1.80 Sludge. "Sludge" means the accumulated solids, residues, and precipitates generated because of  
430 waste treatment or processing, including wastewater treatment, water supply treatment, or operation of an

431 air pollution control facility, and mixed liquids and solids pumped from septic tanks, grease traps, privies, or  
432 similar disposal appurtenances or any other such waste having similar characteristics or effects.

433 1.81 Solid Waste. "Solid Waste" means all putrescible and non-putrescible solid, semisolid, and liquid  
434 wastes, including refuse, paper, rubbish, ashes, industrial wastes, demolition and construction wastes,  
435 abandoned vehicles and parts thereof, discarded home and industrial appliances, dewatered, treated, or  
436 chemically fixed sewage sludge which is not hazardous waste, manure, vegetable or animal solid and  
437 semisolid wastes, and other discarded solid and semisolid wastes, as set forth in California Public Resources  
438 Code Section 40191(a)(b), as amended from time to time. Solid Waste includes Recyclable Materials and  
439 Organic Waste, unless expressly specified otherwise in this Agreement, but does not include (1) Hazardous  
440 Waste; (2) radioactive waste regulated pursuant to the Health and Safety Code Section 114960 et seq.; (3)  
441 medical waste regulated pursuant to the Health and Safety Code Section 117600 et seq. and (4) Exempt  
442 Waste.

443 1.82 Source Separated. "Source Separated" means materials that have been kept separate in the Solid  
444 Waste stream, at the point of generation, for the purpose of additional sorting or processing to return them  
445 to the economic mainstream in the form of raw material for new, reused, or reconstituted products, which  
446 meet the quality standards necessary to be used in the marketplace, or as otherwise defined in 14 CCR  
447 Section 17402.5(b)(4).

448 1.83 Special Services. "Special Services" means Solid Waste collection services made available in the  
449 Service Area, which are in addition to regularly scheduled route pickups.

450 1.84 SRRE (Source Reduction and Recycling Element). "SRRE" means the formal planning document  
451 that demonstrates how the County will comply with the Act's diversion goals.

452 1.85 Term. "Term" means the time period during which the Agreement is in effect.

453 1.86 Tier One Commercial Edible Food Generator. "Tier One Commercial Edible Food Generator" is  
454 defined in section 4741-78 of the County Code and means a Commercial Edible Food Generator that is one  
455 of the following: (a) supermarket with gross annual sales of \$2,000,000 or more; (b) grocery store with a total  
456 facility size equal to or greater than 10,000 square feet; (c) food service provider; (d) wholesale food vendor;  
457 or (e) food distributor. If any conflict arises between the foregoing definition and the term as defined in the  
458 County Code, the County Code definition shall prevail.

459 1.87 Tier Two Commercial Edible Food Generator. "Tier Two Commercial Edible Food Generator" is  
460 defined in section 4741-79 of the County Code and means a Commercial Edible Food Generator that is one  
461 of the following: (a) restaurant with 250 or more seats, or a total facility size equal to or greater than 5,000  
462 square feet; (b) hotel with an on-site food facility and 200 or more rooms; (c) health facility as defined in  
463 Section 1250 of the Health and Safety Code with an on-site food facility and 100 or more beds including but  
464 not limited to hospitals, skilled nursing facilities, and hospice facilities; (d) large venue; (e) large event; (f) a  
465 state agency with a cafeteria with 250 or more seats or total cafeteria facility size equal to or greater than  
466 5,000 square feet; or (g) a local education agency including a school district, charter school, or County office  
467 of education that is not subject to the control of County regulations related to Solid Waste with an on-site

468 food facility. If any conflict arises between the foregoing definition and the term as defined in the County  
 469 Code, the County Code definition shall prevail. Tipping Fees. "Tipping Fees" means the actual fees paid by  
 470 the Contractor at a permitted Solid Waste facility or other legal processing site or destination for the disposal  
 471 of Solid Waste collected from the Service Area pursuant to this Agreement.

472 1.88 Transfer Station. "Transfer Station" means a legally permitted place used for the conveyance of  
 473 Solid Waste Collected by Contractor into larger vehicles prior to transportation of the Solid Waste to a  
 474 Disposal Facility or Processing Facility.

475 1.89 Universal Waste or U-Waste. "Universal Waste" or "U-Waste" means Electronic devices, dry-cell  
 476 batteries, non-empty aerosol cans, fluorescent lamps, and fluorescent bulbs, mercury thermostats, and other  
 477 mercury containing equipment.

478 1.90 Waste. "Waste" means the useless, unused, unwanted, or discarded material and debris resulting  
 479 from normal commercial activity or materials which, by their presence, may injuriously affect the health,  
 480 safety, and comfort of persons or depreciate property values in the vicinity thereof.

481 1.91 Waste Reporting System. "Waste Reporting System" means the electronic data recording and  
 482 reporting system used by Contractor to provide data and reports, which this Agreement requires Contractor  
 483 to provide to the County. Said system must be approved by the Agreement Administrator.

484 1.92 White Goods. "White goods" means enamel-coated major appliances, such as washing machines,  
 485 clothes dryers, hot water heaters, stoves, and refrigerators.

486 1.93 Work Day. "Work Day" means any day, Monday through Saturday, that is not a Holiday as set forth  
 487 in Section 5.3 of this Agreement.

488 1.94 Wood Waste. "Wood Waste" means Solid Waste consisting of stumps, large branches, tree trunks,  
 489 and wood pieces or particles that are generated from the manufacturing or production of wood products,  
 490 harvesting, processing or storage of raw wood materials, or construction and demolition activities.

## 491 Article 2. Term of Agreement

492 2.1 Initial Term. The initial term of this Agreement will be for a ten (10) year period beginning January 1,  
 493 2024 and terminating on December 31, 2033. Contractor shall commence performance of its Collection  
 494 Service obligations under this Agreement on January 1, 2024 ("Commencement Date").

495 2.2 Extension of Term. Contractor may request up to two, five (5) year term extensions to the Initial  
 496 Term, and at County's sole option, County may grant Contractor's request to extend the term. Under no  
 497 circumstances will County be obligated to extend the term. Contractor must request the first five (5) year  
 498 extension by August 1, 2033 to be eligible for the term extension, and by August 1, 2038 to be eligible for  
 499 the second term extension.

500 2.3 Performance Review Prior to Five (5) Year Extension. A billing audit and performance review shall  
 501 be conducted two years prior to the end of the Initial Term as described in Section 12.7. To be eligible for an

502 Extension of the Term of the Agreement under Section 2.2, Contractor must meet billing and performance  
503 standards to the satisfaction of the County. In the event Contractor fails to meet the minimum service and  
504 diversion requirements set forth in Article 8, the term of this Agreement will not be extended beyond  
505 December 31, 2033, and may be terminated earlier as provided herein.

## 506 Article 3. Conditions Governing Services

507 3.1 Grant of Non-Exclusive Agreement. County hereby grants to Contractor, on the terms and conditions  
508 set forth herein, the non-exclusive right and privilege to collect, remove and dispose, in a lawful manner,  
509 Solid Waste, which includes but is not limited to Recyclable Materials, and Organic Waste accumulating in  
510 the County's Service Area that are required to be accumulated and offered for collection to the Contractor in  
511 accordance with the County's County Code, for the Term, and within the scope, set forth in this Agreement.  
512 This grant is limited to Commercial Collection Services and does not include residential collection services.

513 3.2 Recyclable Materials Organic Waste, and Bulky Items Discarded by Service Recipients. This  
514 Agreement shall not prohibit any person from selling Recyclable Materials or Organic Waste or giving  
515 Recyclable Materials or Organic Waste away to persons or entities other than Contractor. However, in either  
516 instance: (1) the Recyclable Materials or Organic Waste must be source separated from, and not mixed with  
517 other, Solid Waste; and (2) the seller/donor may not pay the buyer/donor any consideration for collecting,  
518 processing, or transporting such Recyclable Materials or Organic Waste. A discount or reduction in the price  
519 for collection, disposal and/or recycling services for any form of un-segregated or segregated Solid Waste is  
520 not a sale or donation of Recyclable Materials or Organic Waste and such Solid Waste does not qualify for  
521 this exception. However, once the Recyclable Materials or Organic Waste have been placed in the Collection  
522 Container and the Container set out for Collection, the Recyclable Materials or Organic waste become the  
523 property of Contractor.

## 524 Article 4. Regulatory Fees and Payments

525 4.1 Contractor's Payments to County. The Parties agree that all fees and any payments owed by  
526 Contractor to County under this Agreement are the product of extensive negotiations and constitute valid  
527 consideration for the rights and privileges granted to Contractor under this Agreement.

528 4.2 Quarterly Fee Payments. Regulatory Fees shall be due and payable on the twentieth (20<sup>th</sup>) day of  
529 the month following the end of each Quarter in which Commercial Collection Services were provided; first  
530 such payment being due on April 20, 2024. Regulatory Fees shall be accompanied at the time of payment  
531 by a written or electronic report, in a format acceptable to the County, setting forth the calculations Contractor  
532 used to determine the amounts due and the basis for those calculations. Figures used in the report shall be  
533 taken from Contractor's general books of account, and Contractor shall retain all supporting documentation  
534 in accordance with the records retention requirements in Article 17.

535 4.3 Time and Method of Payment. Contractor shall pay all amounts owed under this Article without prior  
536 notice or demand and without abatement, deduction, offset or credit in lawful money of the United States,  
537 on or before the applicable due date, unless the due date lands on a weekend or Holiday, in which case the  
538 due date shall be the next Business Day. If sent by U.S. mail, the remittance must be post-marked on or

539 before the due date. If hand-delivered, Contractor must request and receive a date-stamped receipt from  
540 the County by 5:00 p.m. on the due date.

541 4.4 Late Payments. In the event Contractor fails to pay the County any amounts owed under this Article  
542 on or before the applicable due date, then in addition to the amounts already owed, Contractor shall pay a  
543 penalty as specified in Exhibit 4, except to the extent that such lateness is due to extenuating circumstances.  
544 Contractor must submit any request for approval of a late payment in writing at least five (5) Business Days  
545 prior to the date on which fees are due, and the request must be accompanied by a written explanation of  
546 the extenuating circumstances and adequate supporting documentation. The County shall not unreasonably  
547 withhold its approval and shall notify Contractor within three (3) business days of receiving the request  
548 whether and to what extent the request has been approved. A United States Postal Service postmark date  
549 shall be considered as the date of payment remittance by Contractor to County.

550 4.5 Taxes and Utility Charges. The Contractor shall pay all taxes lawfully levied or assessed upon, or in  
551 respect of, the operating assets or the Commercial Collection Services, or upon any part thereof or upon any  
552 revenues necessary for the operation of the operating assets and the provision of the Commercial Collection  
553 Services, when the same shall become due.

554 4.6 Regulatory Fee Disputes. In the event of any disputes between the Contractor and the County with  
555 respect to the fees described in this Article 4, the County shall provide the Contractor with written objection  
556 within 180 days of the receipt of the written report described in Section 4.2, encompassing the dispute  
557 amount. The County shall state its objections in writing with reference to the applicable portion(s) of the  
558 report and its reasons then known for its dispute. The Parties agree to meet and confer regarding any such  
559 dispute prior to initiating legal action.

## 560 Article 5. General Requirements

561 5.1 Service Standards. Contractor must perform all Commercial Collection Services under this  
562 Agreement in a thorough and professional manner as described in Article 20, while meeting the minimum  
563 performance and diversion standards listed in Article 12.

564 5.2 Labor and Equipment. Contractor must provide and maintain all labor, equipment, tools, facilities,  
565 and personnel supervision required for the performance of Contractor's obligations under this Agreement.  
566 Contractor must always have sufficient backup equipment and labor to fulfill Contractor's obligations under  
567 this Agreement. No compensation for Contractor's services or for Contractor's supply of labor, equipment,  
568 tools, facilities, or supervision will be provided or paid to Contractor by County or by any Service Recipient  
569 except as expressly provided by this Agreement.

570 5.3 Holiday Service. The County observes New Year's Day, Memorial Day, Independence Day,  
571 Juneteenth (June 19<sup>th</sup>), Labor Day, Thanksgiving Day, and Christmas Day as legal holidays. Contractor is  
572 not required to provide Commercial Collection Services or maintain office hours on the designated holidays.  
573 In any week in which one of these holidays falls on a Work Day, Commercial Collection Services for the  
574 holiday and each Work Day thereafter will be delayed one Work Day for the remainder of the week with  
575 normally scheduled Friday Commercial Collection Services being performed on Saturday. Commercial

576 Collection Services will not take place on Sundays, unless previously authorized by the Agreement  
577 Administrator.

578 5.4 Inspections. The County has the right to inspect Contractor's facilities or Collection Vehicles and  
579 their contents used to provide services pursuant to this Agreement at any reasonable time while operating  
580 inside or outside the County.

581 5.5 Recyclable Materials and Organic Waste Contamination. Contractor must offer the Service  
582 Recipients the correct combination of Collection Container sizes and collection frequency as necessary, that  
583 matches their unique service needs to reduce Prohibited Container Contaminants in of Recyclable Materials  
584 and Organic Waste and provide service at the least cost to Service Recipient. To support County's diversion  
585 goals and Contractor's Diversion Requirements as set forth in Article 8, Contractor is only required to collect  
586 and process Recyclable Materials if they have been separated by the Service Recipient from Refuse and  
587 Organic Waste and will only be required to collect Organic Waste if it has been Source Separated by the  
588 Service Recipient from Refuse and Recyclable Materials. As part of Contractor's Public Education Services  
589 under Article 15, Contractor has agreed to provide outreach and support to Service Recipients. Additionally,  
590 Contractor's route collection personnel will report to Contractor's supervisors if they observe Prohibited  
591 Container Contaminants, and/or insufficient collection capacity. For purposes of determining if Recyclable  
592 Materials or Organic Waste are deemed to be contaminated, if, by visual or digital inspection, Recyclable  
593 Materials are commingled with ten percent (10%) by weight or volume of Refuse or Organic Waste, or if, by  
594 visual inspection, Organic Waste is commingled with three percent (3%) by volume of Refuse or Recyclable  
595 Materials, then Recyclable Materials and/or Organic Waste will be deemed to be contaminated and  
596 Contractor may take the following steps:

597 5.5.1 First and Second Occurrence. For the first and second occurrence within any one  
598 Calendar Year of contamination for a particular container (i.e., Recyclable Materials or Organic  
599 Waste), Contractor must collect the contaminated container (as Solid Waste) and must affix a  
600 Contamination Violation Notice to the contaminated container which contains instructions on the  
601 proper procedures for sorting Recyclable Materials or Organic Waste, and must notify the Service  
602 Recipient by phone, U.S. mail, e-mail, or in person (which may be a container tag). For the third and  
603 subsequent incidents of excess contamination, Contractor must collect the contaminated container  
604 (as Solid Waste) and the Service Recipient may be charged a contamination fee for the  
605 contaminated container, and Contractor may increase the Collection Container size, or require an  
606 additional Collection Container. Contractor's representative must also contact the Service Recipient  
607 by phone, U.S. mail, e-mail, or in person (which may be a container tag) to ensure that they have  
608 the appropriate level of service for proper collection of Recyclable Materials and/or Organic Waste.  
609 Contractor must also document the contamination issue in the Waste Reporting System provide  
610 digital/visual documentation to the Service Recipient that clearly documents the Service Recipient's  
611 on-going contamination problems. This Section is not applicable to the services provided in the  
612 Remote Area as long as the Remote Area continues to be exempt from the requirements of 14 CCR  
613 18984 through 18984.13 under a low population waiver pursuant to 14 CCR 18984.12(a).  
614 Notwithstanding the existence of an applicable waiver, Contractor may voluntarily elect to comply  
615 with this Section.

616 5.6 Overage and Correction Procedures. If a Service Recipient is found to routinely overflow their  
617 Collection Container(s) (i.e., lid will not close, material not contained within Container, etc.), Contractor may  
618 take the steps as listed below to correct Service Recipient's on-going overflow of material. All Service  
619 Recipients will be notified of Collection "Overages." Contractor shall provide the Service Recipients the  
620 correct combination of Collection Containers and collection frequency that matches each Service Recipient's  
621 unique service needs to enable clean, efficient, and cost-effective collection of Refuse, Recyclable Materials,  
622 and Organic Waste. County and Contractor agree that overflow of Solid Waste that is not properly in the  
623 Service Recipient's Collection Containers negatively impacts public health and safety. Contractor has also  
624 agreed to conduct recycling audits and provide outreach and support to Service Recipient accounts receiving  
625 the correct level of Commercial Collection Services. However, if Service Recipients are found to routinely  
626 overflow their Collection Containers, Contractor may take the steps as listed below to correct Service  
627 Recipient's on-going overflow of Solid Waste.

628 5.6.1 Prior Arrangements for Collection. If the Service Recipient has made prior  
629 arrangements with Contractor for Collection of Solid Waste Overages, Contractor must collect such  
630 Overages as arranged, and may charge the Service Recipient the Solid Waste Overage fee (prior  
631 arrangement) rate set forth in Exhibit 1.

632 5.6.2 No Prior Arrangements. If the Service Recipient has not made prior arrangements  
633 with Contractor for Collection of Solid Waste Overage, (i) Contractor may collect such Solid Waste  
634 Overage at no additional charge as a courtesy, (ii) Contractor may not Collect the Solid Waste  
635 Overage and leave a Non-Collection Notice explaining the reason for non-collection of the Solid  
636 Waste Overage, (iii) Contractor may Collect the Solid Waste Overage (up to two lifts) and charge  
637 the Service Recipient the Solid Waste Overage fee (no prior arrangement) rate set forth in Exhibit 1  
638 as provided below, or increase the capacity or frequency of Collection of the existing Collection  
639 Container(s) to match documented service needs as provided below.

640 5.6.3 Service Recipients – Each Occurrence. Contractor must provide a written notice on  
641 the Container, as well as provide a copy of the notice via e-mail, U.S. mail, or in person (which may  
642 be by Non-Collection Notice) to the Service Recipient with the date, description, and photograph of  
643 the Solid Waste Overage. Contractor may collect the Solid Waste Overage and may charge the  
644 Service Recipient a Solid Waste Overage fee as set forth in Exhibit 1, and increase the capacity, or  
645 collection frequency of the Collection Container to match documented service needs. At least ten  
646 (10) Business Days prior to increasing the Collection Container size, or frequency of Collection,  
647 Contractor's representative must also contact the Service Recipient by phone, U.S. mail, e-mail or  
648 in person (which may be by Non-Collection Notice) to ensure that Service Recipient has the  
649 appropriate level of service. Contractor must document overage issue in the Waste Reporting  
650 System and notify County within ten (10) Business Days of any changes in Service Recipient's  
651 Collection Container size or collection frequency. The increased capacity or collection frequency will  
652 remain in effect until Contractor determines that it is no longer needed to prevent overages. Such  
653 determination will be in Contractor's sole but reasonable discretion and will be subject to the dispute  
654 resolution procedure set forth below.

655 5.7 Tracking Occurrences of Solid Waste Overage. After twelve (12) months have passed from the last  
656 applicable Solid Waste Overage occurrence, the next Solid Waste Overage occurrence will be deemed a  
657 first Solid Waste Overage occurrence.

658 5.8 Disputes Over Container Overflow Charges. If Service Recipient disputes a Solid Waste Overage  
659 charge or container size or collection frequency change within 30 days of the disputed action, Contractor  
660 must temporarily halt Solid Waste Overage charge and/or increased Maximum Service Rate resulting from  
661 increasing the Collection Container size or collection frequency, and Contractor may request a ruling by the  
662 County Administrator to resolve the dispute. During the pendency of any request, Contractor may restore  
663 Container size or number, or collection frequency, to the prior levels. A request by Contractor to the County  
664 Administrator to rule on any such dispute must be filed within ten (10) Business Days of Contractor's halting  
665 of Solid Waste Overage charge, or increased Maximum Service Rate, and must include written  
666 documentation and digital/visual evidence of ongoing overall problems. The County Administrator may  
667 request a meeting (in person or phone) with both the Service Recipient and Contractor to resolve the dispute.  
668 Following such a meeting, the County Administrator will rule on the dispute within ten (10) Business Days,  
669 and the County Administrator's decision on resolving the dispute between and Service Recipient will be final.  
670 If the County Administrator rules in favor of the Service Recipient, Contractor must credit the disputed charge  
671 or increased Maximum Service Rate. If the County Administrator rules in favor of Contractor, Contractor may  
672 charge Service Recipient the prior halted Solid Waste Overage charge and/or increased Maximum Service  
673 Rate resulting from increasing the Solid Waste Collection Container size or collection frequency and may  
674 follow the steps in Section 7.6 for collection of delinquent accounts.

675 5.9 Ownership of Materials. Except as provided otherwise under Applicable Law, title to Solid Waste will  
676 pass to Contractor at such time as said materials are set out for Collection.

677 5.10 Spillage and Litter. Contractor may not litter Service Recipient premises in the process of providing  
678 Commercial Collection Services or while its vehicles are on the road. Contractor must transport all materials  
679 Collected under the terms of this Agreement in such a manner as to prevent the spilling or blowing of such  
680 materials from Contractor's vehicles. Contractor must exercise all reasonable care and diligence in providing  
681 Commercial Collection Services to prevent spilling or dropping of Solid Waste and must immediately, at the  
682 time of occurrence, clean up such spilled or dropped Solid Waste.

683 5.10.1 Contractor is not responsible for cleaning up sanitary conditions caused by the  
684 carelessness of the Service Recipient, the County, or third party; however, Contractor must clean  
685 up any material or residue that is spilled or scattered by Contractor or its employees.

686 5.10.2 Equipment oil, hydraulic fluids, spilled paint, or any other liquid or debris resulting  
687 from Contractor's operations or equipment repair must be covered immediately with an absorptive  
688 material and removed from the street surface. Contractor must document spillage in the Waste  
689 Reporting System and notify County's stormwater compliance coordinator, and County  
690 Administrator within ninety (90) minutes of any spills resulting from Contractor's operations or  
691 equipment. When necessary, Contractor must apply a suitable cleaning agent and cleaning  
692 technique to the street surface to provide adequate cleaning as approved by the County's  
693 stormwater compliance coordinator to be compliant with the County's stormwater permit.

694 5.10.3 The above paragraphs notwithstanding, Contractor must clean up any spillage or  
695 litter caused by Contractor within ninety (90) minutes (or two hundred and forty (240) minutes in  
696 Remote Area) upon notice from the County. If County deems necessary, Contractor must engage  
697 third-party environmental clean-up specialist to remove any equipment oil, hydraulic fluids, or any  
698 other liquid or debris that remains on street after Contractor's own clean-up efforts. If clean-up is not  
699 conducted to satisfaction of County, County has right to engage environmental clean-up specialist  
700 to perform additional clean-up work at the expense of Contractor.

701 5.10.4 In the event where damage to County streets is caused by a hydraulic fluid spill (i.e.,  
702 any physical damage more than a simple cosmetic stain caused by the spill), Contractor shall be  
703 responsible for all repairs to return the street to the same condition as that prior to the spill.  
704 Contractor shall be responsible for all clean-up activities related to the spill. Repairs and clean-up  
705 shall be performed in a manner satisfactory to the County and at no cost to the County.

706 5.10.5 To facilitate immediate cleanup, Contractor's vehicles must always carry enough  
707 petroleum absorbent materials along with a broom and shovel.

708 5.11 Green and Organic Waste Capacity. Contractor shall guarantee capacity for all County Green and  
709 Organic Waste at facilities selected by Contractor for the term of the Agreement using a legally permitted  
710 facility. Capacity shall be provided to meet the requirements under Applicable Law (see SB 1383). This  
711 Section is not applicable to the services provided in the Remote Area as long as the Remote Area continues  
712 to be exempt from the requirements of 14 CCR 18984 through 18984.13 under a low population waiver  
713 pursuant to 14 CCR 18984.12(a). Notwithstanding the existence of an applicable waiver, Contractor may  
714 voluntarily elect to comply with this Section.

715 5.12 Regulations and Record Keeping. Contractor must comply with emergency notification procedures  
716 required by Applicable Laws and regulatory requirements. All records required by regulations must be  
717 maintained at Contractor's facility. These records must include waste manifests, waste inventories, waste  
718 characterization records, inspection records, incident reports, and training records.

719 5.13 Commingling of Materials. In order to reduce carbon footprints and operate with maximum  
720 efficiency, if a Collection Service route spans multiple jurisdictions, Contractor may elect to commingle any  
721 materials Collected pursuant to this Agreement ,as long as such commingling does not constitute or cause  
722 a violation of any applicable flow control, with any other material Collected by Contractor inside or outside  
723 the Service Area, provided that only materials Collected by Contractor of the same type are commingled  
724 with each other except to the extent the Agreement Administrator allows the commingling of materials of  
725 different types. Contractor shall allocate the tonnage shares between jurisdictions as follows: (i) calculate  
726 the total local cart, bin, and roll-off capacity for each jurisdiction on the given Solid Waste route ("Local  
727 Capacity"), (ii) divide the Local Capacity in each jurisdiction by the total capacity of all jurisdictions  
728 participating in the given Solid Waste route ("Local Share"), and (iii) multiply the Local Share by the total load  
729 collected and reported by a Disposal Facility, Materials Recovery Facility, or Organic Waste Processing  
730 Facility, as applicable. By way of illustration, assume an Organic Waste route provides service to 50  
731 accounts, with a total of 2,450 organic gallons across all accounts, and the weight ticket from a given Organic  
732 Waste Processing Facility reports a total load of 4.52 tons. Further, assume City A has 25 accounts with a

733 Local Capacity of 1,200 organic gallons, City B has 15 accounts with a Local Capacity of 700 organic gallons,  
 734 and City C has 10 accounts with a Local Capacity of 550 organic gallons. Accordingly, the Local Share of  
 735 City A is 49% (1,200 / 2,450), the Local Share of City B is 29% (700 / 2,450), and the Local Share of City C  
 736 is 22% (550 / 2,450). With total tons of 4.52, City A will be allocated 2.21 tons (49% x 4.52), City B will be  
 737 allocated 1.31 tons (29% x 4.52), and City C will be allocated 1.00 ton (22% x 4.52). These tonnages will  
 738 be reported to each of the three cities in their individual tonnage reports.

739  
 740

741 5.14 Guarantee of Capacity. Contractor guarantees access to facilities with adequate recycling and  
 742 organics capacity.

## 743 Article 6. Maximum Service Rates

744 6.1 Maximum Service Rates. Contractor shall charge and collect from its Service Recipients for regular  
 745 Collection Service and Special Services amounts not to exceed the Maximum Service Rates for said services  
 746 set forth in Exhibit 1. Contractor shall not impose, offer, collect, or attempt to collect any rate, fee, charge, or  
 747 cost exceeding the Maximum Service Rates set forth in Exhibit 1 for the corresponding service. For services  
 748 not listed in Exhibit 1, Contractor may charge and collect any negotiated rate. Contractor shall itemize all  
 749 rates and charges on its Service Recipients' bills to allow the Service Recipient to see individual charges as  
 750 outlined in Exhibit 1. Contractor shall cooperate with County efforts to implement pricing incentives for  
 751 Service Recipients encouraging the separation of Recyclable Materials from Refuse and discouraging  
 752 Disposal.

### 753 6.1.1 Pricing Incentives for Commercial Waste Diversion.

754 Each Contractor providing Collection Service to Service Recipients shall offer multiple levels of  
 755 service and pricing incentives to encourage the separation of commercial Recyclables and Organic  
 756 Waste from Refuse and to discourage Disposal. The Director may exempt a Contractor from some,  
 757 or all, of the requirements of this Section if the Director determines offering multiple levels of service  
 758 is not economically feasible.

759 6.2 Maximum Service Rate Adjustments. The Maximum Service Rates in Exhibit 1 shall be adjusted on  
 760 January 1, 2025, and annually thereafter in accordance with this Section 6.2, and will consist of the following  
 761 elements: "Annual Inflation Adjustment" and "Regulatory Fee Adjustments," as specified in Sections 6.2.1  
 762 and 6.2.2.

763 6.2.1 Annual Inflation Adjustment. The Maximum Service Rates in Exhibit 1 shall be  
 764 adjusted on January 1, 2025, and annually thereafter. Provided Contractor is not in default of this  
 765 Agreement as specified in Article 24, the below-described annual inflation adjustment will be  
 766 automatically applied to the Maximum Service Rates listed in Exhibit 1. The annual inflation  
 767 adjustment shall be calculated by the County using the U.S. Bureau of Labor Statistics, Consumer  
 768 Price Index, A Garbage and Trash Collection in U.S. City Average, All Urban Consumers, Not  
 769 Seasonally Adjusted. The annual inflation shall be based on one hundred percent (100%) of the

770 annual percentage change (up or down) in the twelve (12) month average CPI ending September of  
771 the most recent year (regardless of whether a projection is deemed "preliminary"), and the twelve  
772 (12) month average CPI ending September of the preceding year. An example rate adjustment  
773 calculation worksheet is included as Exhibit 6.

774  
775 6.2.2 Regulatory Fee Adjustments. Any change in County Regulatory Fees shall  
776 become effective on January 1 of the year following the Board approval of the change and shall be  
777 applied by County to County's Maximum Service Rate adjustments and all charges for Special  
778 Services listed on Exhibit 1. The Director shall calculate these Maximum Service Rate adjustments  
779 based on the methodology shown in Exhibit 6.

780 6.3 Annual Rate Cap on Maximum Service Rates. In any Rate Year that the calculation of the CPI  
781 exceeds four percent (4%), the total CPI adjustment for that year will equal four percent (4%) and there will  
782 be no rollover amount added to the CPI rate adjustment percentage in the following year, or any subsequent  
783 year. If the CPI is negative, there will be no CPI adjustment for that year.

784 6.4 Unusual and Unanticipated Costs. The Contractor may petition the County for consideration of a  
785 review of Maximum Service Rates if circumstances arise, other than a Change in Law, that could not have  
786 been predicted or foreseen as of the Effective Date which result in significant, uncompensated cost increases  
787 to the Contractor regarding the provision of Commercial Collection Services. Such unusual and unanticipated  
788 costs may include, but are not limited to: (1) proposed changes in the Contractor's level of service under this  
789 Agreement required by the County; (2) a significant increase in costs or expenses that arise out of causes  
790 beyond the control, or without the fault or negligence of the Contractor, that are not caused by a Change in  
791 Law; (3) changes in technology that significantly modify the intention and circumstances which have a direct  
792 bearing on the costs of services provided by Contractor hereunder; and (4) the enactment of any new, or the  
793 increase of any existing, governmental regulatory fees or costs that cannot be addressed by adjusting the  
794 Maximum Service Rates pursuant to Section 6.3. To request such a change, Contractor shall petition the  
795 County by providing the Director with a written explanation and all documentation supporting its request for  
796 a Maximum Service Rate adjustment. The Director shall issue a written decision that either approves, denies,  
797 or approves a modified Maximum Service Rate adjustment in response to Contractor's request. Contractor  
798 may thereafter appeal Director's decision to the Board by providing Director a written appeal notice within  
799 ten (10) calendar days after the decision, after which date the decision shall become final and non-  
800 appealable. In the event of an appeal to the Board, the Board may either approve, deny, or approve a  
801 modified Maximum Service Rate adjustment. The Board's resulting decision shall be final, non-appealable,  
802 and shall not be subject to arbitration pursuant to Section 24.7.

803 6.5 County Review. The County may initiate a Maximum Service Rate review pursuant to the factors set  
804 forth in Section 6.4. The County will provide written notice to the Contractor if such a rate review is being  
805 initiated. The Contractor shall provide all written explanation and documentation deemed necessary by the  
806 County to complete its rate review within sixty (60) days of the date that the County provided its written notice  
807 to the Contractor. The Director shall issue a written decision regarding the potential Maximum Service Rate  
808 adjustment. Contractor may appeal Director's decision to the Board by providing Director a written appeal  
809 notice within ten (10) calendar days after the Director's decision, after which date the decision shall become

810 final and non-appealable. In the event of an appeal to the Board, the Board may either approve, deny, or  
811 approve a modified Maximum Service Rate adjustment. The Board's resulting decision shall be final, non-  
812 appealable, and shall not be subject to arbitration pursuant to Section 24.7. The existing Maximum Service  
813 Rates shall remain effective unless and until the County issues a final, non-appealable decision regarding  
814 an adjustment in accordance with this Section. Any Maximum Service Rate adjustment approved pursuant  
815 to this Section may only be implemented by Contractor effective on January 1 of the calendar year following  
816 the date of the final, non-appealable County decision approving the adjustment.

817 6.6 Notice to Service Recipients. Prior to the implementation of any Maximum Service Rate adjustment  
818 the Contractor shall provide a minimum of fifteen (15) days written notice to all affected Service Recipients.  
819 At a minimum, this notice, approved by County as to form and content, must include the following: (1) a list  
820 of all new rates and applicable levels of service; (2) the date upon which the new rates will be effective; (3)  
821 information about alternative levels of service available, including, but not limited to, varying container sizes  
822 for Refuse; and (4) a customer service telephone number.

823 6.7 Rounding. Adjustments to the overall Maximum Service Rates shall be made only in units of one  
824 cent (\$0.01). Fractions of less than one cent (\$0.01) shall not be considered in adjusting. CPI indices shall  
825 be rounded at two (2) decimal places for the adjustment calculations.

826 6.8 Five Year Meet and Confer. Upon request by the County and/or Contractor, both parties agree to  
827 meet and confer on, or about, five (5) years from the Commencement Date regarding material changes in  
828 the cost of providing services that are substantially more than the rate adjustments resulting from the  
829 application of this Article. If it is determined a material change in the cost of providing a service has occurred,  
830 the County and Contractor agree to negotiate in good faith regarding an appropriate adjustment to the rate.  
831 The process for demonstrating material changes in the cost of providing services shall follow the same  
832 process as outlined in Sections 6.4 and 6.5.

## 833 Article 7. Collection Service Billing

834 7.1 Responsibility for Collection Service Billing and Collection. Contractor shall be solely responsible for  
835 the billing and collecting payments for the services it provides within the Service Area.

836 7.2 Invoices. Contractor shall prepare and send out invoices, by either U.S. mail or electronic mail, to  
837 each Service Recipient in advance of all services provided by Contractor under this Agreement. If sent by  
838 mail, invoices for each billing period shall be placed in a separate envelope accompanied by a self-addressed  
839 return envelope. All invoices shall include Contractor's e-mail address include directions for payment by  
840 payment by check, credit card, or Automated Clearing House (ACH) debit, and shall include or be  
841 accompanied by a complete billing statement showing all charges and all services provided. County shall  
842 have the right to direct Contractor to revise the format of all invoices and billing statements upon reasonable  
843 notice to Contractor.

844 7.3 Frequency. Contractor shall not initiate billing to any Service Unit sooner than the first day of the  
845 service period of Collections Services covered by the invoice. Contractor shall invoice Service Recipients

846 once every month for Service Units. No invoice shall be due and payable sooner than the last day of the  
847 respective month for which Commercial Collection Services are provided.

848 7.4 Partial Month Service. If, during a month, a Service Unit is added to, or deleted from, Contractor's  
849 Service Recipients, Contractor shall prorate billing to the impacted Service Recipient on a weekly basis,  
850 meaning one-fourth of the applicable rate found in Exhibit 1 multiplied by the number of weeks of service  
851 provided by Contractor.

852 7.5 Overpayments. Contractor shall refund or issue a service credit for overpayments by Service  
853 Recipients no later than 30 days after Contractor discovers or is notified of the overpayment. Contractor  
854 shall refund every overpayment that: (1) exceeds two hundred dollars (\$200.00) or the amount of Service  
855 Recipient's typical invoice, whichever is less; or (2) is due to the Service Recipient closing the account prior  
856 to the end of the billing period. Contractor may issue a service credit of no more than two (2) years against  
857 future invoices for all other overpayments.

858 7.6 Delinquent Service Accounts. Upon request, Contractor shall report all Service Recipients whose  
859 accounts are delinquent by more than ninety (90 days) to the Agreement Administrator monthly.

## 860 Article 8. Diversion Requirements

861 8.1 Warranties and Representations. Contractor warrants that it is aware of and familiar with County's  
862 waste stream in the Service Area, and that it has the ability as to the Service Units served, and shall use  
863 commercially reasonable efforts as to the Service Units served to provide and employ sufficient programs  
864 and services to ensure County will meet or exceed County's Diversion goals requirements (including, without  
865 limitation, amounts of Solid Waste to be Diverted, time frames for Diversion, and any other requirements) as  
866 set forth in this Article, Applicable Law, and that Contractor will do so without imposing any costs or fees  
867 other than those set forth in Exhibit 1, as may be adjusted as provided in Sections 6.3 or Article 25.

868 8.2 Minimum Diversion Requirements. Contractor, as pertaining to the Service Area, shall comply with  
869 all waste diversion requirements set forth in County Code Section 4770-1, as may be amended. Contractor  
870 shall also comply in the Service Area with all diversion requirements under Applicable Law (including, but  
871 not limited to those set forth in AB 341, AB 1826, and SB 1383). This Section is not applicable to the services  
872 provided in the Remote Area as long as the Remote Area continues to be exempt from the requirements of  
873 14 CCR 18984 through 18984.13 under a low population waiver pursuant to 14 CCR 18984.12(a).  
874 Notwithstanding the existence of an applicable waiver, Contractor may voluntarily elect to comply with this  
875 Section.

876 8.3 Cooperation. County and Contractor shall, with respect to the Service Area, each reasonably  
877 cooperate in good faith with all efforts of the other Party to meet County's Diversion requirements under  
878 Applicable Law and the Contractor's obligations under this Article. County's obligations in this regard shall  
879 include, without limitation, making such petitions and applications as may be reasonably requested by  
880 Contractor for time extensions in meeting Diversion goals, or other exceptions from the terms of Applicable  
881 Laws, and to agree to authorize such changes to Contractor's Recycling, Organic Waste, or Solid Waste

882 programs as may be reasonably requested by Contractor to achieve the minimum requirements of this  
883 Article.

884 8.4 Contractor's Diversion Programs. Contractor shall implement the Diversion programs required under  
885 this Agreement to ensure the County and Contractor comply with all Diversion requirements under Applicable  
886 Law and the County meets or exceeds all minimum Diversion requirements under Applicable Law, as to  
887 Contractor's Service Recipients in the Service Area. Contractor shall furthermore, at its sole cost and  
888 expense, as it pertains to the Contractor's Service Recipients in the Service Area (1) assist the County in  
889 responding to inquiries from, or prepare for and attend any hearing before, CalRecycle or any other  
890 regulatory agency relating to the County's compliance with Applicable Law; prepare for and participate in  
891 CalRecycle's review of the County's SRRE; apply for any extension available under Applicable Law; develop  
892 and implement a public awareness and education program consistent with the County's SRRE and  
893 Household Hazardous Waste Element and any related requirements of Applicable Law; (2) provide the  
894 County with Recycling, source reduction, and other technical assistance as may be needed to comply with  
895 Applicable Law; (3) advise the County of additional programs or measures Contractor can, if authorized by  
896 the County, implement to increase compliance with the Diversion requirements of Applicable Law; and (4)  
897 promptly pay any and all fees, penalties, or other costs imposed on the County by CalRecycle relating to its  
898 Diversion requirements, and indemnify and hold harmless the County from and against any fines, penalties,  
899 or other liabilities, levied against the County for violation of such Diversion requirements to the fullest extent  
900 allowed by law. This Section is not applicable to the services provided in the Remote Area as long as the  
901 Remote Area continues to be exempt from the requirements of 14 CCR 18984 through 18984.13 under a  
902 low population waiver pursuant to 14 CCR 18984.12(a). Notwithstanding the existence of an applicable  
903 waiver, Contractor may voluntarily elect to comply with this Section.

904 8.5 New Diversion Programs. If Contractor fails to meet any Diversion requirement or the County fails  
905 to meet any CalRecycle Diversion requirement notwithstanding Contractor's implementation of all Diversion  
906 and public education programs as required by this Agreement as to Contractor's Service Recipients in the  
907 Service Area, the County may direct Contractor to modify its Diversion and public education programs or  
908 implement new programs. Such modifications may constitute a County-Directed Change under Section  
909 25.1. Contractor shall not implement new Diversion programs not described in this Agreement without the  
910 County's prior consent.

911 8.6 Nothing contained herein shall prohibit Contractor from meeting its diversion requirements by any  
912 alternative methods or procedures, provided it complies with Applicable Law (including, but not limited to,  
913 those requirements set forth in AB 939, AB 341, AB 1826, AB 1594, SB 1016, SB 1383), as may be amended  
914 from time to time. Contractor's ability to meet its diversion requirements by alternative methods, per this  
915 Section, is subject to Agreement Administrator review and approval.

## 916 Article 9. Commercial Service

917 9.1 Commercial Conditions of Service. Except as set forth below, Contractor must provide Commercial  
918 Collection Services to any Service Units Contractor serves in the Service Area. This service is governed by  
919 the following terms and conditions:

920 9.1.1 Provision of Service. Contractor must provide Commercial Refuse Collection  
921 Service, Commercial Recycling Service and Commercial Organic Waste Collection Service to all  
922 Service Units in the Service Area whose Refuse, Recyclable Materials, and Organics Waste are  
923 properly containerized in Collection Containers as appropriate where the Collection Containers are  
924 accessible as set forth in Section 9.1.3 Contractor may offer Refuse, Recyclable Materials, and  
925 Organic Waste Carts in 32, 64, and 96-gallon sizes. Contractor may offer Refuse and Recyclable  
926 Materials Bins in 1, 2, 3, 4, and 6-cubic yard sizes (stab only, no wheels or maneuvering required  
927 for 6 cubic yard sized Bins) and 1, 1.5, 2, 3 and 4-cubic yard sizes for Organic Waste Bins. Contractor  
928 must offer Roll-off Containers in 10, 20, 30, and 40-cubic yard sizes. The size of the container and  
929 the frequency (above the minimum) of collection will be determined between the Service Recipient  
930 and Contractor. However, the size and frequency must be sufficient to provide that no Refuse,  
931 Recyclable Materials, or Organic Waste need be placed outside the Collection Container. This  
932 Section is not applicable to the services provided in the Remote Area as long as the Remote Area  
933 continues to be exempt from the requirements of 14 CCR 18984 through 18984.13 under a low  
934 population waiver pursuant to 14 CCR 18984.12(a). Notwithstanding the existence of an applicable  
935 waiver, Contractor may voluntarily elect to comply with this Section.

936 9.1.2 Hours of Collection. Commercial Collection Service must be provided, commencing  
937 no earlier than 5:00 a.m., and terminating no later than 6:00 p.m., Monday through Saturday, except  
938 for Holidays. There will be no Commercial Collection Service on Sundays. The hours, day, or both  
939 of Collection may be extended due to extraordinary circumstances or conditions with the prior verbal  
940 or written consent of the Agreement Administrator.

941 9.1.3 Accessibility. Contractor must Collect all Collection Containers that are readily  
942 accessible to Contractor's crew and vehicles and not blocked. However, Contractor must provide  
943 accessibility services as necessary upon request during the provision of Commercial Collection  
944 Services for the Service Rate set forth in Exhibit 1 ("Drive-in Charge" or "Hard to Service Area").  
945 Push services include, but are not limited to, dismounting from the Collection Vehicle, moving the  
946 Collection Containers from their storage location for Collection and returning the Collection  
947 Containers back to their storage location. Stinger/scout truck services provide for the retrieval of  
948 Collection Containers from locations with accessibility constraints that make Containers difficult or  
949 impossible to access using regular refuse collection trucks.

950 9.1.4 Manner of Collection. Contractor must provide Commercial Collection Service with  
951 as little disturbance as possible and must leave any Collection Container at the same point it  
952 originally located without obstructing alleys, roadways, driveways, sidewalks, or mailboxes.

953 9.1.4.1 Purchase and Distribution of Collection Containers for new Service Units.  
954 Contractor must also distribute newly painted Collection Containers as specified in Exhibit 3 to  
955 new Service Units that are added to Contractor's Service Area during the term of this  
956 Agreement. The size and mix of the Collection Containers will be in accordance with the service  
957 agreement obtained by Contractor as set forth in this Agreement and the distribution must be  
958 completed within five (5) Work Days of receipt of the request for service.

959 9.1.5 Replacement of Collection Containers. Contractor's employees must take care to  
960 prevent damage to Collection Containers by unnecessary rough treatment. However, any Collection  
961 Container damaged by the Contractor must be replaced by Contractor, at Contractor's expense,  
962 within five (5) Work Days at no cost or inconvenience to the Service Recipient.

963 9.1.5.1 Each Commercial Service Unit is entitled to the replacement of one (1) lost,  
964 destroyed, or stolen Refuse, Recyclable Materials, and Organic Waste Collection Container  
965 during the initial term of this Agreement at no cost to the Service Unit. Accordingly, Contractor  
966 will be compensated for the cost of those replacements in excess of one (1) Refuse, Recyclable  
967 Materials, and Organic Waste Collection Container per Commercial Service Unit during the  
968 initial term of the Agreement, in accordance with Bin exchange charge, as appropriate, set forth  
969 in Exhibit 1. Contractor must deliver a replacement Collection Container to such Service Unit  
970 within five (5) Work Days.

971 9.1.6 Repair of Collection Containers. Contractor is responsible for repair of Collection  
972 Containers, including but not limited to, hinged lids, wheels and axles. Within five (5) Work Days of  
973 notification by County or a Service Recipient of the need for such repairs, Contractor must repair the  
974 Collection Container or if necessary, remove the Collection Container for repairs and deliver a  
975 replacement Collection Container to the Service Recipient. Collection Container repair also includes  
976 the removal of graffiti from the Collection Container.

977 9.1.7 Collection Container Exchange. Upon notification to Contractor by County or a  
978 Service Recipient that a change in their Collection Containers is required, Contractor must deliver  
979 such Collection Containers to such Service Recipient within five (5) Work Days. Each Commercial  
980 Service Unit is eligible to receive one (1) free Collection Container exchange per Calendar Year  
981 during the term of this Agreement. Contractor is allowed to charge the Service Unit for the cost of  
982 those exchanges in excess of one (1) Collection Container exchange per Calendar Year, in  
983 accordance with the appropriate Bin exchange service rate set forth in Exhibit 1 as may be adjusted  
984 by County under this Agreement. Additional Collection Containers or different size Collection  
985 Containers are subject to the applicable Service Rate set forth in Exhibit 1.

986 9.1.8 Newly painted Bins and Roll-off Containers. At the start of this Agreement,  
987 Contractor must supply newly painted Bins and Roll-off Containers in good condition which comply  
988 with Collection Container specifications in Exhibit 3. If any changes to these specifications are  
989 adopted after the Effective Date that results in Contractor being required to replace Collection  
990 Containers before they have been fully depreciated, Contractor will be eligible for additional  
991 compensation in accordance with Section 25.2.

992 9.1.9 Ownership of Collection Containers. Ownership of Collection Containers distributed  
993 by Contractor is vested in Contractor.

994 9.1.10 Cleaning of Collection Containers. Once each Calendar Year, if requested by the  
995 Commercial Service Recipient, Contractor must clean all Collection Containers at the Commercial  
996 Service Recipient's premises or must replace the dirty Collection Containers with clean Collection

997 Containers. Any Collection Container cleanings must be done in such a manner that results in no  
998 water entering the County's storm drain system. This service must be provided at no charge to the  
999 Service Recipient, so long as the service is not requested more than once per Calendar Year. In  
1000 addition, regardless of whether or not this cleaning is requested by the Service Recipient, Contractor  
1001 will ensure that all Collection Containers are cleaned on an as-needed basis so as to maintain a  
1002 clean appearance and proper function. Additional cleanings beyond once each Calendar Year will  
1003 be subject to the Service Rate set forth in Exhibit 1. This Section is not applicable to the services  
1004 provided in the Remote Area as long as the Remote Area continues to be exempt from the  
1005 requirements of 14 CCR 18984 through 18984.13 under a low population waiver pursuant to 14  
1006 CCR 18984.12(a). Notwithstanding the existence of an applicable waiver, Contractor may voluntarily  
1007 elect to comply with this Section.

1008 9.1.11 Removal of Graffiti from Containers. Contractor must remove any graffiti within  
1009 fourteen (14) days of being notified of, or seeing, graffiti on a Collection Container.

1010 9.2 Commercial Refuse Service.

1011 9.2.1 Conditions of Service. Contractor must provide Commercial Refuse Collection  
1012 Service to any Service Units Contractor serves in the Service Area whose Refuse is properly  
1013 containerized in Refuse Collection Containers, where the Refuse Collection Containers are  
1014 accessible.

1015 9.2.2 Size and Frequency of Service. This service must be provided as deemed  
1016 necessary and determined between Contractor and the Commercial Service Unit, but such service  
1017 must be received no less than one (1) time per week with no exception for holiday(s) as set forth  
1018 herein, except that Commercial Collection service scheduled to fall on a holiday may be rescheduled  
1019 as determined between the Service Recipient and Contractor as long as the minimum frequency  
1020 requirement is met. However, service in the Remote Area may be received no less than once every  
1021 fourteen (14) days with no exception for holiday(s) as set forth herein, except that Collection service  
1022 scheduled to fall on a holiday may be rescheduled as determined between the Service Unit and  
1023 Contractor as long as the minimum frequency requirement is met. The size of the container and the  
1024 frequency (above the minimum) of Collection will be determined between the Commercial Service  
1025 Recipient and Contractor. However, size and frequency must be sufficient to provide that no Refuse  
1026 need be placed outside the Collection Container. Contractor must provide Collection Containers as  
1027 part of the Commercial Collection Maximum Service Rates set forth in Exhibit 1. Service Recipients  
1028 may own and provide their own Compactor provided that the Service Recipient is completely  
1029 responsible for its proper maintenance, and such Compactor is of a type that is compatible with  
1030 Contractor's equipment. All other Collection Containers used by Service Recipients must be owned  
1031 and supplied by Contractor.

1032 9.2.3 Non-Collection. Contractor is not required to Collect any Commercial Refuse that is  
1033 not placed in a Refuse Collection Container unless such Commercial Refuse is outside the Refuse  
1034 Collection Container because of overflow. In the event of non-collection or overflow, Contractor must  
1035 follow the steps as set forth in Section 5.6.

1036 9.2.4 Disposal Facility. Except as set forth below, all Refuse collected as a result of  
1037 performing Commercial Collection Services must be transported to, and disposed of, at legally  
1038 permitted Disposal Facilities. In the event a Disposal Facility is closed on a Work Day, Contractor  
1039 must transport and dispose of Refuse at another legally permitted Disposal Facility. Failure to comply  
1040 with this provision will result in the levy of a penalty as specified in Exhibit 4 and may result in  
1041 Contractor being in default under this Agreement. County has the right to designate Disposal Facility  
1042 and agrees to adjust Maximum Service Rates to reflect County's exercise of flow control rights.

1043 9.3 Commercial Recycling Service. This service is governed by the following terms and conditions:

1044 9.3.1 Conditions of Service. Contractor must provide Commercial Recycling Service to  
1045 any Service Units Contractor serves in the Service Area whose Recyclable Materials are properly  
1046 containerized in Recycling Collection Containers except as set forth below, where the Recycling  
1047 Collection Containers are accessible. The Maximum Service Rates for Contractor's Commercial  
1048 Recycling Services are set forth in Exhibit 1.

1049 9.3.2 Base Commercial Recycling Service. All Service Recipients subscribing to  
1050 Commercial Refuse Collection Service that generate 2 (two) or more cubic yards of combined Solid  
1051 Waste must subscribe to and receive weekly collection of Recyclable Materials at the appropriate  
1052 rate set forth in Exhibit 1. The actual configuration of Recycling Collection Container sizes to be  
1053 provided will be based on the total equivalent volume and configured in a manner determined by the  
1054 Service Recipient in consultation with Contractor.

1055 9.3.3 Size and Frequency of Service. This service will be provided as deemed necessary  
1056 and determined between Contractor and the Service Recipient, but such service must be received  
1057 no less than one (1) time per week with no exception for holiday(s) as set forth herein, except that  
1058 Collection service scheduled to fall on a holiday may be rescheduled as determined between the  
1059 Service Recipient and Contractor as long as the minimum frequency requirement is met. However,  
1060 service in the Remote Area may be received no less than once every fourteen (14) days with no  
1061 exception for holiday(s) as set forth herein, except that Collection service scheduled to fall on a  
1062 holiday may be rescheduled as determined between the Service Unit and Contractor as long as the  
1063 minimum frequency requirement is met. Service may be provided by Collection Container at the  
1064 option of the Service Recipient. The size of the Collection Container and the frequency of Collection  
1065 will be determined between the Service Recipient and Contractor. However, size and frequency  
1066 must be sufficient to provide that no Recyclable Materials need be placed outside the Collection  
1067 Container. Contractor will charge for Commercial Recycling Services and must provide Recycling  
1068 Collection Containers at rates set forth in Exhibit 1. Service Recipients may own and provide their  
1069 own Compactor provided that the Service Recipient is completely responsible for its proper  
1070 maintenance, and such Compactor is of a type that is compatible with Contractor's equipment. All  
1071 other Collection Containers used by Service Recipients must be owned and supplied by Contractor.  
1072 This Section is not applicable to the services provided in the Remote Area as long as the Remote  
1073 Area continues to be exempt from the requirements of 14 CCR 18984 through 18984.13 under a  
1074 low population waiver pursuant to 14 CCR 18984.12(a). Notwithstanding the existence of an  
1075 applicable waiver, Contractor may voluntarily elect to comply with this Section.

1076 9.3.4 Overages. Corrugated cardboard that will not fit inside the Recycling Collection  
1077 Containers may be placed beside the Recycling Collection Containers if flattened.

1078 9.3.5 Recycling - Improper Procedure. Contractor is not required to Collect Recyclable  
1079 Materials if the Service Recipient does not segregate the Recyclable Materials from Commercial  
1080 Refuse and Organic Waste. Furthermore, Contractor is not required to collect Recyclable Materials  
1081 that are contaminated through commingling with Refuse or Organic Waste. To address  
1082 contamination, Contractor must follow the steps as set forth in Section 5.5.

1083 9.3.6 Materials Recovery Facility. All Recyclable Materials collected as a result of  
1084 performing Recycling Services must be delivered to the Materials Recovery Facility. Failure to  
1085 comply with this provision will result in the levy of a penalty as specified in Exhibit 4 and may result  
1086 in Contractor being in default under this Agreement. All expenses related to materials processing  
1087 and marketing will be the sole responsibility of Contractor. County has the right to designate  
1088 Materials Recovery Facility and agrees to adjust Maximum Service Rates to reflect County's  
1089 exercise of flow control rights.

1090 9.3.7 Recycling - Changes to Services. Should changes in law arise that necessitate any  
1091 additions or deletions to the services described herein including the type of items included as  
1092 Recyclable Materials, the parties will negotiate any necessary cost changes and will enter into an  
1093 Agreement amendment covering such modifications to the services to be performed and the  
1094 compensation to be paid in accordance with Section 25.2 before undertaking any changes or  
1095 revisions to such services.

1096 9.3.8 Compliance with AB 341. Contractor will develop and maintain its Commercial  
1097 Recycling Service in a manner designed to assist County and the Service Recipients to achieve and  
1098 maintain compliance with AB 341. Contractor will notify Service Recipients of the requirements to  
1099 comply with the laws starting January 1, 2024, and each January 1st thereafter. Contractor must  
1100 provide the necessary volume of Collection Service to Service Units in order to be in full compliance  
1101 with the law. In conjunction with the County's ordinance supporting full compliance with AB 341 by  
1102 Service Units (i.e., "generators"), Contractor will conduct in-person outreach to all non-participating  
1103 commercial covered generators a minimum of once per calendar year. Failure to conduct such  
1104 outreach will result in a penalty as specified in Exhibit 4. This Section is not applicable to the services  
1105 provided in the Remote Area as long as the Remote Area continues to be exempt from the  
1106 requirements of 14 CCR 18984 through 18984.13 under a low population waiver pursuant to 14  
1107 CCR 18984.12(a). Notwithstanding the existence of an applicable waiver, Contractor may voluntarily  
1108 elect to comply with this Section.

1109 9.3.9 Additional Recycling Collection Containers. Contractor must provide additional  
1110 Recycling Collection Containers to Service Recipients within five (5) days of request and may charge  
1111 for such additional capacity set forth in Exhibit 1 provided that additional Collection Containers are  
1112 used by Service Recipients for the purposes of setting out additional Recyclable Materials for regular  
1113 weekly Commercial Recycling Service.

1114 9.4 Commercial Organic Waste Collection Service. This service is governed by the following terms and  
1115 conditions:

1116 9.4.1 Conditions of Service. Contractor must provide Commercial Organic Waste  
1117 Collection Service to any non-exempt Service Units Contractor serves in the Service Area whose  
1118 Organic Waste is properly containerized in Organic Collection Containers, except as set forth below  
1119 in Section 9.4.6, where the Organic Waste Collection Containers are accessible. Contractor will  
1120 conduct a site visit with each non-exempt Service Recipient to determine the specific materials to  
1121 be included in the Service Recipient's Organic Waste Collection (i.e., Food Waste, Green Waste,  
1122 combined Food and Green Waste). Contractor will charge for collection of Organic Waste at the  
1123 appropriate rate specified in Exhibit 1. Contractor will provide a sufficient number of Collection  
1124 Containers and at a collection frequency to allow for any such Service Unit to utilize the collection of  
1125 Organic Waste. Commercial Organic Waste Collection will occur Monday through Saturday upon  
1126 request and as necessary. County shall provide Contractor a list of the names and addresses of  
1127 Service Units that are approved by County for exemption from Organic Waste Collection. This  
1128 Section is not applicable to the services provided in the Remote Area as long as the Remote Area  
1129 continues to be exempt from the requirements of 14 CCR 18984 through 18984.13 under a low  
1130 population waiver pursuant to 14 CCR 18984.12(a). Notwithstanding the existence of an applicable  
1131 waiver, Contractor may voluntarily elect to comply with this Section.

1132 9.4.2 Organic Waste Processing Services. Contractor must ensure that all Organic Waste  
1133 Collected pursuant to this Agreement is diverted from the landfill in accordance with AB 939, AB  
1134 1826, AB 1594, SB 1016, and SB 1383, and any subsequent or other Applicable Law, as may be  
1135 amended from time to time. Contractor must ensure that the Organic Waste Collected pursuant to  
1136 this Agreement is not disposed of in a landfill, except for residue resulting from processing. If the  
1137 organics processing facility accepts bagged Organic Waste, then Contractor is obligated to accept  
1138 bagged Organic Waste. If Contractor initially intends to collect Food Waste in bags, Contractor must,  
1139 always, be prepared to accept Food Waste loose (without bagging) at the direction of the County.  
1140 This Section is not applicable to the services provided in the Remote Area as long as the Remote  
1141 Area continues to be exempt from the requirements of 14 CCR 18984 through 18984.13 under a  
1142 low population waiver pursuant to 14 CCR 18984.12(a). Notwithstanding the existence of an  
1143 applicable waiver, Contractor may voluntarily elect to comply with this Section.

1144 9.4.3 Organic Waste Processing Facility. Contractor must deliver all Collected Organic  
1145 Waste to a fully permitted Organic Waste Processing Facility or a fully permitted Organic Waste  
1146 Transfer Station, that has been agreed upon by the County. Failure to comply with this provision will  
1147 result in the levy of a penalty as specified in Exhibit 4 and may result in Contractor being in default  
1148 under this Agreement. All expenses related to Organic Waste processing and marketing will be the  
1149 sole responsibility of Contractor. County has the right to designate Organic Waste Processing  
1150 Facility and agrees to adjust Maximum Service Rates to reflect County's exercise of flow control  
1151 rights.

1152 9.4.4 Organic Waste Collection Frequency. Contractor must comply with CalRecycle  
1153 collection frequency requirements as they may apply during the term of this Agreement. If any such

1154 changes to collection frequency are adopted after Effective Date that result in Contractor being  
1155 allowed to reduce the frequency of Refuse or Organic Waste Collection, or otherwise cause  
1156 Contractor to reduce its collection costs as a result in a change in Refuse or Organic Waste collection  
1157 frequency, Contractor must provide County with its estimate of reduced its costs and shall make  
1158 adjustments to the Maximum Service Rates. This Section is not applicable to the services provided  
1159 in the Remote Area as long as the Remote Area continues to be exempt from the requirements of  
1160 14 CCR 18984 through 18984.13 under a low population waiver pursuant to 14 CCR 18984.12(a).  
1161 Notwithstanding the existence of an applicable waiver, Contractor may voluntarily elect to comply  
1162 with this Section.

1163 9.4.5 Base Commercial Organic Waste Service. All Service Recipients subscribing to  
1164 Commercial Refuse Collection Service that generate 2 (two) or more cubic yards of combined Solid  
1165 Waste must subscribe to and receive weekly collection of Organic Waste. The actual configuration  
1166 of Organic Waste Collection Container sizes to be provided will be based on the total equivalent  
1167 volume and configured in a manner determined by the Service Recipient in consultation with  
1168 Contractor. Contractor will charge for Commercial Organic Waste Collection as set forth in Exhibit 1  
1169 for Commercial Organic Waste Service. This Section is not applicable to the services provided in  
1170 the Remote Area as long as the Remote Area continues to be exempt from the requirements of 14  
1171 CCR 18984 through 18984.13 under a low population waiver pursuant to 14 CCR 18984.12(a).  
1172 Notwithstanding the existence of an applicable waiver, Contractor may voluntarily elect to comply  
1173 with this Section.

1174 9.4.6 Size and Frequency of Service. This service will be provided as deemed necessary  
1175 and determined between Contractor and the Service Recipient, but such service must be received  
1176 no less than one (1) time per week with no exception for holiday(s) as set forth herein, except that  
1177 Collection service scheduled to fall on a holiday may be rescheduled as determined between the  
1178 Service Recipient and Contractor as long as the minimum frequency requirement is met. However,  
1179 service in the Remote Area may be received no less than once every fourteen (14) days with no  
1180 exception for holiday(s) as set forth herein, except that Collection service scheduled to fall on a  
1181 holiday may be rescheduled as determined between the Service Unit and Contractor as long as the  
1182 minimum frequency requirement is met. Service may be provided by Bin or Cart at the option of the  
1183 Service Recipient. The size of the container and the frequency (above the minimum) of Collection  
1184 will be determined between the Customer Service Recipient and Contractor. However, size and  
1185 frequency must be sufficient to provide that no Organic Waste needs be placed outside the  
1186 Collection Container. Service Recipients may own and provide their own Compactor provided that  
1187 the Service Recipient is completely responsible for its proper maintenance, and such Compactor is  
1188 of a type that is compatible with Contractor's equipment. All other Collection Containers used by  
1189 Service Recipients must be owned and supplied by Contractor. This Section is not applicable to the  
1190 services provided in the Remote Area as long as the Remote Area continues to be exempt from the  
1191 requirements of 14 CCR 18984 through 18984.13 under a low population waiver pursuant to 14  
1192 CCR 18984.12(a). Notwithstanding the existence of an applicable waiver, Contractor may voluntarily  
1193 elect to comply with this Section.

1194 9.4.7 Organic Waste - Improper Procedure. Contractor is not required to Collect Organic  
1195 Waste if the Service Recipient does not separate the Organic Waste from Refuse and Recyclable  
1196 Materials. Furthermore, Contractor is not required to collect Organic Waste that is contaminated  
1197 through commingling with Refuse or Recyclable Materials. To address contamination, Contractor  
1198 must follow the steps set forth in Section 5.5.

1199 9.4.8 Organic Waste Processing Facility. Subject to Section 9.4.3, all Organic Waste  
1200 Collected as a result of performing Commercial Organic Waste Collection Services must be  
1201 delivered to the Organic Waste Processing Facility. Failure to comply with this provision will result  
1202 in the levy of an administrative charge as specified in this Agreement and may result in Contractor  
1203 being in default under this Agreement.

1204 9.4.9 Organic Waste - Changes to Services. Should changes in law arise that necessitate  
1205 any additions or deletions to the services described in this Section 9. 4 including the type of items  
1206 included as Organic Waste, the parties will negotiate any necessary cost changes and will enter into  
1207 an Agreement amendment covering such modifications to the services to be performed and the  
1208 compensation to be paid in accordance with Section 25.2 before undertaking any changes or  
1209 revisions to such services.

1210 9.4.10 Compliance with AB 1826 and SB 1383. Contractor will develop and maintain its  
1211 Commercial Organic Waste Collection Service in a manner designed to assist County and Service  
1212 Recipients to achieve and maintain compliance with AB 1826 and SB 1383. Contractor will notify  
1213 non-exempt covered businesses of the requirements to comply with the law annually starting  
1214 January 1, 2023. Contractor will offer to provide the volume of collection service that covered  
1215 businesses require to be in compliance with the law. In conjunction with the County's ordinance  
1216 supporting full compliance with AB 1826 , SB 1383 and AB 827 by Service Units (i.e., "generators"),  
1217 Contractor will conduct in-person outreach to all non-participating non-exempt commercial covered  
1218 generators as specified in Section 15.2. Failure to conduct such outreach will result in a penalty as  
1219 specified in Exhibit 4. This Section is not applicable to the services provided in the Remote Area as  
1220 long as the Remote Area continues to be exempt from the requirements of 14 CCR 18984 through  
1221 18984.13 under a low population waiver pursuant to 14 CCR 18984.12(a). Notwithstanding the  
1222 existence of an applicable waiver, Contractor may voluntarily elect to comply with this Section.

1223 9.4.11 Additional Organic Waste Collection Containers. Contractor must provide additional  
1224 Organic Waste Collection Containers to Service Recipients at the rates listed in Exhibit 1 provided  
1225 that additional Collection Containers are used by Service Recipients for the purposes of setting out  
1226 additional Organic Waste materials for regular weekly Organic Waste Collection Service. This  
1227 Section is not applicable to the services provided in the Remote Area as long as the Remote Area  
1228 continues to be exempt from the requirements of 14 CCR 18984 through 18984.13 under a low  
1229 population waiver pursuant to 14 CCR 18984.12(a). Notwithstanding the existence of an applicable  
1230 waiver, Contractor may voluntarily elect to comply with this Section.

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## Article 10. Additional Services

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10.1 C&D debris and other temporary Collection Service. This service is governed by the following terms and conditions:

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10.1.1 Conditions of Service. Upon request of a customer, Contractor must provide C&D debris and other temporary Collection Service on a temporary on-call basis.

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10.1.2 Charges for Bin or Roll-off Containers must be in accordance with Exhibit 1 of this Agreement.

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10.1.3 Frequency of Service. C&D debris and other temporary Collection Service must be provided within seven (7) Work Days of receipt of the request.

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10.1.4 Contractor must provide customers with C&D debris and other temporary Collection Service with as little disturbance as possible and without obstructing alleys, roadways, driveways, sidewalks, or mailboxes. Contractor may only place Roll-off Containers in strict adherence with any County right-of-way requirements.

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## Article 11. Collection Routes

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11.1 Service Routes. Upon request from County, Contractor must provide County with route sheets and digital mapping data (if applicable) precisely defining Collection routes, together with the days and the anticipated times at which Collection will regularly commence.

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11.2 Collection Route Audits. County reserves the right to conduct audits of Contractor's Collection routes. Contractor must cooperate with County in connection therewith, including permitting County employees or agents, designated by the Agreement Administrator, to ride in the Collection Vehicles to conduct the audits. Contractor has no responsibility or liability for the salary, wages, benefits, or worker compensation claims of any person designated by the Agreement Administrator to conduct such audits.

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11.3 Route Sheet Update. Contractor must provide County with updated route sheets upon request and automatically whenever a route is changed by more than 20% to show the addition and/or subtraction of Service Units.

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## Article 12. Minimum Performance and Diversion Standards

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12.1 Agreement Extension. To receive a Term extension set forth in Section 2.2 of this Agreement, Contractor must meet or exceed the following annual minimum performance and diversion standards in each Calendar Year beginning January 2025.

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12.2 Performance Standards. Assessment of penalties and charges, as set forth in Exhibit 4 of this Agreement, totaling less than \$50,001 in any one (1) Calendar Year.

1263 12.3 Minimum Diversion Standards. Contractor must meet the requirements set forth in Article 8.

1264 12.4 No Current Default. Contractor is not currently in default of the Agreement.

1265 12.5 Route Reviews.

1266 12.5.1 General Requirement. At least once annually, beginning in 2024, Contractor shall  
1267 conduct a Route Review for each Contractor route. The number of Containers to review per  
1268 Contractor route shall be calculated on the basis of the number of Refuse accounts provided  
1269 service by a specific Contractor route for one week. For example, "Route A" collects Refuse from  
1270 250 accounts, 4 days per week for a total of 1,000 accounts per week; include a minimum of 25  
1271 accounts for Route Review of "Route A". For each Route Review of a Contractor route, Contractor  
1272 shall inspect at least the following minimum number of Containers but may inspect more if  
1273 Contractor deems necessary; and shall inspect all Containers placed for collection (including  
1274 Recycling Containers, Organics Containers, and Refuse Containers). Each inspection shall involve  
1275 lifting the Container lid and observing the contents but shall not require Contractor to disturb the  
1276 contents or open any bags. Contractor may select the Containers to be inspected at random, or (if  
1277 mutually agreed with County) by any other method not prohibited under 14 CCR Section 18984.5.  
1278 For the avoidance of doubt, Contractor shall not be required to annually inspect every Container  
1279 on a Contractor route. Contractor shall include the results of each Route Review in its next regularly  
1280 scheduled report to County, as required by Article 17.

1281

Route Size (# Refuse accounts/ week)	Minimum Number of Containers
Less than 1,500	25
1,500-3,999	30
4,000-6,999	35
7,000 or more	40

1282

1283 12.5.2 Notice of Contamination. If Contractor observes Prohibited Container  
1284 Contaminants in a Container during a Route Review comprising ten percent or more of observable  
1285 container volume, Contractor shall notify the customer of the violation in writing. The written notice  
1286 shall include information regarding the requirement to properly separate materials into the  
1287 appropriate Containers. The notice may be left on the customer's Container, gate, or door at the  
1288 time the violation is discovered, and/or be mailed, e-mailed, electronically messaged or delivered  
1289 personally to the customer within 30 days. Contractor may dispose of the contents of any Container  
1290 found to contain Prohibited Container Contaminants and may charge a contamination fee listed in  
1291 Exhibit 1. The notice shall be provided in English and Spanish and must be approved by the County  
1292 prior to use.

1293 12.6 Compliance Reviews.

1294 12.6.1 General Requirement. At least once annually, beginning in 2024, Contractor shall  
1295 review the records of its Service Recipients in County that are subscribed for at least two (2) cubic  
1296 yards per week of combined Solid Waste, Organic Waste and Recyclable Materials service, to

1297 determine whether such Service Recipients are subscribed for Organic Waste collection service or  
1298 have an applicable waiver. Contractor shall include the results of each compliance review in its  
1299 next regularly scheduled report to County, as required by Article 17.

1300 12.6.2 Site Visit Requirement. Based on Contractor's review of the list of customers  
1301 requiring site visit compiled in accordance with Section 12.6.1 above, Contractor shall conduct an  
1302 annual site visit to each Service Unit in County that is determined to not be enrolled in 3-container  
1303 organic waste collection service and not be eligible for a waiver based on the County determination,  
1304 to encourage those businesses to sign up for SB 1383 compliant Organics Waste service and  
1305 provide educational material about the law's requirements.

1306 12.6.3 Monitoring, Assistance with Enforcement.

1307 12.6.3.1 Annually complete a compliance review of all Refuse accounts for Service  
1308 Recipients in accordance with 12.6.1 above.

1309 12.6.3.2 Coordinate with the County on their established waiver process.

1310 a) Waivers must be updated to meet 14 CCR Section 18984.11 and County  
1311 Ordinance Code and all waiver requests verified via inspection. Contractor to  
1312 provide County with recommendation to either approve or deny the waiver  
1313 request. Waiver form and format subject to County approval.

1314 b) Contractor to provide list and contact information for businesses not signed up for  
1315 Organic Waste Collection Service that lack a waiver on an annual basis.

1316 12.6.3.3 14 CCR Section 18984.5 (b) Route Reviews: Conduct a route review for  
1317 prohibited container contaminants on randomly selected collection route annually. Containers  
1318 may be randomly selected along a Contractor route. This Section should not be construed to  
1319 require that every container on a Contractor route must be sampled annually.

1320 a) The foregoing may be conducted using camera technology.

1321 b) Contractor is required to provide written notice upon discovering contaminants  
1322 (left at door, gate and/or through mail, email, or electronic message)

1323 c) Contractor to report instances of contamination discovered via route reviews or  
1324 other regular activities to County for enforcement action.

1325 d) Contractor to report businesses that meet edible food recovery qualifications and  
1326 are not donating edible food if discovered during regular site visits to County for  
1327 enforcement.

1328 12.7 Billing Audit and Performance Reviews.

1329 12.7.1 Contractor Shall Review its Billings to all Service Recipients. The purpose of the  
1330 review is to determine the amount which the Contractor is billing each Service Recipient is correct  
1331 regarding the level of service (i.e., frequency of collection, size of container, location of container)  
1332 at the rates approved by Board of Supervisors resolution or as authorized by the Director as set  
1333 forth in Section 6.1. The Contractor shall review Service Recipient accounts not less than annually  
1334 and provide a written certification to the County that all such billing is correct. The documentation  
1335 of the review, as well as verification that any errors have been corrected, should be provided to the  
1336 County annually.

1337 12.7.2 Selection and Cost. County may conduct billing audit and performance reviews  
1338 (together, “reviews”) of Contractor’s performance during the term of this Agreement, as provided  
1339 herein. The reviews will be performed by the County or a qualified firm under contract to County.  
1340 County will have the final responsibility for the selection of the firm. County may conduct reviews  
1341 at any time during the term of the Agreement. County and Contractor agree to each pay fifty percent  
1342 (50%) of the cost of the audits and performance reviews.

1343 12.7.2.1 Full Reviews During Initial Term. County may conduct two (2) full reviews  
1344 with costs apportioned as stated in Section 12.7.2 during the Initial Term of this Agreement.  
1345 The purpose of these full reviews will be as described in Section 12.7.3.

1346 12.7.2.2 Full Review During Extension Period. In the event Contractor is granted  
1347 an extension to the Term, as described in Section 2.2, County may conduct one (1) additional  
1348 full review during each of the five (5) year extension periods. The purpose of this full review is  
1349 described in Section 12.7.3. For each of these full reviews, costs will be apportioned as stated  
1350 in Section 12.7.2.

1351 12.7.3 Purpose. The reviews will be designed to verify Service Recipient billing rates have  
1352 been properly calculated and correspond to the level of service received by the Service Recipient,  
1353 verify Contractor is correctly billing for all services provided, Regulatory Fees and other fees  
1354 required under this Agreement have been properly calculated and paid to County, verify  
1355 Contractor’s compliance with the reporting requirements and performance standards of this  
1356 Agreement, verify the diversion percentages reported by Contractor, and verify any other provisions  
1357 of the Agreement. County (or its designated consultant) may utilize a variety of methods in the  
1358 execution of this review, including, but not limited to, analysis of relevant documents, on-site and  
1359 field observations, and interviews. County (or its designated consultant) will review and document  
1360 the items in the Agreement that require Contractor to meet specific performance standards, submit  
1361 information or reports, perform additional services, or document operating procedures, that can be  
1362 objectively evaluated. This information will be documented and formatted in a “compliance  
1363 checklist” with supporting documentation and findings tracked for each of the identified items. The  
1364 review will specifically include a determination of Contractor’s compliance with the diversion  
1365 requirements of Article 8, and the public outreach and education requirements of [Article 15](#). County  
1366 (or its designated consultant) may review the customer service functions and structure utilized by  
1367 Contractor. This may include Contractor’s protocol for addressing Service Recipient complaints  
1368 and service interruption procedures. Complaint logs may be reviewed, along with procedures and

1369 systems for tracking and addressing complaints. On-site and field observations by County (or its  
1370 designated consultant) may include, but are not necessarily limited to:

1371 12.7.3.1 Interviews and discussions with Contractor's administration and  
1372 management personnel.

1373 12.7.3.2 Review and observation of Contractor's customer service functions and  
1374 structure.

1375 12.7.3.3 Review of public education and outreach materials.

1376 12.7.3.4 Interviews and discussions with Contractor's financial and accounting  
1377 personnel.

1378 12.7.3.5 Interviews with route dispatchers, field supervisors and managers.

1379 12.7.3.6 Interviews with route drivers.

1380 12.7.3.7 Interviews with vehicle maintenance staff and observation of maintenance  
1381 practices.

1382 12.7.3.8 Review of on-route Commercial Collection Services, including observation  
1383 of driver performance and collection productivity and visual inspection of commercial routes  
1384 before and after collection to evaluate Collection Container placement and cleanliness of  
1385 streets.

1386 12.7.4 Contractor's Cooperation. Contractor shall cooperate fully with the review and  
1387 provide all requested data, including operational data, financial data and other data reasonably  
1388 requested by County within fifteen (15) Work Days of the request.

1389 12.7.5 Additional Billing Audit and Performance Review. If the Billing Audit and  
1390 Performance Review determines Contractor is not in compliance with all terms and conditions of  
1391 this Agreement and such non-compliance is material, Contractor is subject to administrative fees  
1392 and penalties as described in Exhibit 4 as well as reimbursement to the County for the full cost of  
1393 the audit plus any underpayments discovered during the Audit. Additionally, County may conduct  
1394 an Additional Billing Audit and Performance Review beyond the two (2) specified in Section 12.7.2,  
1395 to ensure that Contractor has cured any such area of non-compliance. Contractor will be  
1396 responsible for the cost of any such Additional Billing Audit and Performance Review for a  
1397 maximum cost of One-hundred Twenty Thousand Dollars (\$120,000) (starting on July 1, 2024 and  
1398 each January 1 thereafter, with the maximum cost for the review adjusted annually by the change  
1399 in the CPI). For the purposes of a determination of non-compliance under this Agreement, Audit  
1400 findings which result in underpayments of \$100,000 or more shall be deemed material.

1401 12.7.6 County Requested Program Review. County reserves the right to require  
1402 Contractor to periodically conduct reviews of the Refuse, Recycling, and Organic Waste Collection

1403 Service programs, provided that such reviews are reasonable and can be accomplished at no  
1404 additional cost to Contractor and without interfering with Contractor's operations. Such reviews  
1405 could assess one or more of the following performance indicators: average volume of Recyclable  
1406 Materials per set out per Service Recipient, average volume of Organic Waste per set out per  
1407 Service Recipient, participation level, contamination levels, etc. Prior to the program evaluation  
1408 review, County and Contractor will meet and discuss the purpose of the review and agree on the  
1409 method, scope, and data to be provided by Contractor.

1410 12.8 Cooperation with Other Program Reviews. Contractor shall cooperate with County and/or its  
1411 agent(s) as reasonably requested to collect program data, perform field work, conduct route audits to  
1412 investigate Service Recipient participation levels and setout volumes and/or evaluate and monitor program  
1413 results related to Refuse, Recyclable Materials and Organic Waste collected in County by Contractor,  
1414 provided such cooperation can be accomplished at no additional cost to Contractor and without interfering  
1415 with Contractor's operations.

## 1416 Article 13. Collection Equipment

1417 13.1 General Provisions. All equipment used by Contractor in the performance of services under this  
1418 Agreement must be of a high quality and meet all Federal, State, and local regulations and air quality  
1419 standards. Collection vehicles must be designed and operated so as to prevent collected materials from  
1420 escaping from the vehicles. Hoppers must be closed on top and on all sides with screening material to  
1421 prevent collected materials from leaking, blowing, or falling from the vehicles. All trucks and containers must  
1422 be watertight and must be operated so liquids do not spill during Collection or in transit.

1423 13.2 Bulky Items. Vehicles used for Collection of Bulky Items may not use compactor mechanisms or  
1424 mechanical handling equipment that may damage reusable goods or release Freon or other gases from  
1425 pressurized appliances.

1426 13.3 Collection Vehicles. Contractor may not use any Collection Vehicle exceeding ten (10) years of age  
1427 beyond the manufacturing date during the Term and shall phase out high carbon vehicles first. Contractor  
1428 shall register all new Collection Vehicles under this Agreement to its address within the County and shall  
1429 report all purchases of Collection Vehicles under this Agreement as attributable to the County for sales tax  
1430 purposes. Collection Vehicles must utilize low carbon ("alternative") fuel, which must be renewable natural  
1431 gas, LNG, CNG, or electric unless otherwise authorized by the County. If during the Term, new technologies  
1432 are available, such as hybrid or electric powered collection vehicles, the County or the Contractor may  
1433 request/negotiate implementation of such new collection vehicles, with a corresponding change to the  
1434 Maximum Service Rates to reflect additional cost or savings. During the Term, to the extent required by  
1435 law, Contractor shall provide its Collection Vehicles to be in full compliance with all Applicable Laws,  
1436 including State and Federal clean air requirements that are adopted or proposed to be adopted, including,  
1437 but not limited to, the California Air Resources Board Heavy Duty Engine Standards as currently proposed  
1438 to be contained in California Code of Regulations, title 13, sections 2020 et seq., the Federal EPA's Highway  
1439 Diesel Fuel Sulfur regulations and all other applicable air pollution control laws.

1440 13.4 Collection Vehicle Technology. Contractor must use Collection Vehicles fitted with GPS tracking  
1441 devices that can also record start and stop times, vehicle locations, and maximum speed. Contractor shall  
1442 furnish to the County, at no additional cost or expense, any software and equipment necessary for County  
1443 to track the location of Collection Vehicles in real time and to generate reports as needed. Collection  
1444 Vehicles must also be fitted with cameras or sensors programmed to automatically take photos, record or  
1445 detect contamination and/or “third eye” safety monitoring with collision or near-collision detection, failure to  
1446 observe traffic signs, hard braking, hard acceleration, animal impacts, failure to use seatbelts, failure to  
1447 scan roadways or intersections, unsafe lane changes, unsafe passing, improper cellular telephone use,  
1448 food or drink distractions, speeding, and driver drowsiness or sleeping. Where applicable, photos taken by  
1449 vehicles will be date and location stamped, to document violations, including contamination, overfilling, and  
1450 lids not closed. GPS, camera, and monitoring data specified hereunder must be accessible by County, with  
1451 12-month retention of information and accessible to the County upon request.

1452 13.5 Collection Vehicle Size Limitations / Overweigh Vehicle Charge. Contractor may not use any  
1453 Collection Vehicle in violation of weight limitations in Applicable Law. The Contractor may exceed the  
1454 Collection Vehicle size limitation for a limited time due to extraordinary circumstances or conditions with the  
1455 prior written consent of the Agreement Administrator. The limited time may not exceed one hundred and  
1456 twenty (120) days. Contractor must report all instances of overweight vehicles to County as part of its  
1457 quarterly Regulatory Fees submittal described in Section 4.2, and as part of its Annual Reports to the  
1458 County described in Section 17.3. Contractor may be assessed administrative charges as specified in  
1459 Exhibit 4 because of exceeding an overweight vehicle rate of five percent (5%) in any Calendar Year during  
1460 the term of the Agreement. The overweight vehicle rate will be calculated as the total number of overweight  
1461 Collection Vehicle instances during the Calendar Year, divided by the total number of Collection Vehicle  
1462 loads transported during the Calendar Year. Prior to collecting administrative charges for overweight  
1463 vehicles, the County shall afford Contractor a reasonable opportunity to provide the Agreement  
1464 Administrator documentation of the extraordinary circumstance that caused the overweight vehicles.  
1465 Extraordinary circumstances in this case may include, but not limited to, heavy rains or high winds creating  
1466 increased Green Waste generation, rain to accumulate in open Collection Containers, or normal Collection  
1467 routes to be delayed or shortened due to extreme weather conditions. The Agreement Administrator shall  
1468 have authority to consider Contractor’s documentation and uphold and collect the assessed charge, to  
1469 reduce the charge, or waive and dismiss the charge. The Agreement Administrator shall also have the  
1470 authority to waive charges in advance of an anticipated, or in response to an actual, emergency event.

1471 13.6 Registration; Inspection. All vehicles used by Contractor in providing Commercial Collection  
1472 Services under this Agreement, except those vehicles used solely on Contractor’s Premises, are to be  
1473 registered with the California Department of Motor Vehicles. In addition, each such vehicle must be  
1474 inspected by the California Highway Patrol in accordance with Applicable Law., Within two (2) Work Days  
1475 of a request from the Agreement Administrator, Contractor must provide County a copy of its vehicle  
1476 maintenance log and any safety compliance report, including, but not limited to, any report issued under  
1477 California Vehicle Code sections 34500 et seq.

1478 13.7 Safety Markings. All Collection equipment used by Contractor must have appropriate safety  
1479 markings including, but not limited to, highway lighting, flashing, and warning lights, clearance lights, and

1480 warning flags. All such safety markings must be in accordance with the requirements of the California  
1481 Vehicle Code, as may be amended from time to time.

1482 13.8 Vehicle Signage and Painting. Collection Vehicles must be painted and numbered without repetition  
1483 and must have Contractor's name, Contractor's customer service telephone number, and the number of  
1484 the vehicle painted in letters of contrasting color, at least four (4) inches high, on each side and the rear of  
1485 each vehicle. All Collection Vehicles shall display the words "Servicing the County of Ventura" in letters no  
1486 less than two inches (2") high. No advertising is permitted other than the name of Contractor, its logo and  
1487 registered service marks, except promotional advertisement of the Recyclable Materials and Organic Waste  
1488 programs, which is encouraged. County to approve any promotional material of the Recyclable Materials  
1489 and Organic Waste Programs affixed to or painted on Contractor's Collection Vehicles and may require  
1490 such promotion to be utilized from time to time to encourage correct recycling, reduce contamination, and  
1491 provide relevant education. Contractor must repaint all vehicles (including vehicles striping) during the term  
1492 of this Agreement on a frequency as necessary to maintain a positive public image as reasonably  
1493 determined by the Agreement Administrator, but not less often than once every five (5) years.

1494 13.9 County Message Display. At the Contractor's sole expense, up to three (3) Collection Vehicles  
1495 operating full-time within the Service Area, shall display County messaging or advertising, either related or  
1496 unrelated to Solid Waste, of the County's choice. The County shall be able to change the messaging on  
1497 each Collection Vehicle up to two (2) times per year per a quarterly basis. This section does not apply to  
1498 the Remote Area.

1499 13.10 Vehicle Certification. For each Collection Vehicle used in the performance of services under this  
1500 Agreement, Contractor must obtain a certificate of compliance (smog check) issued pursuant to Part 5 of  
1501 Division 26 of the California Health and Safety Code (Section 43000 et seq.) and regulations promulgated  
1502 thereunder and/or a safety compliance report issued pursuant to Division 14.8 of the California Vehicle  
1503 Code (Section 34500 et seq.) and the regulations promulgated thereunder, as applicable to the vehicle.  
1504 Contractor must maintain copies of such certificates and reports and must make such certificates and  
1505 reports available for inspection upon request by the Agreement Administrator. At least annually, Contractor  
1506 must submit to the Agreement Administrator verification that each of the Contractor's Collection Vehicles  
1507 has passed the California Heavy Duty Vehicle Inspection. Thereafter, Contractor must cause each vehicle  
1508 in Contractor's Collection fleet to be tested annually in the California Heavy Duty Inspection Program and  
1509 must, upon request, submit written verification to County within ten (10) Work Days of the completion of  
1510 such test. Contractor may not use any vehicle that does not pass such inspection.

1511 13.11 Equipment Maintenance. Contractor must always maintain Collection equipment in a clean  
1512 condition and in good repair. All parts and systems of the Collection equipment must operate properly and  
1513 be maintained in a condition satisfactory to County. Contractor must wash all Collection Vehicles at least  
1514 once a week.

1515 13.12 Maintenance Log. Contractor must maintain a maintenance log for all Collection Vehicles. The log  
1516 must always be accessible to County by physical inspection upon request of Agreement Administrator, and  
1517 must show, at a minimum, each vehicle Contractor assigned identification number, date purchased or initial

1518 lease, dates of performance of routine maintenance, dates of performance of any additional maintenance,  
1519 and description of additional maintenance performed.

1520 13.13 Equipment Inventory. On or before January 1, 2024, Contractor shall provide to County an  
1521 inventory of Collection Vehicles and major equipment used by Contractor for Collection or transportation  
1522 and performance of services under this Agreement. The inventory must indicate each Collection Vehicle by  
1523 Contractor assigned identification number, DMV license number, the age of the chassis and body, type of  
1524 fuel used, the type and capacity of each vehicle, the number of vehicles by type, the date of acquisition, the  
1525 decibel rating and the maintenance and rebuild status. Contractor must submit to the Agreement  
1526 Administrator, either by fax or e-mail, an updated inventory annually to the County or more often at the  
1527 request of the Agreement Administrator. Each inventory must also include the tare weight of each vehicle  
1528 as determined by weighing at a certified scale used by Contractor. Each vehicle inventory must be  
1529 accompanied by a certification signed by Contractor that all Collection Vehicles meet the requirements of  
1530 this Agreement.

1531 13.14 Reserve Equipment. Contractor shall always have reserve Collection equipment able to be put into  
1532 service and operation within one (1) hour of any breakdown. Such reserve equipment must correspond in  
1533 size and capacity to the equipment used by the Contractor to perform the contractual duties.

## 1534 Article 14. Contractor's Office

1535 14.1 Contractor's Office. Contractor's office must be equipped with enough telephones such that all  
1536 Collection Service-related calls received during normal business hours are answered by an employee within  
1537 five (5) rings. The office must have responsible persons in charge during Collection hours and must be  
1538 open during such normal business hours, 7:00 a.m. to 5:00 p.m. on Monday through Friday and Saturday  
1539 (8 a.m. to 12 p.m.) during Collection Service hours. Contractor must provide either a local or toll-free  
1540 telephone number that connects to the call center described in Section 14.2, and a telephone answering  
1541 service or mechanical device to receive Service Recipient inquiries during those times when the office is  
1542 closed. Calls received after normal business hours must be addressed the next Work Day morning.

1543 14.2 Customer Service Call Center. Contractor must maintain a Customer Service call center. Such  
1544 office must be equipped with enough telephones that all customer service-related calls received during  
1545 normal business hours, 7:00 a.m. to 6:00 p.m. on Monday through Friday and Saturday during Collection  
1546 Service hours (8 a.m. to 12 p.m.), are answered by an employee within five (5) rings.

1547 14.3 Emergency Contact and Response. Contractor must provide the Agreement Administrator with an  
1548 emergency phone number where the Contractor can be reached outside of the required office hours.  
1549 Contractor shall equip at least one truck with a two-way radio or telephone that is always available for  
1550 emergency response or to respond to Service Recipient complaints. Contractor shall report any accident,  
1551 as defined by State of California Vehicle Code Section 16000, to County within one (1) business day of  
1552 occurrence.

1553 14.4 Multilingual/TDD Service. Contractor must always maintain the capability of responding to  
1554 telephone calls in English and such other languages as County may direct. Contractor must always maintain

1555 the capability of responding to telephone calls through Telecommunications Device for the Deaf (TDD)  
1556 Services. Website shall be in at least English and Spanish, though inclusion of Mandarin and Vietnamese  
1557 is preferred.

1558 14.5 Service Recipient Calls. During office hours, Contractor must maintain a telephone answering  
1559 system capable of accepting at least five (5) incoming calls at one time. Contractor must record all calls  
1560 including any inquiries, service requests and complaints into a customer service log. All incoming calls will  
1561 be answered at the local office or call center within five (5) rings. Any call “on-hold” exceeding 1.5 minutes  
1562 must have the option to remain “on-hold” or request a “call-back” from a customer service representative.  
1563 Contractor’s customer service representatives must return Service Recipient calls. For all messages left  
1564 before 3:00 p.m., all “call backs” must be attempted a minimum of one time prior to 5:00 p.m. on the day of  
1565 the call. For messages left after 3:00 p.m., all “call backs” must be attempted a minimum of one (1) time  
1566 prior to noon the next Work Day. Contractor must make minimum of three (3) attempts within one (1) Work  
1567 Day of the receipt of the call. If Contractor is unable to reach the Service Recipient on the next Work Day,  
1568 Contractor must send a postcard, email or text, as indicated by the Service Recipient to the Service  
1569 Recipient on the second Work Day after the call was received, indicating that the Contractor has attempted  
1570 to return the call.

## 1571 Article 15. Contractor Support Services

1572 15.1 Sustainability/Compliance Representative. Contractor will hire staff, including at least one  
1573 Sustainability/Compliance Representatives available to the County as of the Commencement Date, to  
1574 conduct site visits and provide outreach and education, as needed, in support of meeting Diversion  
1575 requirements and State mandates under Applicable Law in the Service Area, as may be amended. The  
1576 Sustainability/Compliance Representatives shall be available as needed to meet with the County and  
1577 conduct site visits to implement Recycling and Organics programs in the Service Area at least four days a  
1578 week throughout the year. County may request monthly meetings with Contractor to discuss problems or  
1579 issues such as Collection or Recycling programs, Billing or Service Recipient service issues, and day to  
1580 day operations. County and Contractor agree to meet and confer to reevaluate the ongoing need for one  
1581 Sustainability/Compliance Representatives on or around August 1, 2025. This section does not apply to the  
1582 Remote Area.

1583 15.2 Sustainability and Compliance Plan. Contractor, at its own expense, must prepare, submit, and  
1584 implement an annual (Calendar Year) Sustainability and Compliance Plan (“Plan”), which will guide  
1585 Contractor’s staffs’ work efforts. This Plan will include measures to meet diversion targets, increase  
1586 diversion, and increase participation of Service Recipients in recycling and organics diversion programs,  
1587 and should target certain Recyclable Materials or “problem” areas, including recycling and organics sorting  
1588 and contamination, within Contractor’s Service Area where improvements can be maximized. Planned  
1589 outreach and education services, and outreach materials should be included as part of the Plan and  
1590 updated annually. Targets of outreach should be based on local trends and recycling patterns from data  
1591 obtained by both the County and Contractor. Contractor will maintain current and state-of-the-art public  
1592 outreach and education services throughout the term of this Agreement by providing outreach materials to  
1593 Service Recipients electronically (via email and social media). Contractor must submit first year draft Plan

1594 to the County prior to the Commencement Date and by July 1st each year thereafter for the term of the  
1595 Agreement. County shall review and provide revisions to draft Plan within thirty (30) days of receipt.  
1596 Contractor must revise and submit final Plan to County by December 1, 2023 for first year and then by  
1597 September 1 each year thereafter for the Term. This section does not apply to the Remote Area.

1598 15.3 County-Specific Website. Contractor shall maintain an interactive County-specific website that fully  
1599 explains the Contractor's current services and rates, the diversion options available, and allows Service  
1600 Recipients to submit service changes, inquiries, complaints, or queries. The website must describe and  
1601 promote the use of the available Recyclable Materials and Organics services. Contractor's local website  
1602 must provide information specific to the County's programs. The website must include all information  
1603 required under Applicable Law. Contractor will ensure information provided on the website is maintained  
1604 and up to date. Content will include proper container set out, educational materials, newsletters, and  
1605 program descriptions. This section does not apply to the Remote Area.

1606 15.4 Recycling Resources. Contractor shall maintain an accurate list of recyclable materials on its  
1607 website and promote proper recycling to all Service Recipients. Contractor shall consult, collaborate, and  
1608 coordinate its recycling outreach and educational materials and activities with the County and incorporate  
1609 the County's input on the Contractor's recycling resources and programs.

1610 15.5 Waste Audits. Contractor shall complete Recycling and Solid Waste audits for ten (10) Service  
1611 Recipients per month and provide recommendations to Service Recipients on how to improve overall  
1612 resource efficiency. This section does not apply to the Remote Area.

1613 15.6 Compliance Reporting. Contractor shall report contaminations and overage issues via the Waste  
1614 Reporting System.

1615 15.7 Right-sizing Containers. Contractor must right-size Collection Containers to maximize diversion  
1616 from Service Recipients.

1617 15.8 Education and Outreach Materials. Contractor must implement public education and outreach in  
1618 conformance with Applicable Law and in coordination with the County. Contractor will work with County to  
1619 identify which special events will be attended. Contractor, together with County, shall work with local media  
1620 to ensure information on new programs, events, recycling, organics etc. is communicated to the community.  
1621 Contractor shall use a variety of options such as local paper, news, websites, social media, and civic groups  
1622 to distribute information and education about County Solid Waste and recycling programs, and events.  
1623 Contractor shall distribute educational material to Service Recipients a minimum of once a quarter by mail  
1624 or electronically. Contractor shall provide Service Recipients four (4) quarterly direct mailed newsletters  
1625 with program implementation compliant with Applicable Law. Materials will be provided in at least English  
1626 and Spanish, though inclusion of Mandarin and Vietnamese is preferred. These materials should include  
1627 all of the following:

1628 15.8.1 Information on the customer's requirements to properly separate materials in  
1629 appropriate containers.

1630 15.8.2 8.1.2. Information on methods for: the prevention of Organic Waste generation,  
1631 recycling Organic Waste on-site, and any other local requirements regarding Organic Waste.

1632 15.8.3 8.1.3. Information regarding the methane reduction benefits of reducing the landfill  
1633 disposal of Organic Waste, and the methods of Organic Waste recovery contemplated by the  
1634 Agreement.

1635 15.8.4 8.1.4. Information regarding how to recover Organic Waste.

1636 15.8.5 8.1.5. Information related to the public health and safety and environmental  
1637 impacts associated with the landfill disposal of Organic Waste.

1638 15.8.6 8.1.6. Information regarding County-issued De Minimis and Space Constraint  
1639 Waivers.

1640 Contractor shall provide educational materials to customers discovered to be out of compliance with the 14  
1641 CCR Section 18985.1 requirements and report a list of such customers as well as actions taken to the  
1642 County on a periodic basis as required by County.  
1643

1644 15.9 Service Recipient Personnel Training. Contractor shall advise and educate appropriate personnel  
1645 (management, employees, janitors, etc.) at Service Units on methods and recommendations to increase  
1646 recycling and decrease landfilling including best practices for recycling, waste reduction and availability,  
1647 and use of in-house recycling containers.

1648 15.10 Available Services Notice and Information. At least annually, Contractor must publish and distribute  
1649 (by mail or electronically) a notice to all Service Units regarding the full range of services offered. The notice  
1650 must contain at a minimum (i) definitions of the materials to be Collected, (ii) procedures for setting out  
1651 materials, (iii) the days when Commercial Refuse Collection Services, Recycling Services, and Organic  
1652 Waste Collection Services will be provided, (iv) Contractor's local customer service phone number, (v)  
1653 instructions on the proper filling of Containers, (vi) instructions as to what materials may or may not be  
1654 placed in Recyclable Materials or Organic Waste Containers, (vii) how to select Container sizes to maximize  
1655 diversion, (viii) participation in Recycling and Organic Waste programs, (ix) the fees for overage and  
1656 Contamination in the event of non-compliance, (x) the availability of on-Premises Collection Services, and  
1657 (xiv) all information required under Applicable Law. The notice must be provided in English and Spanish,  
1658 and other languages as directed by the County, and must be distributed by Contractor no later than  
1659 December 15 of each previous year, prior to going into effect January 1 of each new year.

1660 15.11 Approach to Meeting County's Diversion Requirements. Contractor must document approach to  
1661 meeting County's diversion requirements by specific diversion program type (Commercial Recyclable  
1662 Material, Organic Waste, Bulky Items, etc.) and must relate to both specific and public education programs.  
1663 This must include an implementation schedule showing the specific programs and tasks, milestones, and  
1664 time frames for meeting the diversion requirements. This Section is not applicable to the services provided  
1665 in the Remote Area as long as the Remote Area continues to be exempt from the requirements of 14 CCR  
1666 18984 through 18984.13 under a low population waiver pursuant to 14 CCR 18984.12(a). Notwithstanding  
1667 the existence of an applicable waiver, Contractor may voluntarily elect to comply with this Section.

1668 15.12 Tonnage Table. Contractor must provide as part of the Plan, a tonnage table segregated by  
1669 Commercial and Additional Services that estimates tonnages for Recyclable Material and Organic Waste  
1670 delivered and processed, and the estimated residual tonnages for each calendar year of the Agreement.

1671 15.13 Environmental Stewardship. Contractor must describe all environmental management policies and  
1672 activities related to the Solid Waste collection service, including the use of Alternative Fuel Vehicles,  
1673 reduction of air emissions and wear and tear on the County's streets, use of recycled products throughout  
1674 operations, internal waste reduction and reuse protocol, water and resource conservation activities within  
1675 facilities (design, construction and operation), compliance with laws governing e-waste, hazardous waste,  
1676 and u-waste, and use of non-toxic products when possible.

1677 15.14 News Media Relations. Contractor will work with local media to ensure information is communicated  
1678 to community (new programs, events, recycling information, etc.). Contractor to use options, such as; local  
1679 newspaper, radio/television news outlets, websites and social media. Contractor will notify the Agreement  
1680 Administrator by e-mail or phone of all requests for news media interviews related to the services covered  
1681 under this Agreement within one (1) Work Day of Contractor's receipt of the request. When practicable,  
1682 before responding to any inquiries involving controversial issues or any issues likely to affect participation  
1683 or Service Recipient's perception of services, Contractor will discuss Contractor's proposed response with  
1684 the County Agreement Administrator.

1685 15.15 News Media Requests. Contractor will notify the Agreement Administrator by e-mail or phone of all  
1686 requests for news media interviews related to the services covered under this Agreement within one (1)  
1687 Work Day of Contractor's receipt of the request. When practicable, before responding to any inquiries  
1688 involving controversial issues or any issues likely to affect participation or Service Recipient's perception of  
1689 services, Contractor will discuss Contractor's proposed response with the Agreement Administrator.

1690 15.15.1 Copies of draft news releases or proposed trade journal articles that use the name  
1691 of County or relate to the services provided hereunder must be submitted to the Agreement  
1692 Administrator for prior review and approval at least five (5) working days in advance of release, except  
1693 where Contractor is required by any law or regulation to submit materials to any regulatory agency in  
1694 a shorter period of time, in which case Contractor must submit such materials to County  
1695 simultaneously with Contractor's submittal to such regulatory agency.

1696 15.15.2 Copies of articles resulting from media interviews or news releases that use the  
1697 name of County or relate to the services provided hereunder must be provided to the County within  
1698 five (5) days after publication.

1699 15.16 Annual Recycling Awards. Contractor will recognize outstanding participation in Recycling and/or  
1700 Organic Waste programs by identifying "recycling all-stars" for recognition at a Board of Supervisors  
1701 meeting during each November, beginning November 2024. This Section is not applicable to the services  
1702 provided in the Remote Area as long as the Remote Area continues to be exempt from the requirements  
1703 of 14 CCR 18984 through 18984.13 under a low population waiver pursuant to 14 CCR 18984.12(a).  
1704 Notwithstanding the existence of an applicable waiver, Contractor may voluntarily elect to comply with this  
1705 Section.

1706 15.17 Acceptable & Unacceptable Materials Labeling. Contractor must affix to each Recycling and  
1707 Organics Collection Container a sticker that clearly lists Acceptable materials to be placed in these  
1708 containers as well as unacceptable material. Stickers must be replaced annually and include any updates  
1709 in the list of Acceptable materials, Exhibit 5.

1710 15.18 Programs and Services. Contractor must provide additional educational and outreach services and  
1711 programs as requested by County at a price to be mutually agreed upon between the Contractor and the  
1712 Agreement Administrator. In the event Contractor and the Agreement Administrator cannot reach a mutually  
1713 agreed upon price for the requested service or program, County has the right to procure the service of other  
1714 vendors or contractors to provide the requested service.

1715 15.19 Operations Plans. Contractor must provide the County with written documents constituting a  
1716 Customer Service Plan, Outreach and Education Plan and Collection Service Operations Plan (taken  
1717 altogether "Operations Plans") that present the specific collection, processing, customer service and  
1718 outreach and education programs that will be implemented in the County. Contractor must submit its first-  
1719 year draft Operations Plans to the County November 1, and by July 1st each year thereafter for the term of  
1720 the Agreement, inclusive of any extensions. County shall review and provide comments to draft Operations  
1721 Plans within fifteen (15) days of receipt. Contractor must revise and submit final Operations Plan to County  
1722 for approval by December 1, 2023 for first year and then by September 1 each year thereafter for the Term,  
1723 inclusive of all extensions. Failure to present and secure approval of the aforementioned plans to the County  
1724 by the applicable deadlines as well as non-adherence to the plans constitute a material breach of this  
1725 Agreement. For any disputes that arise regarding an Operation Plan which prevents County approval, the  
1726 Parties agree to work collaboratively, in good faith, to resolve the dispute. If those efforts do not resolve the  
1727 dispute, the Parties agree to submit the dispute to arbitration as set forth in Section 24.7 of this Agreement.

## 1728 Article 16. Emergency Service

1729 16.1 Revised Services During an Emergency. In the event of a major storm, earthquake, fire, natural  
1730 disaster, or other such event, the Agreement Administrator may grant the Contractor a variance from regular  
1731 routes and schedules, which will not be withheld unreasonably. As soon as practicable after such event,  
1732 Contractor must advise the Agreement Administrator when it is anticipated that normal routes and  
1733 schedules can be resumed. The Agreement Administrator will try through the local news media to inform  
1734 the public when regular services may be resumed. The clean-up from some events may require that  
1735 Contractor hire additional equipment, employ additional personnel, or work existing personnel on overtime  
1736 hours to clean debris resulting from the event. Contractor will receive additional compensation, above the  
1737 normal compensation contained in this Agreement, to cover the costs of rental equipment, additional  
1738 personnel, overtime hours and other documented expenses based on the Maximum Service Rates set forth  
1739 in Exhibit 1 provided Contractor has first secured written authorization and approval from County through  
1740 the Agreement Administrator. County will be given equal priority and access to resources as with other  
1741 jurisdictions served by Contractor.

1742 16.2 Disaster Recovery Support. In the event of a tornado, major storm, earthquake, fire, natural  
1743 disaster, or other such event, Contractor agrees to provide disaster recovery support upon request by

1744 Agreement Administrator. This may include additional hauling of debris, special handling such as wrapping  
1745 waste in plastic (i.e., "burrito wrapping"), temporary storage of debris where feasible, additional disposal,  
1746 use of different transfer and disposal facilities, and documentation of debris type, weight, and diversion.  
1747 Contractor should follow protocol laid out in the County's Draft Disaster Debris Plan and any subsequent  
1748 County or County Disaster Debris Plans, as applied to Solid Waste hauling and handling.

## 1749 Article 17. Record Keeping and Reporting Requirements

1750 17.1 Record Keeping. Notwithstanding Article 42 herein:

1751 17.1.1 Accounting Records. Contractor must maintain full, complete and separate  
1752 financial, statistical and accounting records, pertaining to cash, billing, and provisions of all  
1753 Commercial Collection Services, prepared on an accrual basis in accordance with generally  
1754 accepted accounting principles. Such records will be subject to audit, copy, and inspection. Gross  
1755 receipts derived from provision of the Commercial Collection Services, whether such services are  
1756 performed by Contractor or by a subcontractor or subcontractors, will be recorded as revenues in  
1757 the accounts of Contractor. The Contractor shall keep and preserve, during the Term of this  
1758 Agreement, and for a period of not less than four (4) years following expiration or other termination  
1759 hereof, full, complete and accurate records, including all cash, billing and disposal records, as  
1760 indicated in the Agreement.

1761 17.1.2 County Inspection. At any reasonable time requested, the County shall have the  
1762 right to inspect, and Contractor shall make available, all equipment, trucks, vehicles, and containers  
1763 used by Contractor in the Service Area. At its request, and upon not less than twenty-four (24)  
1764 hours advanced written notice, the County shall also have the right to inspect and audit Contractor's  
1765 books and records to verify information contained therein, or which should have been reported  
1766 therein, the reports required this Article 17 or to verify the payment of appropriate County fees  
1767 pursuant to Article 4. The costs of such audits and inspections shall be borne by the Contractor  
1768 when inaccuracies in Contractor's books and records result in a material difference in what should  
1769 have been reported pursuant to Article 4. For purposes of this Section, a material difference shall  
1770 mean a difference of five percent (5%) or more.

1771 17.1.3 Financial and Accounting Records. County reserves the right to request audited,  
1772 reviewed, or compiled financial statements prepared by an independent Certified Public  
1773 Accountant, or as may be provided by Contractor or its parent company. In the event that Contractor  
1774 does not maintain separate financial or accounting records prepared specifically for services  
1775 provided under this Agreement, Contractor may use industry standard allocation methods to  
1776 provide financial information as applicable to the service provided under this Agreement.

1777 17.1.4 Agreement Materials Records. Contractor must maintain records of the quantities  
1778 of (i) Commercial Solid Waste Collected and disposed under the terms of this Agreement, (ii)  
1779 Recyclable Materials, by type, Collected, purchased, processed, sold, donated or given for no  
1780 compensation, and residue disposed under the terms of this Agreement, and (iii) Organic Waste

1781 by type, Collected, purchased, processed, sold, donated or given for no compensation, and residue  
1782 disposed under the terms of this Agreement.

1783 17.1.5 Other Records. Contractor must maintain all other records reasonably related to  
1784 provision of Commercial Collection Services, whether or not specified in this Agreement.

1785 17.1.6 Report Format. All reports to be submitted in a format approved by the County,  
1786 including electronic data submission in the Waste Reporting System and in a format specified by  
1787 the County.

1788 17.2 Quarterly Reporting.

1789 17.2.1 General. Quarterly reports currently include those required by Ventura County  
1790 Ordinance Code Sections 4780-4 and 4792-6, as may be amended. Quarterly reports must be  
1791 submitted no later than 5 p.m. PT on the last day of the month following the end of Quarter in which  
1792 the receipts are collected and must be provided electronically using software acceptable to the  
1793 County. If the last day of the month falls on a day that County is closed or a Holiday, then the report  
1794 will be due on the next business day. Failure to submit complete quarterly reporting by the due date  
1795 will result in penalties as specified in Exhibit 4.

1796 17.2.2 Payments. The payment report must include an accounting of Contractor's Gross  
1797 Revenues received during the preceding Quarter, and the Regulatory Fees payable to County.

1798 17.2.3 Tonnage and Service Data. In a County-approved format, Contractor must report  
1799 the number of unique Commercial accounts serviced, the number of unique County accounts  
1800 serviced, tonnage of Refuse, Recyclable Materials and Organic Waste collected and processed for  
1801 diversion broken down by Container type, Residual amounts from Recycling and Organic Waste  
1802 Diversion operations that are landfilled.

1803 17.2.4 Overweight Vehicle Reporting. The quarterly report must include a summary total  
1804 of all instances of overweight Collection Vehicles. This summary must include the number of  
1805 overweight vehicle instances expressed as a percentage of the total number of Collection Vehicle  
1806 loads transported during the reported quarter.

1807 17.2.5 Non-Collection. The quarterly report must include a summary of each Service Unit  
1808 receiving a Non-Collection Notice in the previous quarter along with a description for the Non-  
1809 Collection Notice.

1810 17.2.6 On-hold. The quarterly report must include each Service Unit that was not billed in  
1811 the previous quarter due to vacation hold, vacancy etc.

1812 17.2.7 Collection Overage Charges. The quarterly report must include each Service Unit  
1813 incurring a charge for a Solid Waste Overage in the previous quarter.

1814 17.2.8 Contamination Reporting. To the extent required by Applicable Law, the quarterly  
1815 report must include a summary of all instances of qualifying contamination under the procedures  
1816 in Section 5.5. This summary must include the total number of accounts where contamination  
1817 occurred, the total number of Contamination Violation Notices issued by Contractor to Service  
1818 Recipients, a list of accounts where such notices occurred, and the total number of instances where  
1819 Collection Container size or Collection frequency was increased specifically due to contamination.  
1820 Within twenty (20) Work Days of request by County, Contractor will provide copies of the  
1821 Contamination Violation Notices and the digital documentation of contamination.

1822 17.2.9 Service Recipient Complaint Log. The quarterly report must include the Service  
1823 Recipient call log collected from the previous quarter.

1824 17.3 Annual Reporting.

1825 17.3.1 General. An annual report must be submitted no later than 5 p.m. PT on January  
1826 31, 2024 and each January 31<sup>st</sup> thereafter for the previous Calendar Year. If January 31<sup>st</sup> falls on  
1827 a day that County is closed, then the report will be due on the next business day. Annual reports  
1828 must be submitted electronically in software acceptable to the County. Failure to submit complete  
1829 annual reporting by the due date will result in penalties as specified in Exhibit 4. Annual reports to  
1830 County must include the following.

1831 17.3.2 Summary Narrative. A summary narrative of problems encountered with Collection  
1832 and processing activities and actions taken. Indicate type and number of Non-Collection Notices  
1833 left at Service Recipient locations. Indicate instances of property damage or injury, significant  
1834 changes in operation, market factors, publicity conducted, needs for publicity. Include description  
1835 of processed material loads rejected for sale, reason for rejection and disposition of load after  
1836 rejection.

1837 17.3.3 Diversion Rate. Contractor must provide documentation acceptable to County, in  
1838 its reasonable judgment, stating and supporting the Calendar Year's Diversion Rate, as calculated  
1839 in accordance with the provisions of Article 8. Any tonnages diverted and disposed from large  
1840 venues and events during the reporting period will be counted towards the calculated diversion  
1841 rate.

1842 17.3.4 GHG Reduction Efforts. Contractor shall provide a list of items allowing  
1843 quantification of Contractor's efforts towards the reduction of greenhouse gases (GHGs) with  
1844 accompanying measured impacts.

1845 17.3.5 Financial Statements. Contractor must submit annual financial statements for the  
1846 local operation. Statements need not be reviewed or audited statements.

1847 17.3.6 Annual Sustainability and Compliance Report. Contractor must complete and  
1848 submit data sections within their Sustainability and Compliance Plan to document education and  
1849 outreach conducted, public event participation, school visits, compliance notices mailed, site visits,

1850 waste audits completed, information distributed, and media used, and community events hosted.  
1851 This must include public education activities undertaken during the year, including distribution of  
1852 bill inserts, collection notification tags, community information and events, tours and other activities  
1853 related to the provision of Commercial Collection Services, and must discuss the impact of these  
1854 activities on recycling program participation and include amounts collected from Service Units. The  
1855 report should include a complete list of all non-exempt accounts, which includes each non-exempt  
1856 account's status as a "covered generator" under Applicable Law, the date and status of Contractor's  
1857 outreach efforts at each non-exempt account, and the current level of Recycling and Organics  
1858 program participation at each non-exempt account. The Annual Sustainability and Compliance  
1859 Report shall also include the following information pertaining to annual route reviews and  
1860 compliance reviews described in Sections 12.5 and 12.6. This section does not apply to the Remote  
1861 Area.

1862 17.3.6.1 The date the review was conducted.

1863 17.3.6.2 The name and title of each person conducting the review.

1864 17.3.6.3 A list of the account names and addresses covered by the review.

1865 17.3.6.4 For Route Reviews, a description of each Contractor route reviewed,  
1866 including Contractor's route number and a description of the Contractor route area.

1867 17.3.6.5 For Route Reviews, the results of such review (i.e., the addresses where  
1868 any Prohibited Container Contaminants were found), and any photographs taken.

1869 17.3.6.6 For Compliance Reviews, the results of such review (i.e., Contractor's  
1870 findings as to whether the customers reviewed are subscribed for Organic Waste collection  
1871 service, have an applicable waiver, or neither), and any relevant evidence supporting such  
1872 findings (e.g. account records).

1873 17.3.6.7 Copies of any educational materials issued pursuant to such reviews.  
1874 Additionally, Contractor shall include documentation relating to observed Prohibited Container  
1875 Contaminants, whether observed during route reviews or otherwise:

1876 17.3.6.8 Copies of the form of each notice issued to customers for Prohibited  
1877 Container Contaminants, as well as, for each such form, a list of the customers to which such  
1878 notice was issued, the date of issuance, the customer's name and service address, and the  
1879 reason for issuance (if the form is used for multiple reasons). This information will also be  
1880 provided monthly to any other government entity approved by the County.

1881 17.3.6.9 The number of times notices were issued to customers for Prohibited  
1882 Container Contaminants.

1883 17.3.6.10 The number of Containers where the contents were disposed due to  
1884 observation of Prohibited Container Contaminants.

1885 17.3.6.11 A description of Contractor's process for determining the level of Container  
1886 contamination under the Agreement.

1887 17.3.6.12 Reports to County on customers discovered to be out of compliance with  
1888 Section 18984.5(b), including a list of the customers, the type of violation, actions taken to  
1889 educate those customers, and contact information for those customers. Such reports shall be  
1890 provided periodically as required by County.

1891 17.3.7 Summary of Programs. An analysis of any Recycling and Organic Waste  
1892 Collection, processing and marketing issues or conditions (such as participation, setouts,  
1893 contamination, etc.) and possible solutions. This section does not apply to the Remote Area.

1894 17.3.8 Solid Waste Data. The number of Service Units by type and the number of  
1895 Collection Containers distributed by size and Service Unit type.

1896 17.3.9 Waste Characterization Data. A breakdown of Solid Waste (Refuse, Recycling,  
1897 and Organics) by material type as per CalRecycle material classifications.

1898 17.3.10 Recycling Data. Gross tons Collected daily on average by material type by route  
1899 for Commercial and County Recycling service, with map of routes. The average participation rates  
1900 by quarter relative to the total number of Service Units by Service Unit type. Indicate, by material  
1901 type (and grade where appropriate), annual totals of Recyclable Materials processed including  
1902 facility name and location, average cost or price received per ton and total recycling cost or revenue  
1903 received for the year. Indicate any quantities, by material type, donated or otherwise disbursed  
1904 without compensation. Indicate number of Recycling Collection Containers distributed by size and  
1905 Service Unit type. Also provide annual totals and location for residue disposed.

1906 17.3.11 Organic Waste Data. Include average daily gross tons Collected by route,  
1907 separated by Green Waste and Food Waste, with map of routes. Include the total number of Service  
1908 Recipients that receive each type of Organic Waste Collection Service provided by the Contractor.  
1909 Indicate average daily number of set outs by route. Indicate average participation rates relative to  
1910 the total number of Service Units in terms of weekly set out counts. Indicate number of Organic  
1911 Waste Collection Containers distributed by size and Service Unit type. Indicate, by material type,  
1912 annual totals of Organic Materials processed including facility name and location, average cost or  
1913 price received per ton and total organics cost or revenue received for the year. Provide totals and  
1914 location for Residue Disposed. Include the number of route reviews conducted for prohibited  
1915 contaminants and the number of Non-Collection Notices issued to Service Recipients in  
1916 accordance with Applicable Law. This Section is not applicable to the services provided in the  
1917 Remote Area as long as the Remote Area continues to be exempt from the requirements of 14  
1918 CCR 18984 through 18984.13 under a low population waiver pursuant to 14 CCR 18984.12(a).  
1919 Notwithstanding the existence of an applicable waiver, Contractor may voluntarily elect to comply  
1920 with this Section.

1921 17.3.12 Customer Service Log. A copy of the customer service log, including a summary  
1922 of the type and number of complaints and their resolution. Copies of a written record of all calls  
1923 related to missed pickups and responses to such calls.

1924 17.3.13 Customer Service Information Sheet. A copy of Contractor’s most recent Customer  
1925 Service Information Sheet (i.e., customer call center “cheat sheet”) for the County or the equivalent  
1926 information used by customer service representatives.

1927 17.3.14 Overweight Vehicle Data. A summary of all instances of overweight Collection  
1928 Vehicles. This summary must also include the number of overweight vehicle instances as a  
1929 percentage of the total number of Collection Vehicle loads transported during the Calendar Year.

1930 17.3.15 Collection Container and Vehicle Inventory. An updated complete inventory of  
1931 Collection Containers by type and size, and an updated complete inventory of Collection Vehicles  
1932 including for each vehicle: truck number, route number, date purchased, vehicle type, tare weight,  
1933 license plate number, fuel type and vehicle make and model.

1934 17.3.15.1 Compliance Data Required under Applicable Law. Contractor must report  
1935 the total number of Service Units serviced and the number of containers, container sizes and  
1936 frequency of collection for Refuse, Recyclable Materials and Organic Waste for each non-  
1937 exempt Commercial Service Unit. Contractor must also provide the following information  
1938 separately: the total number of non-exempt Service Units that fall under the thresholds set  
1939 under Applicable Law (see AB 341 and AB 1826), and the total number of those non-exempt  
1940 Service Units that are not subscribed to Commercial Recycling Collection Service or  
1941 Commercial Organics Collection Service

1942 17.3.15.2 Outreach Summary. A summary of the type of follow-up outreach that was  
1943 provided to those non-exempt Service Units that are not subscribed to Commercial Recycling  
1944 Collection Service or Commercial Organics Collection Service.

1945 17.3.16 Training Records. Contractor shall provide proof of training records for Service  
1946 Recipient personnel, emergency procedures, Customer Service Courtesy, and how to recognize  
1947 Illicit Discharges and stormwater pollution sources.

1948 17.4 CalRecycle Reports. Contractor will provide reasonable assistance to County in preparing annual  
1949 reports to CalRecycle (the “Electronic Annual Report” or EAR), including, but not limited to, supplying  
1950 required data for preparation of the reports, and completing all required data input in the Waste Reporting  
1951 System.

1952 17.4.1 In the event that CalRecycle requires County to report an Implementation  
1953 Schedule to comply with any Applicable Law, Contractor will provide assistance to County in  
1954 preparing a report, including Contractor’s policies and procedures related to compliance with  
1955 Applicable Law and how Recyclable Materials or Organic Waste are collected, a description of the  
1956 geographic area, routes, list of addresses served and a method for tracking contamination, copies

1957 of route audits, copies of notice of contamination, copies of notices, violations, education and  
1958 enforcement actions issued, and copies of educational materials, flyers, brochures, newsletters,  
1959 website, and social media.

1960 17.5 Waste Characterization Audit. Contractor must conduct statistically valid waste audits of Service  
1961 Recipients' waste once annually, including Recycling, Refuse, and Organic Waste, and provide  
1962 characterization data to the County as part of its Annual Report (Section 17.3). Material types and guidance  
1963 should follow CalRecycle requirements and/or recommendations.

1964 17.6 Additional Reporting. Contractor must furnish County with any additional reports as may reasonably  
1965 be required, such reports to be prepared within a reasonable time following the reporting period.

## 1966 Article 18. Nondiscrimination

1967 18.1 Nondiscrimination. In the performance of all work and services under this Agreement, Contractor  
1968 may not discriminate against any person based on such person's race, sex, gender, gender identity, color,  
1969 national origin, religion, marital status, or sexual orientation. Contractor must comply with all applicable  
1970 local, state and federal laws and regulations regarding nondiscrimination, including those prohibiting  
1971 discrimination in employment.

## 1972 Article 19. Service Inquiries and Complaints

1973 19.1 Contractor's Customer Service. All service inquiries and complaints will be directed to Contractor.  
1974 A representative of Contractor must be available to receive the complaints during normal business hours.  
1975 Customer Service training shall include courtesy, shall prohibit the use of loud or profane language, and  
1976 shall instruct Collection crews to perform the work quietly. Contractor shall use its best efforts to assure that  
1977 all employees present a neat appearance and conduct themselves in a courteous manner. Contractor shall  
1978 respond to customer complaints within twenty-four (24) hours of receipt, Holidays and weekends excluded.  
1979 Cases must be addressed and resolved within three (3) Work Days. In the case of a dispute between  
1980 Contractor and a Service Recipient, the matter will be reviewed, and a decision made by the Agreement  
1981 Administrator.

1982 19.2 Contractor will utilize an electronic customer service log to maintain a record of all inquiries and  
1983 complaints in a form approved by County. At a minimum, the log shall include a description of the complaint,  
1984 the date the complaint was received, the staff person who received the complaint, the name, telephone  
1985 number and address of the complainant, the actions the Contractor took to resolve the complaint (including  
1986 date of action(s)), and the date of resolution (if different than the date of the actions taken). Contractor shall  
1987 compile a customer complaint log summary in a format approved by Director and shall submit to Director  
1988 with the Quarterly Reports referenced in Section 17.2. The Contractor shall retain a record of each  
1989 complaint for a minimum of three (3) years from the time the first complaint was received.

1990 19.3 For those complaints related to missed Collections, where Containers are properly and timely set  
1991 out, that are received by 12:00 noon on a Work Day, Contractor will return to the Service Unit address and  
1992 Collect the missed materials before leaving the Service Area for the day. For those complaints related to

1993 missed Collections received after 12:00 noon on a Work Day, Contractor will have until the end of the  
1994 following Work Day to resolve the complaint. For those complaints related to repair or replacement of  
1995 Collection Containers, the appropriate Sections of this Agreement will apply.

1996 19.4 Contractor agrees that it is in the best interest of County that all Refuse, Recyclable Materials, and  
1997 Organic Waste be collected on the scheduled Collection day. Accordingly, missed Collections will normally  
1998 be Collected as set forth above regardless of the reason that the Collection was missed. However, in the  
1999 event a Service Recipient requests missed Collection service more than two (2) times in any consecutive  
2000 two (2) month period the Agreement Administrator will work with Contractor to determine an appropriate  
2001 resolution to that situation. In the event Contractor believes any complaint to be without merit, Contractor  
2002 will notify the Agreement Administrator, by e-mail. The Agreement Administrator will investigate all disputed  
2003 complaints and render a decision.

2004 19.5 Contractor's service and emergency telephone numbers must be accessible by a local (County)  
2005 phone number or toll-free number. The service telephone number(s) must be listed in the area's telephone  
2006 directories under Contractor's name in the White Pages and available through an online search and listed  
2007 on the Contractor's website.

## 2008 Article 20. Quality of Performance of Contractor

2009 20.1 Intent. Contractor acknowledges and agrees that one of County's primary goals in entering into this  
2010 Agreement is to ensure Commercial Collection Services are of the highest caliber, Service Recipient  
2011 satisfaction remains at the highest level, maximum diversion levels are achieved, and materials Collected  
2012 are put to the highest and best use to the extent possible.

2013 20.2 Administrative Charges and Penalties. Quality performance by the Contractor is of primary  
2014 importance. Accordingly, Contractor agrees to pay County administrative charges and penalties as detailed  
2015 in Exhibit 4 should Contractor fail to meet its responsibilities under this Agreement. Should Contractor be  
2016 in breach of the requirements set forth in this Agreement, it is mutually understood and agreed the public  
2017 will necessarily suffer damages and such damages, from the nature of the default in performance will be  
2018 extremely difficult and impractical to fix. County finds, and the Contractor agrees, that, as of the time of the  
2019 execution of this Agreement, it is impractical, if not impossible, to reasonably ascertain the extent of  
2020 damages which will be incurred by County as a result of a breach by Contractor of its obligations under this  
2021 Agreement. The factors relating to the impracticability of ascertaining damages include, but are not limited  
2022 to, the fact that: (i) substantial damage results to members of the public who are denied services or denied  
2023 quality or reliable service; (ii) such breaches cause inconvenience, anxiety, frustration and deprivation of  
2024 the benefits of this Agreement to individual members of the general public for whose benefit this Agreement  
2025 exists, in subjective ways and in varying degrees of intensity which are incapable of measurement in precise  
2026 monetary terms; (iii) services might be available at substantially lower costs than alternative services, and  
2027 the monetary loss resulting from denial of services or denial of quality or reliable services is impossible to  
2028 calculate in precise monetary terms; and (iv) the termination of this Agreement for such breaches, and other  
2029 remedies are, at best, a means of future correction and not remedies making the public whole for past  
2030 breaches.

2031 20.3 Procedure for Review of Administrative Charges. The Agreement Administrator may assess  
2032 administrative charges and penalties as specified in Exhibit 4 pursuant to this Agreement quarterly. At the  
2033 end of each quarter during the term of this Agreement, the Agreement Administrator will issue a written  
2034 notice to Contractor (“Notice of Assessment”) of the administrative charges assessed and the basis for  
2035 each assessment.

2036 20.3.1 The assessment will become final unless, within ten (10) calendar days of the date  
2037 of the notice of assessment, Contractor provides a written request for a meeting with the County  
2038 Administrator to present evidence that the assessment should not be made.

2039 20.3.2 The Agreement Administrator will schedule a meeting between Contractor and the  
2040 County Administrator as soon as reasonably possible after timely receipt of Contractor’s request.

2041 20.3.3 The County Administrator will review Contractor’s evidence and render a decision  
2042 sustaining or reversing the administrative charges as soon as reasonably possible after the  
2043 meeting. Written notice of the decision will be provided to Contractor.

2044 20.3.4 In the event Contractor does not submit a written request for a meeting within ten  
2045 (10) calendar days of the date of the Notice of Assessment, the Agreement Administrator’s  
2046 determination will be final.

2047 20.3.5 County’s assessment or collection of administrative charges will not prevent  
2048 County from exercising any other right or remedy, including the right to terminate this Agreement,  
2049 for Contractor’s failure to perform the work and services in the manner set forth in this Agreement.

2050 20.4 Uncontrollable Circumstances.

2051 20.4.1 If either party is prevented from or delayed in performing its duties under this  
2052 Agreement by circumstances beyond its control, whether or not foreseeable, including, without  
2053 limitation, acts of terrorism, landslides, lightning, forest fires, storms, floods, severe weather,  
2054 freezing, earthquakes, other natural disasters, the threat of such natural disasters, pandemics (or  
2055 threat of same), quarantines, civil disturbances, acts of the public enemy, wars, blockades, public  
2056 riots, strikes, lockouts, or other labor disturbances, acts of government or governmental restraint  
2057 or other causes, whether of the kind enumerated or otherwise, not reasonably within the control of  
2058 the affected party, then the affected party will be excused from performance hereunder during the  
2059 period of such disability.

2060 20.4.2 The party claiming excuse from performance must promptly notify the other party  
2061 when it learns of the existence of such cause, including the facts constituting such cause, and when  
2062 such cause has terminated.

2063 20.4.3 The interruption or discontinuance of services by a party caused by circumstances  
2064 outside of its control will not constitute a default under this Agreement.

2065

## Article 21. Performance Bond

2066 21.1 Within ten (10) Business Days from the date the Board of Supervisors approves this Agreement,  
 2067 Contractor must furnish to County, and keep current, a performance bond, for the faithful performance of  
 2068 this Agreement and all obligations arising hereunder. From January 1, 2024, and so long as this Agreement  
 2069 or any extension thereof remains in force, Contractor must maintain a performance bond in the amount of  
 2070 one hundred thousand dollars (\$100,000).

2071 21.2 The performance bond must be executed by a surety company licensed to do business in the State  
 2072 of California; having an "A-" or better rating by A. M. Best or Standard and Poor's; and included on the list  
 2073 of surety companies approved by the Treasurer of the United States, in a County-approved format.

2074 21.3 In the event County draws on the bond, all of County's costs of collection and enforcement of the  
 2075 Bond, including reasonable attorney's fees and costs, must be paid by Contractor.

2076 21.4 The Performance Bond must automatically renew annually for the entire term of the Agreement.

2077

## Article 22. Insurance

2078 22.1 Insurance Policies. Contractor must secure and maintain throughout the term of this Agreement  
 2079 insurance against claims for injuries to persons or damages to property which may arise from or in  
 2080 connection with Contractor's performance of work or services under this Contract. Contractor's performance  
 2081 of work or services includes performance by Contractor's employees, agents, representatives, and  
 2082 subcontractors.

2083 22.2 Minimum Scope of Insurance. Insurance coverage must be at least this broad:

2084 22.2.1 Insurance Services Office Form No. GL 0002 (Ed. 1/96) covering Comprehensive  
 2085 General Liability and Insurance Services Office Form No. GL 0404 covering Broad Form  
 2086 Comprehensive General Liability; or Insurance Services Office Commercial General Liability  
 2087 coverage ("occurrence" form CG 0001), including X, C, U where applicable.

2088 22.2.2 Insurance Services Office Form No. CA 0001 (Ed. 12/93) covering Automobile  
 2089 Liability, code 1 "any auto", or code 2 "owned autos" and endorsement CA 0025. Coverage must  
 2090 also include code 8, "hired autos" and code 9 "non-owned autos".

2091 22.2.3 Workers' Compensation insurance as required by the California Labor Code and  
 2092 Employers Liability Insurance.

2093 22.2.4 Environmental Pollution Liability Insurance.

2094 22.3 Minimum Limits of Insurance. Contractor must maintain insurance limits no less than:

2095 22.3.1 Comprehensive General Liability: \$3,000,000 combined single limit per occurrence  
 2096 for bodily injury, personal injury, and property damage. If Commercial General Liability insurance

2097 with a general aggregate limit is used, either the general aggregate limit will apply separately to  
2098 this Agreement, or the general aggregate limit must be \$5,000,000.

2099 22.3.2 Automobile Liability: \$10,000,000 combined single limit per accident for bodily  
2100 injury and property damage.

2101 22.3.3 Workers' Compensation and Employers Liability: Workers' Compensation limits as  
2102 required by the California Labor Code and Employers Liability limits of \$1,000,000 per accident.

2103 22.3.4 Environmental Pollution Liability: \$3,000,000 per occurrence and \$5,000,000  
2104 aggregate, with five (5) years tail coverage. Coverage shall include bodily injury or property damage  
2105 arising out of the actual, alleged or threatened discharge, dispersal, seepage, migration, release or  
2106 escape of pollutants resulting from Contractor's operations.

2107 22.3.5 If Contractor maintains higher limits than the minimum shown above, the County  
2108 requires and shall be entitled to coverage for the higher limits maintained by the Service Provider.  
2109 Any available insurance proceeds exceeding the specified minimum limits of insurance and  
2110 coverage shall be available to the County.

2111 22.4 Deductibles and Self-Insured Retention. Any deductibles or self-insured retention must be declared  
2112 to County's risk manager. Should County form a reasonable belief Contractor may be unable to pay any  
2113 deductibles or self-insured retentions, Contractor must procure a bond guaranteeing payment of losses and  
2114 related investigations, claim administration and defense expenses in an amount specified by County's risk  
2115 manager.

2116 22.5 Endorsements. The policies are to contain, or be endorsed to contain, the following provisions:

2117 22.5.1 General Liability, Automobile and Environmental Liability Coverage.

2118 22.5.1.1 County, its officers, employees, agents, and contractors are to be covered  
2119 as additional insureds as respects: Liability arising out of activities performed by, or on behalf  
2120 of, Contractor; products and completed operations of Contractor; Premises owned, leased or  
2121 used by Contractor; and automobiles owned, leased, hired or borrowed by Contractor. The  
2122 coverage must contain no special limitations on the scope of protection afforded to County, its  
2123 officers, employees, agents and contractors.

2124 22.5.1.2 Contractor's insurance coverage must be primary insurance as respects  
2125 County, its officers, employees, agents, and contractors. Any insurance, or self-insurance  
2126 maintained by County, its officers, employees, agents, or contractors will be in excess of  
2127 Contractor's insurance and will not contribute with it.

2128 22.5.1.3 Any failure to comply with reporting provisions of the policies will not affect  
2129 coverage provided to County, its officers, employees, agents, or contractors.

2130 22.5.1.4 Coverage must State that Contractor's insurance will apply separately to  
2131 each insured against whom claim is made or suit is brought, except with respect to the limits  
2132 of the insurer's liability.

2133 22.5.2 All Coverage. Each insurance policy required by this Agreement must be endorsed  
2134 to State that coverage may not be canceled except after thirty (30) calendar days (ten (10) days in  
2135 the event of cancellation for non-payment) prior written notice has been given to County. Moreover,  
2136 Contractor will not order the cancellation of any required insurance policy or change in insurance  
2137 policy limits without thirty (30) days prior written notice to County by Contractor.

2138 22.6 Acceptability of Insurers. Insurance is to be placed with insurers having an A.M. Best rating of A-  
2139 /VII or better.

2140 22.7 Verification of Coverage. Contractor must furnish County with certificates of insurance and with  
2141 original endorsements affecting coverage required by this Agreement. The certificates and endorsement  
2142 for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its  
2143 behalf. Contractor must furnish County with a new certificate of insurance and endorsements on each  
2144 renewal of coverage or change of insurers. Proof of insurance must be mailed to the following address, or  
2145 any subsequent address as may be directed by the County:

2146 County of Ventura  
2147 Public Works Agency Water & Sanitation, IWMD  
2148 800 S. Victoria Ave.  
2149 Ventura, CA 93009-1650

2150 22.8 Subcontractors. Contractor must include all subcontractors performing services in the County as  
2151 insureds under its policies or subcontractors must obtain separate certificates and endorsements.

2152 22.9 Modification of Insurance Requirements. The insurance requirements provided in this Agreement  
2153 may be modified or waived by County's risk manager, in writing, upon the request of Contractor if County's  
2154 risk manager determines such modification or waiver is in the best interest of County considering all relevant  
2155 factors, including exposure to County.

2156 22.10 Rights of Subrogation. All required insurance policies must preclude any underwriter's rights of  
2157 recovery or subrogation against County with respect to matters related to Contractor's performance of its  
2158 obligations under this Agreement, with the express intention of the parties being that the required insurance  
2159 coverage protects both parties as the primary coverage for any and all losses covered by the above-  
2160 described insurance. Contractor must ensure that any companies issuing insurance to cover the  
2161 requirements contained in this Agreement agree that they will have no recourse against County for payment  
2162 or assessments in any form on any policy of insurance. The clauses 'Other Insurance Provisions' and  
2163 'Insured Duties in the Event of an Occurrence, Claim or Suit' as it appears in any policy of insurance in  
2164 which County is named as an additional insured will not apply to County.

2165 22.11 Failure to maintain insurance. Should Contractor fail to obtain or maintain insurance as required by  
2166 this Agreement, Contractor shall have seven (7) days to cure the defect, during which time County shall  
2167 have the option, but not the obligation, to, at Contractor's sole expense: (i) hire replacement waste  
2168 Collection Services to perform Contractor's tasks until insurance coverage is resumed; or (ii) obtain  
2169 replacement insurance coverage during said cure period. Should Contractor fail to correct this defect,  
2170 County shall have the option to terminate this Agreement immediately.

## 2171 Article 23. Hold Harmless and Indemnification

2172 23.1 Hold Harmless for Contactor's Damages. Contractor holds County, its elected officials, officers,  
2173 agents, employees, and volunteers harmless from all of Contractor's claims, demands, lawsuits, judgments,  
2174 damages, losses, injuries or liability to Contractor, to Contractor's employees, to Contractor's contractors  
2175 or subcontractors, or to the owners of Contractor's firm, which damages, losses, injuries or liability occur  
2176 during the work or services required under this Agreement, or performance of any activity or work required  
2177 under this Agreement.

2178 23.2 Defense and Indemnity of Third-Party Claims/Liability. Contractor shall indemnify, defend with legal  
2179 counsel approved by County, and hold harmless County, its officers, officials, employees, and volunteers  
2180 ("County Indemnitees") from and against all liability including, but not limited to, loss, damage, expense,  
2181 cost (including, without limitation, reasonable legal counsel fees, expert fees and all other costs and fees  
2182 of litigation) of every nature arising out of, or in connection with, Contractor's performance of work  
2183 hereunder or its failure to comply with any of its obligations contained in the Agreement, except such loss  
2184 or damage which is caused by the active negligence or willful misconduct of County. Should conflict of  
2185 interest principles preclude a single legal counsel from representing both County and Contractor, or should  
2186 County otherwise find Contractor's legal counsel unacceptable, then Contractor shall reimburse County its  
2187 costs of defense, including without limitation reasonable legal counsel fees, expert fees and all other costs  
2188 and fees of litigation. The Contractor shall promptly pay County any final judgment rendered against County  
2189 (and its officers, officials, employees, and volunteers) with respect to claims covered by this Section. It is  
2190 expressly understood and agreed that the foregoing provisions are intended to be as broad and inclusive  
2191 as is permitted by the law of the State of California and will survive termination of this Agreement.  
2192 Contractor's obligations under this Section apply regardless of whether or not such claim, charge, damage,  
2193 demand, action, proceeding, loss, stop notice, cost, expense, judgment, civil fine or penalty, or liability was  
2194 caused in part or contributed to by a County Indemnitee. However, without affecting the rights of County  
2195 under any provision of this Agreement, Contractor shall not be required to indemnify and hold harmless  
2196 County for liability attributable to the active negligence of County, provided such active negligence is  
2197 determined by agreement between the parties or by findings of a court of competent jurisdiction. In  
2198 instances where County is shown to have been actively negligent and where County's active negligence  
2199 accounts for only a percentage of the liability involved, the obligation of the Contractor will be for that entire  
2200 portion or percentage of liability not attributable to the active negligence of County.

2201 23.3 Nonwaiver. County does not waive, nor shall be deemed to have waived, any indemnity, defense  
2202 or hold harmless rights under this Section because of the acceptance by County, or the deposit with County,  
2203 of any insurance certificates or policies described in Article 22.

2204 23.4 Diversion Indemnification. Subject to the requirements of Public Resources Code section 40059.1,  
2205 which will control in the event of any conflict with the provisions of this Section, Contractor agrees to defend  
2206 and indemnify County Indemnitees with counsel selected by Contractor and approved by County, to pay all  
2207 attorneys' fees, and to indemnify and hold County Indemnitees harmless from and against all fines or  
2208 penalties imposed by the CalRecycle if the diversion goals specified in California Public Resources Code  
2209 section 41780, as it may be amended, are not met by County with respect to the Materials Collected by  
2210 Contractor and if the lack in meeting such goals are attributable to the failure of Contractor to implement  
2211 and operate the recycling or diversion programs or undertake the related activities required by this  
2212 Agreement. In the event CalRecycle provides an administrative process to challenge the imposition of a  
2213 compliance order, a fine, or fines, Contractor will be responsible for engaging any consultants or attorneys  
2214 necessary to represent County in any challenge. Contractor will be responsible for the retention of and  
2215 payment to any consultants engaged to perform waste generation studies (diversion and disposal). All  
2216 consultants and attorneys engaged hereunder are subject to the agreement of County and Contractor.

2217 23.5 Hazardous Substances Indemnification. Contractor agrees to indemnify, defend (with counsel  
2218 reasonably approved by County), protect and hold harmless the County Indemnitees from and against any  
2219 and all claims of any kind whatsoever paid, suffered or incurred by or against the County Indemnitees  
2220 resulting from any action or response action undertaken pursuant to CERCLA, the Carpenter-Presley-  
2221 Tanner Hazardous Substance Account Act of 1981, Health & Safety Code Sections 25300 et seq., or other  
2222 similar federal, state or local law or regulation with respect to Solid Waste or Hazardous Waste Collected  
2223 and Disposed of by Contractor. The foregoing indemnity is intended to operate as an agreement pursuant  
2224 to Section 107(e) of CERCLA and Section 25364 of the Health & Safety Code to defend, protect, hold  
2225 harmless and indemnify the County Indemnitees from all forms of liability under CERCLA, the Carpenter-  
2226 Presley-Tanner Hazardous Substance Account Act of 1981 with respect to Solid Waste or Hazardous  
2227 Waste Collected and Disposed of by Contractor.

2228 23.6 Proposition 218 Release. County intends to comply with all applicable laws concerning the  
2229 Maximum Service Rates provided under this Agreement. Upon thorough analysis, the parties have made  
2230 a good faith determination that the Maximum Service Rates for the Solid Waste collection services provided  
2231 under this Agreement are not subject to California Constitution Articles XIIC and XIID because, among  
2232 other reasons, such services are provided by a private corporation and not by County pursuant to Article 5,  
2233 Contractor independently establishes the rates for services within the limits established in this Agreement,  
2234 the receipt of services is voluntary and not required of any property within County, and any owner or Service  
2235 Recipient of property within County has the opportunity to avoid the services available under this Agreement  
2236 either through self-hauling or use of property in such a manner that Solid Waste is not generated.  
2237 Accordingly, Contractor agrees to hold harmless and release the County Indemnitees from and against any  
2238 and all claims Contractor may have against the County Indemnitees resulting in any form from the Maximum  
2239 Service Rates provided for under this Agreement or in connection with the application of California  
2240 Constitution Article XIIC and Article XIID to the imposition, payment or collection of the rates under this  
2241 Agreement. This Section will survive the expiration or termination of this Agreement for claims arising prior  
2242 to the expiration or termination of this Agreement.

2243 23.7 Consideration. It is specifically understood and agreed that the consideration inuring to Contractor  
2244 for the execution of this Agreement consists of the promises, payments, covenants, rights, and  
2245 responsibilities contained in this Agreement.

2246 23.8 Obligation. This Agreement obligates Contractor to comply with the foregoing indemnification and  
2247 release provisions; however, the collateral obligation of providing insurance must also be satisfied as set  
2248 forth in this Agreement. The provision of insurance, and the coverage limits therein, shall not in any way be  
2249 a limitation on Contractor's indemnification and defense obligations.

2250 23.9 Subcontractors. Contractor must require all subcontractors performing work in the County to enter  
2251 into a contract containing the provisions set forth in Article 23 in which contract the subcontractor fully  
2252 indemnifies County in accordance with this Agreement.

2253 23.10 Exception. Notwithstanding other provisions of this Agreement, Contractor's obligation to  
2254 indemnify, hold harmless and defend County, its officers and employees will not extend to any loss, liability,  
2255 penalty, damage, action, or suit arising or resulting solely from acts or omissions constituting active  
2256 negligence, willful misconduct, breach of this Agreement, or violation of law on the part of County, its  
2257 officers, or employees.

2258 23.11 Damage by Contractor. If Contractor's employees or subcontractors cause any injury, damage, or  
2259 loss to County property, including, but not limited to, County streets or curbs, excluding normal wear and  
2260 tear, Contractor must reimburse County for County's cost of repairing or replacing such injury, damage, or  
2261 loss. Such reimbursement is not in derogation of any right of County to be indemnified by Contractor for  
2262 any such injury, damage, or loss. With the prior written approval of County, Contractor may repair the  
2263 damage at Contractor's sole cost and expense. Any injury, damage or loss to private property caused by  
2264 the negligent or willful acts or omissions of Contractor to private property must be repaired or replaced by  
2265 Contractor at Contractor's sole expense. Disputes between Contractor and its Service Recipients or private  
2266 property owners relating to damage to private property are civil matters and complaints of damage will be  
2267 referred to Contractor as a matter within its sole responsibility and as a matter within the scope of Article  
2268 23.

## 2269 Article 24. Default of Agreement

2270 24.1 Termination. County may terminate this Agreement, except as otherwise provided below in this  
2271 Section, by giving Contractor thirty (30) calendar days advance written notice, to be served as provided in  
2272 this Agreement, upon the happening of any one of the following events:

2273 24.1.1 Contractor takes the benefit of any present or future insolvency statute, or makes  
2274 a general assignment for the benefit of creditors, or files a voluntary petition in bankruptcy (court)  
2275 or a petition or answer seeking an arrangement for its reorganization or the readjustment of its  
2276 indebtedness under the Federal bankruptcy laws or under any other law or statute of the United  
2277 States or any State thereof, or consent to the appointment of a receiver, trustee or liquidator of all  
2278 or substantially all of its property; or

2279 24.1.2 By order or decree of a court, Contractor is adjudged bankrupt or an order is made  
2280 approving a petition filed by any of its creditors or by any of the stockholders of Contractor, seeking  
2281 its reorganization or the readjustment of its indebtedness under the Federal bankruptcy laws or  
2282 under any law or statute of the United States or of any State thereof, provided that if any such  
2283 judgment or order is stayed or vacated within sixty (60) calendar days after the entry thereof, any  
2284 notice of default will be and become null, void and of no effect; unless such stayed judgment or  
2285 order is reinstated in which case, such default will be deemed immediate; or

2286 24.1.3 By, or pursuant to, or under the authority of any legislative act, resolution or rule  
2287 or any order or decree of any court or governmental board, agency or officer having jurisdiction, a  
2288 receiver, trustee, or liquidator takes possession or control of all, or substantially all, Contractor  
2289 property, and such possession or control continues in effect for a period of sixty (60) calendar days;  
2290 or

2291 24.1.4 Contractor has defaulted, by failing or refusing to pay in a timely manner the  
2292 administrative charges or other monies due County and such default is not cured within thirty (30)  
2293 calendar days of receipt of written notice by County to do so; or

2294 24.1.5 Contractor has defaulted by allowing any final judgment for the payment of money  
2295 owed to County to stand against it unsatisfied and such default is not cured within thirty (30)  
2296 calendar days of receipt of written notice by County to do so; or

2297 24.1.6 In the event that monies due County under Section 24.1.3 above or an unsatisfied  
2298 final judgment under Section 24.1.4 above is the subject of a judicial proceeding, Contractor will  
2299 not be in default if the sum of money is bonded. All bonds must be in the form acceptable to the  
2300 County Attorney; or

2301 24.1.7 Contractor has defaulted, by failing or refusing to perform or observe any of the  
2302 terms, conditions or covenants in this Agreement, including, but not limited to, the maintenance of  
2303 a performance bond in accordance with Article 21, or any of the rules and regulations promulgated  
2304 by County pursuant thereto or has wrongfully failed or refused to comply with the instructions of the  
2305 Agreement Administrator relative thereto and such default is not cured within thirty (30) calendar  
2306 days of receipt of written notice by County to do so, or if by reason of the nature of such default,  
2307 the same cannot be remedied within thirty (30) calendar days following receipt by Contractor of  
2308 written demand from County to do so, Contractor fails to commence the remedy of such default  
2309 within such thirty (30) calendar days following such written notice or having so commenced fails  
2310 thereafter to continue with diligence the curing thereof (with Contractor having the burden of proof  
2311 to demonstrate (a) that the default cannot be cured within thirty (30) calendar days, and (b) that it  
2312 is proceeding with diligence to cure such default, and such default will be cured within a reasonable  
2313 period of time). However, notwithstanding anything contained herein to the contrary, for the failure  
2314 of Contractor to provide Commercial Collection Services for a period of three (3) consecutive Work  
2315 Days, County may secure Contractor's records on the fourth (4th) Work Day in order to provide  
2316 interim Commercial Collection Services until such time as the matter is resolved and Contractor is  
2317 again able to perform pursuant to this Agreement; provided, however, if Contractor is unable for

2318 any reason or cause to resume performance at the end of thirty (30) calendar days all liability of  
2319 County under this Agreement to Contractor will cease and this Agreement may be terminated by  
2320 County.

2321 24.2 Violations. Notwithstanding the foregoing and as supplemental and additional means of termination  
2322 of this Agreement under this Article, in the event that Contractor's record of performance shows that  
2323 Contractor has defaulted in the performance of any of the covenants and conditions required herein to be  
2324 kept and performed by Contractor three (3) or more times in any twenty-four (24) month period, and  
2325 regardless of whether the Contractor has corrected each individual condition of default, Contractor will be  
2326 deemed a "habitual violator", will be deemed to have waived the right to any further notice or grace period  
2327 to correct, and all such defaults will be considered cumulative and collectively will constitute a condition of  
2328 irredeemable default. County will thereupon issue Contractor a final warning citing the circumstances  
2329 therefore, and any single default by Contractor of whatever nature, subsequent to the occurrence of the  
2330 last of such cumulative defaults, will be grounds for immediate termination of the Agreement. In the event  
2331 of any such subsequent default, County may terminate this Agreement upon giving of written final notice to  
2332 Contractor, such cancellation to be effective upon the date specified in County's written notice to Contractor,  
2333 and all contractual fees due hereunder plus any and all charges and interest will be payable to such date,  
2334 and Contractor will have no further rights hereunder. Immediately upon the specified date in such final  
2335 notice Contractor must cease any further performance under this Agreement.

2336 24.3 Termination Date. In the event of any the events specified above, and except as otherwise provided  
2337 in such subsections, termination will be effective upon the date specified in County's written notice to  
2338 Contractor and upon such date this Agreement will be deemed immediately terminated and upon such  
2339 termination, except for payment of services rendered up to and including the date of termination, all liability  
2340 of County under this Agreement to Contractor will cease, and County will have the right to call the  
2341 performance bond and will be free to negotiate with other contractors for the operation of interim and long-  
2342 term Commercial Collection Services. Contractor must reimburse County for all direct and indirect costs of  
2343 providing any interim Commercial Collection Services resulting from Contractor's default in this Agreement.

2344 24.4 Termination Cumulative. County's right to terminate this Agreement is cumulative to any other  
2345 rights and remedies provided by law or by this Agreement.

2346 24.5 Alternative Service. Should Contractor, for any reason, except the occurrence or existence of any  
2347 of the events or conditions set forth in Section 20.4 (Uncontrollable Circumstances), Refuse or be unable,  
2348 for a period of more than forty-eight (48) hours, to Collect a material portion or all of the Solid Waste which  
2349 it is obligated under this Agreement to Collect, and as a result, Solid Waste should accumulate in County  
2350 to such an extent, in such a manner, or for such a time that the County Administrator, in the reasonable  
2351 exercise of the County Administrator's discretion, should find that such accumulation endangers or  
2352 menaces the public health, safety or welfare, then County will have the right to Agreement with another  
2353 Solid Waste enterprise to Collect any or all Solid Waste which Contractor is obligated to Collect pursuant  
2354 to this Contract. County must provide twenty-four (24) hours prior written notice to Contractor during the  
2355 period of such event, before contracting with another Solid Waste enterprise to Collect any or all Solid  
2356 Waste that Contractor would otherwise collect pursuant to this Agreement for the duration of period during  
2357 which Contractor is unable to provide such services. In such event, Contractor must undertake

2358 commercially reasonable efforts to identify sources from which such substitute Solid Waste services are  
2359 immediately available and must reimburse County for all expenses for such substitute services during  
2360 period in which Contractor is unable to provide Commercial Collection Services required by this Agreement.

2361 24.6 Survival of Certain Contractor Obligations. Notwithstanding the termination of this Agreement by  
2362 Contractor or County, Contractor's obligation to indemnify, defend and hold County and County  
2363 Indemnitees harmless as provided in this Agreement shall survive termination for five (5) years from the  
2364 date of termination. Notwithstanding the termination of this Agreement by Contractor or County, such act  
2365 shall not automatically invalidate or cancel any insurance policy, letter of credit, performance bond or similar  
2366 instruments provided by Contractor under this Agreement and such policies, letters of credit, performance  
2367 bonds and other instruments shall remain in full force and effect for one full year after termination.

2368 24.7 Arbitration. Except as otherwise provided in this Agreement, any controversy, dispute, or claim  
2369 arising out of, or related in any way to this Agreement, including without limitation, any claims for damages  
2370 or compensation or any claims under or pursuant to a performance bond or letter of credit, shall be subject  
2371 to binding arbitration before a neutral arbitrator in accordance with Title 9 or Part 3 of the California Code  
2372 of Civil Procedure (commencing with Section 1280). Judgment upon any award or determination rendered  
2373 by said arbitrator may be entered in any court having jurisdiction thereof. The arbitrator shall determine  
2374 whether one or both parties shall pay the arbitrator's fees and costs associated with any discovery.

## 2375 Article 25. Modifications to the Agreement

2376 25.1 County-Directed Change. County has the power to make changes in this Agreement to impose  
2377 new rules and regulations on Contractor under this Agreement relative to the scope and methods of  
2378 providing Commercial Collection Services as may from time-to-time be necessary and desirable for the  
2379 public welfare. County reserves the right to redirect materials to alternate facilities. County will give the  
2380 Contractor notice of any proposed change and an opportunity to be heard concerning those matters and  
2381 agrees to adjust Maximum Service Rates to reflect additional costs borne by Contractor. The scope and  
2382 method of providing Commercial Collection Services, as referenced herein, will be liberally construed to  
2383 include procedures, operations, and obligations, financial or otherwise, of Contractor. When such  
2384 modifications are made to this Agreement, County and Contractor will negotiate in good faith, a reasonable  
2385 and appropriate compensation adjustment for any increase or decrease in the services or other obligations  
2386 required of Contractor due to any modification in the Agreement under this Article. County and Contractor  
2387 will not unreasonably withhold agreement to such compensation adjustment. Should agreement between  
2388 County and Contractor on compensation adjustment not be reached within six (6) months of the change  
2389 request, or other period as agreed upon by both parties, County and Contractor agree to submit the  
2390 compensation adjustment to binding arbitration as described in Section 24.7.

2391 25.2 Change in Law. County and Contractor understand and agree that the California Legislature has  
2392 the authority to make comprehensive Changes in Law, including but not limited to Solid Waste Collection  
2393 legislation, and that these and other changes in Applicable Law in the future which mandate certain actions  
2394 or programs for counties, municipalities or Contractor may require changes or modifications in some of the  
2395 terms, conditions, or obligations under this Agreement. Contractor agrees that the terms and provisions of

2396 County Code, as it now exists or as it may be amended in the future (in a manner not inconsistent with this  
2397 Agreement), will apply to all provisions of this Agreement and the Service Recipients of Contractor located  
2398 within the Service Area. In the event any future change in Federal law or regulations, State or local law or  
2399 regulation, or the County Code materially alters the obligations of Contractor, then the affected Maximum  
2400 Service Rates, as established in Exhibit 1 of this Agreement, will be adjusted in accordance with this  
2401 Section. Nothing contained in this Agreement will require any party to perform any act or function contrary  
2402 to law. County and Contractor agree to enter into good faith negotiations regarding modifications to this  
2403 Agreement which may be required to implement changes in the interest of the public welfare or due to  
2404 Change in Law. When such modifications are made to this Agreement, County and Contractor will negotiate  
2405 in good faith, a reasonable and appropriate compensation adjustment for any increase or decrease in the  
2406 services or other obligations required of Contractor due to any Change in Law or modification in the  
2407 Agreement under this Article. County and Contractor will not unreasonably withhold agreement to such  
2408 compensation adjustment. Should agreement between County and Contractor on compensation  
2409 adjustment not be reached within six (6) months of the change request, or other period as agreed upon by  
2410 both parties, County and Contractor agree to submit the compensation adjustment to binding arbitration as  
2411 described in Section 24.7.

## 2412 Article 26. Interpretation

2413 26.1 Acknowledgement. It is acknowledged that each party was, or had the opportunity to be,  
2414 represented by counsel in the preparation of and contributed equally to the terms and conditions of this  
2415 Agreement and, accordingly, the rule that a contract will be interpreted strictly against the party preparing  
2416 the same will not apply due to the joint contributions of both parties. For the purpose of this Agreement,  
2417 wherever the masculine or neuter form is used, the same shall include the masculine or feminine, and the  
2418 singular number shall include the plural, and the plural number shall include the singular, wherever the  
2419 context so requires.

## 2420 Article 27. Conflict of Interest

2421 27.1 Financial Interest. Contractor is unaware of any County employee or official that has a financial  
2422 interest in Contractor's business. During the Term and/or as a result of being awarded this Agreement,  
2423 Contractor shall not offer, encourage or accept any financial interest in Contractor's business by any County  
2424 employee or official, nor shall Contractor provide any payment, gift or item of value to any County official,  
2425 employee or agent , either directly or through intermediaries, who is involved in the negotiation, execution  
2426 or administration of this Agreement except (a) as part of commercial transactions identical to those involving  
2427 other members of the public generally or (b) lawful campaign contributions.

## 2428 Article 28. Contractor's Personnel

2429 28.1 Personnel Requirements. Contractor shall assign only qualified personnel to perform all services  
2430 required under this Agreement and shall be responsible for ensuring its employees comply with this  
2431 Agreement and all Applicable Laws related to their employment and position. Contractor's employees,  
2432 officers, agents, and subcontractors shall not identify themselves or in any way represent themselves as

2433 being employees or officials of County. County may request the transfer of any employee of Contractor who  
2434 materially violates any provision of this Agreement, or who is wanton, negligent, or discourteous in the  
2435 performance of their duties under this Agreement.

2436 28.2 Agreement Manager. Contractor shall designate a qualified employee to serve as its Agreement  
2437 Manager and must provide the name of that person in writing to County within thirty (30) days prior to the  
2438 Commencement Date of this Agreement and annually by January 1st of each subsequent Calendar Year  
2439 of this Agreement and any other time the person in that position changes. The Agreement Manager must  
2440 be available to the County through the use of telecommunications equipment at all times that Contractor is  
2441 providing Commercial Collection Services in the Service Area. The Agreement Manager must provide  
2442 County with an emergency phone number where the Agreement Manager can be reached outside of normal  
2443 business hours.

2444 28.3 Service Supervisor. Contractor shall assign a qualified employee to serve as is Service Supervisor  
2445 to be in charge of the Collection Service within the Service Area and must provide the name of that person  
2446 in writing to the Agreement Administrator on or before the Commencement Date, and thereafter annually  
2447 before January 1st of each subsequent Calendar Year of the Term, and any other time Contractor changes  
2448 the employee serving in that position changes. The Service Supervisor must be physically located in the  
2449 Service Area and available to the Agreement Administrator via telecommunication equipment whenever  
2450 Contractor is providing Commercial Collection Services. If the Service Supervisor is unavailable due to  
2451 illness or vacation, Contractor must designate a substitute acceptable to the County who shall be available  
2452 and have the authority to act in the same capacity as the Service Supervisor.

2453 28.4 Key Operations Staff. Contractor shall identify a Key Operations Staff consisting at a minimum of:  
2454 one (1) Operations Manager; one (1) Route Supervisor; one (1) Lead Mechanical Supervisor; and one (1)  
2455 Service Recipient Service Supervisor dedicated to the County and available to the County as needed. Each  
2456 Key Operations Staff will provide the following to County Staff: email address, phone number, cell phone  
2457 number and office address.

2458 28.5 Sustainability/Compliance Staff. In accordance with Article 15, Contractor shall provide one full-  
2459 time Sustainability/Compliance Staff. This section does not apply to the Remote Area.

2460 28.6 Field Personnel. Contractor's field operations personnel are required to wear a clean uniform shirt  
2461 bearing Contractor's name. Contractor's employees, who normally come into direct contact with the public,  
2462 including drivers, must bear some means of individual photographic identification such as a name tag or  
2463 identification card. Each driver of a Collection vehicle must always carry a valid California driver's license  
2464 and all other required licenses for the type of vehicle being operated.

2465 28.7 Labor Certifications. Contractor certifies: (i) it is aware of the provisions of Section 3700 of the  
2466 California Labor Code requiring every employer to be insured against liability for Workers' Compensation  
2467 or to undertake self-insurance in accordance with the provisions of that Code; (ii) in the performance of the  
2468 Services, Contractor shall not, in any manner, employ any person or contract with any person so that any  
2469 part of this Agreement is so performed by such person would be subject to the workers' compensation laws  
2470 of the State of California unless and until Contractor gives County a certificate of consent to self-insure or

2471 a certificate of Workers' Compensation Insurance Coverage; and (iii) in the event Contractor hires any  
2472 subcontractor who has employees to perform the any part thereof, then Contractor shall either require the  
2473 subcontractor to obtain Workers' Compensation Insurance Coverage, or must obtain Workers'  
2474 Compensation Insurance Coverage for the subcontractor's employees. Before commencing performance  
2475 under this Agreement, Contractor shall provide to the County evidence of any Workers' Compensation  
2476 Insurance Coverage required by or for this Agreement, and all such coverage shall be endorsed with a  
2477 waiver of subrogation in favor of County for all work performed by Contractor, its employees, its agents,  
2478 and its subcontractors.

2479 28.8 Employment & Labor Practices. Contractor shall indemnify and hold harmless County and its  
2480 elected officials, officers, employees, servants, designated volunteers, and agents serving as independent  
2481 contractors in the role of County officials, from any and all liability, damages, claims, costs, and expenses  
2482 of any nature to the extent arising from Contractor's personnel and labor practices. All duties of Contractor  
2483 under this paragraph shall survive termination of this Agreement.

2484 28.9 Subcontractors. Contractor shall not subcontract any portion of this Agreement without the prior  
2485 written approval of the County Administrator. Contractor is fully responsible to County for the performance  
2486 of any and all subcontractors, if any, and shall insure any and all subcontractors perform services in  
2487 accordance with all terms and conditions of this Agreement. Contractor shall require any subcontractors  
2488 to maintain all applicable federal, state, and local licenses required for the work they are assigned to  
2489 perform. Contractor shall require any subcontractors performing work in the County to enter into a written  
2490 contract that requires such subcontractors to agree they are independent contractors and have no other  
2491 agency relationship with County.

2492 28.10 Conduct of Personnel. Contractor shall require its employees and agents (including  
2493 Subcontractors) to be courteous, to work as quietly as possible, to leave containers where originally found,  
2494 to wear appropriate clothing and other personal protective equipment (PPE) as necessary, to use only  
2495 regular pedestrian walkways or driveways while on private property, and to avoid trespassing, loitering, or  
2496 meddling with property or events that do not concern them. Contractor shall clean up any spilled material  
2497 created during collection of any container.

## 2498 Article 29. Exempt Waste

2499 29.1 Contractor is not required to Collect or dispose any Exempt Waste but may offer such services. All  
2500 such Collection and disposal of Exempt Waste is not regulated under this Agreement, but, if provided by  
2501 Contractor, must be in strict compliance with all Applicable Laws.

## 2502 Article 30. Independent Contractor

2503 30.1 In the performance of services pursuant to this Agreement, Contractor is an independent contractor  
2504 and not an officer, agent, servant, or employee of County. Contractor will have exclusive control of the  
2505 details of the services and work performed and over all persons performing such services and work.  
2506 Contractor is solely responsible for the acts and omissions of its officers, agents, employees, contractors,  
2507 and subcontractors, if any. Neither Contractor nor its officers, employees, agents, contractors, or

2508 subcontractors will obtain any right to retirement benefits, Workers Compensation benefits, or any other  
2509 benefits which accrued to County employees and Contractor expressly waives any claim to such benefits.

2510 30.2 Subcontractors. Contractor will require all subcontractors performing work in the County to enter  
2511 into a contract containing the provisions set forth in the preceding subsection in which contract the  
2512 subcontractor agrees that Contractor and subcontractor are independent contractors and have no other  
2513 agency relationship with County.

## 2514 Article 31. Laws to Govern

2515 31.1 The law of the State of California governs the rights, obligations, duties and liabilities of County and  
2516 Contractor under this Agreement and govern the interpretation of this Agreement.

## 2517 Article 32. Consent to Jurisdiction

2518 32.1 Notwithstanding the binding arbitration clause, the parties agree that any litigation between County  
2519 and Contractor concerning or arising out of this Agreement must be filed and maintained exclusively in the  
2520 Superior Court of Ventura County, State of California, or in the United States District Court for the Central  
2521 District of California. Each party consents to service of process in any manner authorized by California law.  
2522 This provision should not be interpreted as a waiver or exception to the arbitration clause set forth herein.

## 2523 Article 33. Assignment

2524 33.1 No Contractor interest in this Agreement may be assigned, sold, or transferred (collectively referred  
2525 to hereinafter as Transfer), either in whole or in part, without the prior written consent of the County in  
2526 accordance with this Section. Contractor shall promptly notify Director in writing in advance of any proposed  
2527 Transfer, which must be approved by the Board prior to taking effect. In the event the Board approves of  
2528 any Transfer, said approval shall not relieve Contractor of any of its obligations or duties under this  
2529 Agreement unless this Agreement is duly amended in writing. For purposes of this Section, "Transfer" shall  
2530 also include, but not be limited to:

2531 33.1.1 A sale, exchange, or other transfer a third party of at least 25 percent of  
2532 Contractor's assets dedicated to service under this Agreement;

2533 33.1.2 A sale, exchange, or other transfer to a third party, including other shareholders,  
2534 of outstanding common stock of Contractor, which may result in a change of control of Contractor.

2535 33.1.3 Any dissolution, reorganization, consolidation, merger, recapitalization, stock  
2536 issuance or re-issuance, voting trust, pooling agreement, escrow arrangement, liquidation, or other  
2537 transaction to which Contractor or any of its shareholders is a party, which results in a change of  
2538 ownership or control of Contractor.

2539 33.1.4 Any assignment by operation of law including insolvency or bankruptcy,  
2540 assignment for the benefit of creditors, writ of attachment for an execution being levied against this

2541 Agreement, appointment of a receiver taking possession of Contractor's property, or transfer  
2542 occurring in a probate proceeding.

2543 33.1.5 Any combination of the foregoing, whether or not in related or contemporaneous  
2544 transactions, which has the effect of any such transfer or change of ownership or change of control  
2545 of Contractor.

2546 33.2 Contractor must comply with the following requirements prior to the County's consideration and  
2547 approval of a Transfer request:

2548 33.2.1 Contractor must not be in material breach of this Agreement.

2549 33.2.2 Contractor must pay the County its reasonable expenses for attorney's fees and  
2550 staff costs to investigate the suitability of any entity to which Contractor proposes to Transfer its  
2551 interests (hereinafter, collectively Transferee), and to review and finalize any documentation  
2552 required as a condition for approving any such Transfer.

2553 33.2.3 Contractor shall furnish the County with audited financial statements of the  
2554 proposed Transferee's operations for the immediately preceding three (3) operating years.

2555 33.2.4 Contractor shall furnish the County with satisfactory proof that:

2556 33.2.4.1 The proposed Transferee has at least ten (10) years of Solid Waste  
2557 management experience on a scale equal to, or exceeding, the scale of operations conducted  
2558 by Contractor under this Agreement;

2559 33.2.4.2 The proposed Transferee has conducted its operations in an  
2560 environmentally safe and conscientious manner;

2561 33.2.4.3 The proposed Transferee has not had a license or permit authorizing  
2562 Transferee's Solid Waste collection operations forfeited or revoked by any local, state or federal  
2563 entity within the past five (5) years;

2564 33.2.4.4 The proposed Transferee or any of its officers, directors or employees  
2565 have not pled or been found guilty (or pled no contest), or had an adverse civil judgment  
2566 entered against them, regarding the following types of criminal offenses or civil claims related  
2567 to, or arising from, a Solid Waste collection operation within the past five (5) years: bribery,  
2568 forgery, price fixing, proposal rigging, fraud, obstruction of justice, extortion, racketeering or  
2569 illegal disposal of Solid Waste, Hazardous Waste or Recyclables; and

2570 33.2.4.5 The proposed Transferee can otherwise perform its duties and obligations  
2571 under this Agreement in a timely, safe, and effective manner.

2572 33.3 The use of a subcontractor to perform services under this Contract will not constitute delegation of  
2573 Contractor's duties if Contractor has received prior written authorization from the Agreement Administrator

2574 to subcontract such services and the Agreement Administrator has approved a subcontractor who will  
2575 perform such services. Contractor will be responsible for directing the work of Contractor's subcontractors  
2576 and any compensation due or payable to Contractor's subcontractor will be the sole responsibility of  
2577 Contractor. The Agreement Administrator will have the right to require the removal of any approved  
2578 subcontractor for reasonable cause.

## 2579 Article 34. Compliance with Laws

2580 34.1 In the performance of this Agreement, Contractor must comply with all Applicable Laws, including,  
2581 without limitation, the County Code.

2582 34.2 County will make reasonable efforts to provide written notice to Contractor of any planned  
2583 amendment of the Ventura County Code that may substantially affect the performance of Contractor's  
2584 services pursuant to this Agreement. Such notice will be provided thirty (30) calendar days prior to the  
2585 Board of Supervisors' approval of such an amendment when feasible. Failure to provide the advanced  
2586 notice referenced herein does not excuse or delay Contractor's required compliance with the Ventura  
2587 County Code.

## 2588 Article 35. Permits and Licenses

2589 35.1 Contractor shall obtain, at its own expense, all permits, and licenses required by law or ordinance  
2590 and maintain same in full force and effect throughout the term of this Agreement. Contractor must provide  
2591 proof of such permits, licenses or approvals and must demonstrate compliance with the terms and  
2592 conditions of such permits, licenses, and approvals upon the request of the Agreement Administrator.

2593 35.2 The Contractor must have a valid County Business Tax Certificate throughout the Term.

## 2594 Article 36. Ownership of Written Materials

2595 36.1 Contractor hereby grants County a non-exclusive license as to all reports, documents, brochures,  
2596 public education materials, and other similar written, printed, electronic or photographic materials  
2597 developed by Contractor at the request of County or as required under this Agreement, and intended for  
2598 public use, without limitation or restrictions on the use of such materials by County. Contractor may not use  
2599 such materials that specifically reference County for other purposes without the prior written consent of the  
2600 Agreement Administrator. This Article 36 does not apply to ideas or concepts described in such materials  
2601 and does not apply to the format of such materials.

## 2602 Article 37. Waiver

2603 37.1 Waiver by County or Contractor of any breach for violation of any term covenant or condition of this  
2604 Agreement will not be deemed to be a waiver of any other term, covenant or condition or any subsequent  
2605 breach or violation of the same or of any other term, covenant, or condition. The subsequent acceptance  
2606 by County of any fee, tax, or any other monies which may become due from Contractor to County will not

2607 be deemed to be a waiver by County of any breach for violation of any term, covenant, or condition of this  
2608 Agreement.

## 2609 Article 38. Prohibition Against Gifts

2610 38.1 Contractor represents that Contractor is familiar with County's prohibition against the acceptance  
2611 of any gift by a County officer or designated employee. Contractor may not offer any County officer or  
2612 designated employee any gifts prohibited by the County.

## 2613 Article 39. Point of Contact

2614 39.1 The day-to-day dealings between Contractor and County will be between Contractor and the  
2615 Agreement Administrator.

## 2616 Article 40. Notices

2617 40.1 Except as provided in this Agreement, whenever either party desires to give notice to the other, it  
2618 must be given by written notice addressed to the party for whom it is intended, at the place last specified  
2619 and to the place for giving of notice in compliance with the provisions of this Section. For the present, the  
2620 parties designate the following as the respective persons and places for giving of notice:

2621 As to the County:

2622 County of Ventura

2623 Public Works Agency Water & Sanitation, IWMD

2624 800 S. Victoria Ave.

2625 Ventura, CA 93009-1650

2626 As to the Contractor:

2627 Danny Harrison, danielh@ejharrison.com

2628 Donnie Harrison, donnieh@ejharrison.com

2629 Phil Campos, phil@ejharrison.com

2630 40.2 Notices will be effective when received at the address specified above. Receipt will be presumed  
2631 three days after the notice is deposited in the United States post, with correct postage and address.  
2632 Changes to the respective address to which such notice is to be directed may be made by written notice.

2633 40.3 Notice by County to Contractor of a Collection or other Service Recipient problem or complaint may  
2634 be given to Contractor orally by telephone at Contractor's local office with confirmation sent to Contractor  
2635 through the Customer Service System by the end of the Workday.

## 2636 Article 41. Transition to Next Contractor

2637 41.1 In the event Contractor is not awarded an extension or new contract to continue to provide  
2638 Commercial Collection Services following the expiration or early termination of this Agreement, Contractor  
2639 will cooperate fully with County and any subsequent contractors to assure a smooth transition of services  
2640 described in this Agreement. Such cooperation will include, but not be limited to, transfer of computer data,  
2641 files and tapes; providing routing information, route maps, vehicle fleet information, and list of Service  
2642 Recipients; providing a complete inventory of all Collection Containers; providing adequate labor and  
2643 equipment to complete performance of all Commercial Collection Services required under this Agreement;  
2644 taking reasonable actions necessary to transfer ownership of Containers, as appropriate, to County;  
2645 including transporting such containers to a location designated by the Agreement Administrator;  
2646 coordinating Collection of Materials set out in new containers if new containers are provided for a  
2647 subsequent Agreements and providing other reports and data required by this Agreement.

## 2648 Article 42. Contractor's Records

2649 42.1 Contractor shall keep and preserve, during the Term of this Agreement, full, complete, and accurate  
2650 financial and accounting records, pertaining to cash, billing, and disposal transactions for the Service Area,  
2651 prepared on an accrual basis in accordance with generally accepted accounting principles. These records  
2652 and reports are necessary for the County to properly administer and monitor the Agreement and to assist  
2653 the County in meeting the requirements of the Act. The Contractor shall keep and preserve, during the  
2654 Term, and for a period of not less than four (4) years following expiration or other termination hereof or for  
2655 any longer period required by law, full, complete, and accurate records as indicated in the Agreement.

2656 42.2 Any records or documents required to be maintained pursuant to this Agreement must be made  
2657 available for inspection or audit, at any time during regular business hours, upon written request by the  
2658 Agreement Administrator, the County Counsel, County Auditor, County Administrator, or a designated  
2659 representative of any of these officers. Copies of such documents will be provided to County electronically,  
2660 available to County for inspection at the local Contractor office, or an alternate site if mutually agreed upon.

2661 42.3 Contractor acknowledges that County is legally obligated to comply with the California Public  
2662 Records Act ("CPRA"). County acknowledges that Contractor may consider certain records, reports, or  
2663 information contained therein, ("Records") which Contractor is required to provide to County under this  
2664 Agreement, to be of a proprietary or confidential nature. In such instances, Contractor will inform County in  
2665 writing of which records are considered propriety or confidential and shall identify the statutory exceptions  
2666 to disclosure provided under the CPRA that legally permit non-disclosure of the Records. Should County  
2667 receive a request for records under the CPRA or Federal Freedom of Information Act ("FOIA") or a  
2668 subpoena or other court order requesting disclosure of the Records, County will notify Contractor of the  
2669 request, subpoena, or order and of County's obligation and intent to provide a response within ten (10)

2670 calendar days. Contractor shall within five (5) calendar days either: (i) consent in writing to the disclosure  
2671 of the Records; or (ii) seek and obtain, at Contractor's sole cost and expense, the order of a court of  
2672 competent jurisdiction staying or enjoining the disclosure of the Records. If Contractor fails to timely  
2673 respond, then County may proceed to disclosure the Records in which event Contractor agrees waives and  
2674 releases County of any liability for the disclosure of the Records. In the event Contractor seeks a court  
2675 order to stay or enjoining the disclosure of the Records, Contractor agrees to indemnify and hold harmless  
2676 the County, its Council, elected and appointed board or commission members, officers, employees,  
2677 volunteers and agents (collectively, "Indemnitees") from and against any and all loss, liability, penalty,  
2678 forfeiture, claim, demand, action, proceeding or suit in law or equity of any and every kind and description,  
2679 whether judicial, quasi-judicial or administrative in nature, arising or resulting from or in any way connected  
2680 with the subject CPRA or FOIA request for the Records. This Indemnity shall survive the expiration or  
2681 termination of this Agreement.

2682 42.4 Where County has reason to believe that such records or documents may be lost or discarded in  
2683 the event of the dissolution, disbandment or termination of Contractor's business, County may, by written  
2684 request or demand of any of the above-named officers, require custody of the records be given to County  
2685 and the records and documents be maintained by Agreement Administrator. Access to such records and  
2686 documents will be granted to any party authorized by Contractor, Contractor's representatives, or  
2687 Contractor's successor-in-interest.

## 2688 **Article 43. Entire Agreement**

2689 43.1 This Agreement and the attached Exhibits constitute the entire Agreement and understanding  
2690 between the parties, and the Agreement will not be considered modified, altered, changed, or amended in  
2691 any respect unless in writing and signed by the parties.

## 2692 **Article 44. Severability**

2693 44.1 If any provision of this Agreement, or the application of it to any person or situation, is to any extent  
2694 held invalid or unenforceable, the remainder of this Agreement and the application of such provisions to  
2695 persons or situations other than those as to which it is held invalid or unenforceable, will not be affected,  
2696 will continue in full force and effect, and will be enforced to the fullest extent permitted by law.

## 2697 **Article 45. Right to Require Performance**

2698 45.1 The failure of County at any time to require performance by Contractor of any provision of this  
2699 Agreement will in no way affect the right of County thereafter to enforce same. Nor will waiver by County of  
2700 any breach of any provision of this Agreement be taken or held to be a waiver of any succeeding breach of  
2701 such provision or as a waiver of any provision itself.

## 2702 **Article 46. All Prior Agreements Superseded**

2703 46.1 This Agreement incorporates and includes all prior negotiations, correspondence, conversations,  
2704 agreements, and understandings applicable to the matters contained in this Agreement and the parties

2705 agree there are no commitments, agreements or understandings concerning the subject matter of this  
2706 Agreement not contained in this document. Accordingly, it is agreed that no deviation from the terms of this  
2707 Agreement will be predicated upon any prior representations or agreements, whether oral or written.

## 2708 **Article 47. Headings**

2709 47.1 Headings in this document are for convenience of reference only and are not to be considered in  
2710 any interpretation of this Agreement.

## 2711 **Article 48. Exhibits**

2712 48.1 Each Exhibit referred to in this Agreement forms an essential part of this Agreement. Each such  
2713 Exhibit is a part of this Agreement, and each is incorporated by this reference. In the event of any conflicts  
2714 between this Agreement and the Exhibits, then this Agreement shall take priority.

## 2715 **Article 49. No Third-Party Beneficiaries**

2716 This Agreement shall not be interpreted as providing any third-parties rights.  
2717

## 2718 **Article 50. Effective Date**

2719 This Agreement will become effective when it is fully executed by County and Contractor and Contractor  
2720 will begin Commercial Collection Services under this Agreement as of January 1, 2024.

2721

2722 IN WITNESS WHEREOF, County and Contractor have executed this Agreement on the respective date(s)  
2723 below each signature.

2724 COUNTY OF VENTURA

E.J. HARRISON & SONS, INC.

2725  
2726 By: J. C. Pope

By: James E. Harrison  
James Harrison  
Vice President of Operations

2727  
2728 Title: DIRECTOR

2729  
2730  
2731 JP  
2732 ATTEST: \_\_\_\_\_  
2733 SP

By: Danny Harrison  
Danny Harrison  
Contract Manager

2735 County Clerk

2736 APPROVED AS TO FORM

2737 County Counsel

2738  
2739 By: J. C. Pope  
2740

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## Exhibit 1

### County Approved Maximum Service Rates Effective January 1, 2024

Service Size and Type  All Rates Applicable to Regular and Temporary Collection Service	Frequency					
	1x/wk	2x/wk	3x/wk	4x/wk	5x/wk	6x/wk
<b>For services not listed in this Exhibit 1, Contractor may charge and collect any negotiated rate.</b>						
64-96 Gal. Refuse Cart	\$61.80					
64-96 Gal. Recyclable Materials Cart	\$61.80					
64-96 Gal. Green Waste / Food Waste / or Mixed Cart	\$61.80					
1.5 Yard Bin Refuse Bin	\$133.32					
1.5 Yard Bin Recyclable Materials Bin	\$94.49					
3 Yard Bin Refuse Bin	\$187.69	\$297.69	\$407.75	\$517.74	\$627.77	\$737.79
3 Yard Bin Recyclable Materials Bin	\$130.71	\$209.69	\$286.06	\$362.43	\$440.09	\$516.46
4 Yard Bin Refuse Bin	\$205.67	\$333.70	\$461.72	\$589.75	\$717.78	\$845.80
4 Yard Bin Recyclable Materials Bin	\$144.00	\$233.58	\$323.22	\$412.82	\$502.44	\$592.05
40 Yard Roll-off Refuse Bin	\$235.57 + tipping fees (County Regulatory Fees may be added to Roll-off tipping fees only)					
40 Yard Roll-off Recyclable Materials Bin	\$235.57 + tipping fees (County Regulatory Fees may be added to Roll-off tipping fees only)					
<b>Special Service Charges</b>						
Return Trip (missed pick-up due to customer)	\$39.29					
Return Check fee	\$30.85					
Delinquent Fee/Non-Payment (accrues after account delinquent 30 days)	1.5% (Not compounding)					

Resume Service Charge (due to non-payment of acct)	\$32.73
Locking Bin Installation	\$39.29
Replacement Lock	\$9.17
Tires (depends on size and type - minimum fee)	\$6.53
Appliance containing Freon	\$45.82
Cathode Ray Tubes (per item disposal fee up to)	\$45.82
Bin Redelivery/Bin Relocation – per container	\$32.73
Drive-in Charge-necessary to use scout truck – per container	\$65.47
Hard to Service Area/Bin located substantial distance off road – per container	\$65.47
Excessive Weight/Bin Improperly Loaded (per ton, in addition to tip fee) – per container per incident	\$32.73
Special Handling (e.g., garage or mall "push out" (% of total rate) – per container	10%
Bin or Cart Exchange (in excess of 1 per year) – per container	\$65.47
Bin Replacement (due to customer damage or in excess of 1 per year) – per container	\$130.94
Cart Cleaning (in excess of 1 per year) – per container	\$65.47
Bin Cleaning (in excess of 1 per year) – per container	\$130.94
Overage Fee (Prior Arrangement) – per container	\$20.00
Overage Fee (No Prior Arrangement) – per container	\$40.00
Prohibited Container Contaminants Fee – per incident	20% of monthly service rate for the contaminated container

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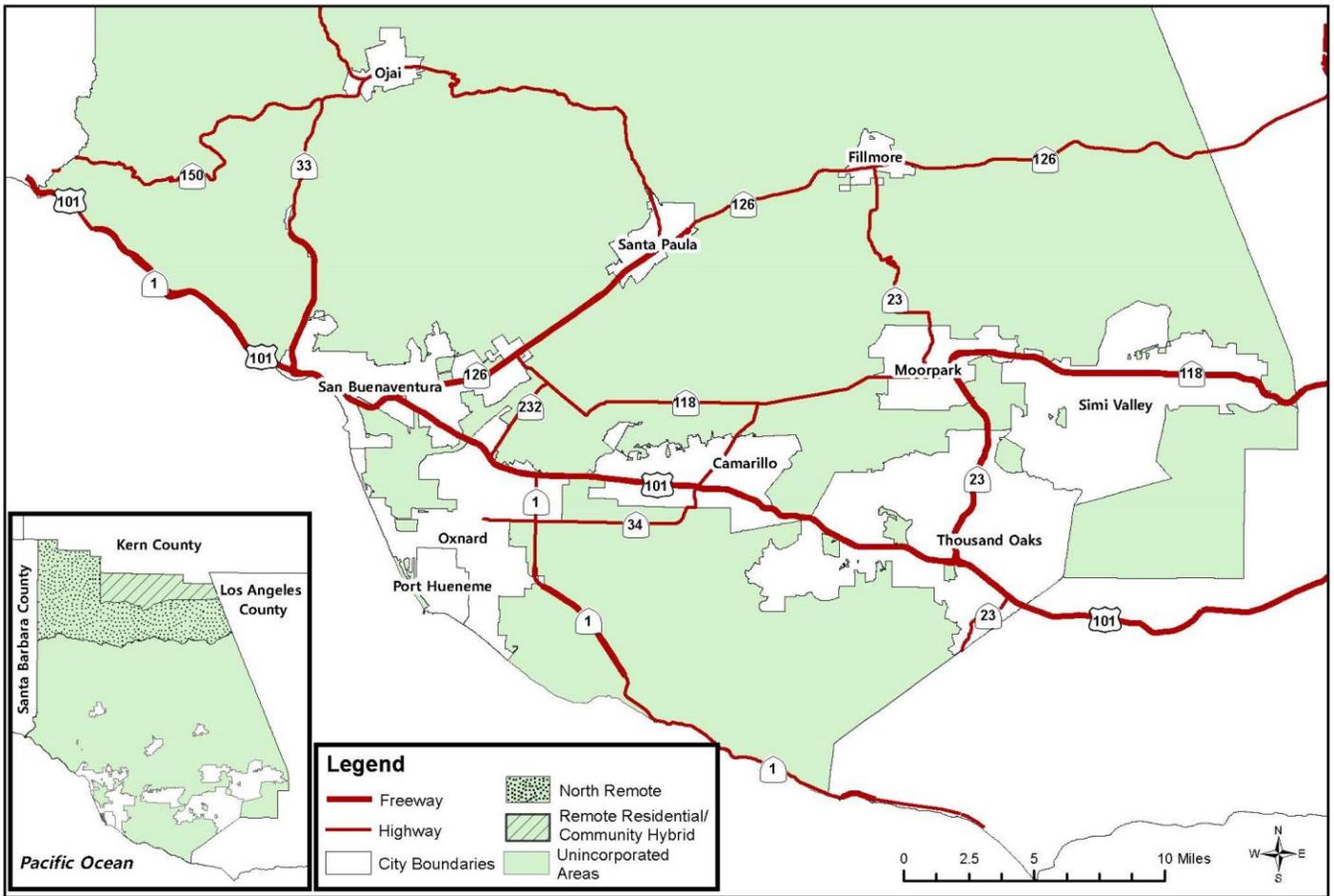
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## Exhibit 2 Service Area Map

### Service Area Map for Non-Exclusive Commercial Solid Waste Collection Agreement



Prepared by County of Ventura - IT Services Department - GIS Division

State Plane Coordinate System California Zone V - NAD 83

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This map was compiled from records and computations  
Published on : October 5, 2023

**WARNING:** The information contained herein was created by the Ventura County Geographic Information System (GIS), which is designed and operated solely for the convenience of the County and related contract entities. The County does not warrant the accuracy of this information, and no decision involving a risk of economic loss or physical injury should be made in reliance thereon.

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## **Exhibit 3**

### **Collection Container Specifications**

#### E4.01 Cart Specifications.

E4.01.1 All new or replacement Carts must be manufactured with a minimum twenty percent (20%) post-consumer recycled material content and come with a ten (10) year warranty against defects.

E4.01.2 Carts must be constructed with material that resists deterioration from ultraviolet radiation and be incapable of penetration by household pets or small wildlife when lids are fully closed.

E4.01.3 Contractor must provide Carts having an approximate volume of 32, 64 and 96 gallons. Actual cart volume may vary by +/- 10% depending on manufacturer.

E4.01.4 Carts must include wheels and handles that accommodate ease of movement by able-bodied persons, have heavy duty wheels, attached hinged lids, and be designed to be resistant to inadvertent tipping due to high winds.

E4.01.5 Carts must include lids that continuously overlap the Cart body so as to prevent the intrusion of rainwater and minimize odors. The lids would be of a design and weight so as to prevent the Cart body from tilting backward when flipping the lid open.

E4.01.6 Carts must be capable of being lifted into the Collection Vehicle without damage or distortion under normal usage.

E4.01.7 Carts be hot-stamped, embossed, or labeled/decaled with the company name, a unique identification number (i.e., serial number for carts), weight limit, and images of the type of materials to be Collected. All Carts shall also contain instructions for proper usage. If any of the above is accomplished via labels or decals, such labels or decals must be maintained and/or replaced as necessary throughout the term to maintain a near new appearance. Decals/labels showing types of materials collected in each Cart must be replaced annually.

E4.01.8 Cart and/or lids must meet all applicable colors and labeling specifications as set forth by CalRecycle (i.e., blue = recycle, black/charcoal = refuse, green/brown = yard waste/mixed organics, green w/yellow lid or yellow = food waste or other color standards as determined by CalRecycle prior to the start of this Agreement) under Applicable Law.

#### E4.02 Bin Specifications.

E4.02.1 Bins must be constructed of heavy metal or heavy plastic and must be watertight, well painted, in good condition and without rust or dents.

E4.02.2 Wheels, forklift slots, and other appurtenances, which are designed for movement, loading, or unloading of the container, must be maintained in good repair.

E4.02.3 Contractor may provide Bins having an approximate volume of 1, 2, 3, and 4-cubic yards.

E4.02.4 Bins must have the name and phone number of Contractor on the exterior so as to be visible when the Bin is placed for use.

E4.02.5 Each Bin must be labeled with a listing of materials that may and may not be placed in a particular Bin type, and each Bin must include a conspicuous warning: "Not to be used for the disposal of hazardous, electronic, or Universal Waste." Bins must be labelled in English and Spanish.

E4.02.6 Bid lids must be constructed of metal or heavy plastic, so as to minimize the intrusion of rainwater and minimize odors. Locking bins will be provided upon request at the rate set forth in Exhibit 1.

E4.02.7 Bins must be capable of being lifted into the Collection Vehicle without damage under normal usage.

E4.02.8 Bins must meet all applicable colors and labeling specifications as set forth by CalRecycle (i.e., blue = recycle, black/charcoal = refuse, green/brown = yard waste/mixed organics, green w/yellow lid or yellow = food waste or other color standards as determined by CalRecycle prior to the start of this Agreement).

#### E4.03 Roll-off Container Specifications.

Roll-off specifications shall be the same as Bin specifications E4.02.1 through E4.02.6, and E4.02.8. Roll-offs shall be provided in sizes 10, 20, 30, 40 cubic yards. Compactors shall be available in sizes 10, 20,35, 40 cubic yards.

#### E4.05 Containers End of Life

Collection Containers must be recycled at the end of their useful life.

#### E4.06 Containers Purchase

Contractor shall report all new Carts and Bins purchased pursuant to this Agreement to its address within the County and shall report all purchases of Carts and Bins under this Agreement as attributable to the County for sales tax purposes.

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### Exhibit 4 Administrative Charges and Penalties

Item		Amount if Not Cured in 30 Days	If Cured in 30 Days
a.	Failure to respond to each complaint within three (3) Work Days of receipt of complaint.	\$100 per day per Service Recipient.	
b.	Failure to maintain call center hours as required by this Agreement.	\$100 per day.	-0-
c.	Failure to submit to County all reports by the deadlines required under the provisions of this Agreement.	\$100 per day.	-0-
d.	Failure to include all parts of quarterly and annual reports specified in Sections 17.2 and 17.3 in the submitted report	\$100 per day.	-0-
e.	Failure to submit to County all payments by the deadlines required under the provisions of this Agreement.	1% of the total amount due if fees are 1 – 10 days late; and 10% of the total amount due if fees are more than 10 days late.	
f.	Failure for Collection Container to be compliant with specifications of Exhibit 3.	\$50.00/each Collection Container not compliant.	-0-
g.	Failure for Collection Container to be compliant with labeling requirements under Applicable Law (see SB 1383).	\$50.00/each Collection Container not compliant.	-0-
h.	Failure to display Contractor's name and customer service phone number on Collection Vehicles.	\$100 per incident per day.	-0-
i.	Failure to Collect a missed collection Container by close of the next Work Day upon notice to Contractor, that exceeds twenty (20) in any Calendar Year.	\$1,000 per Calendar year, plus \$10 per incident per day.	-0-
j.	Failure to repair or replace damaged Containers within the time required by this Agreement, that exceeds twenty (20) in any Calendar year.	\$1,000 per Calendar year, plus \$10 per incident per day.	
k.	Failure to maintain collection hours as required by this Agreement.	\$100 per day.	-0-
l.	Failure to have Contractor personnel in Contractor-provided uniforms.	\$25 per day per employee.	-0-

Item		Amount if Not Cured in 30 Days	If Cured in 30 Days
m.	Failure of Contractor to follow Recyclable Materials and Organic Waste Contamination and Overage procedures as set forth under Section 5.5 and 5.6.2.	\$100/day for failure to implement correction plan.	Submit for approval to County and implement plan of correction to County within 30 days.
n.	Vehicle fluid leak incidents from Contractor Collection Vehicles in excess of three (3) during a calendar year.		\$5000 per incident in excess of three (3)
o.	Failure of Contractor to provide proof of performance bond as required by this Agreement	Agreement Default	\$500 per day
p.	Failure of Contractor to provide proof of insurance as required by this Agreement	Agreement Default	\$500 per day
q.	Failure to provide County with documentation verifying Diversion, as outlined in Section 8.2, was achieved.	\$10,000/Quarter	Submit for approval to County and implement plan of correction within 30 days.
r.	Failure to Collect holiday trees on Collection Days.	\$25 per day.	-0-
s.	Failure to commence service to a new Service Recipient within seven (7) days after order.	\$150 per day	-0-
t.	Failure to initially respond to a Service Recipient complaint within one (1) business day.	\$50.00 per failure to resolve customer complaint or request	-0-

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### Exhibit 5

## Acceptable Recyclable Materials

Recyclable Materials include but are not limited to:

Aluminum cans	Magazines/Catalogs
Aerosol cans	Newspaper
Aseptic containers	Paper
Brochures	Paper tubes
Cardboard	Phone books
Cereal boxes	Pizza boxes
Clothes hangers	Plastic containers #1-#7
Computer paper	Plastic film
Coupons	Plastic milk jugs
Envelopes	Plastic bags
Frozen food boxes and trays	Polystyrene (Styrofoam)
Glass bottles/jars	Tin cans
Glass cosmetic bottles	Tissue boxes
June mail	Wrapping paper
Laundry bottles	

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## Exhibit 6 Rate Adjustment Calculation Worksheet

This exhibit describes the methodology for calculating the rate adjustments described in Section 6.2 for Annual Inflation Adjustment and Regulatory Fee Adjustments.

### **I. CALCULATING THE ANNUAL INFLATION ADJUSTMENT**

Pursuant to Section 6.2.1 (Annual Inflation Adjustment), the following calculation shall be used to determine the appropriate adjustment to the CUSTOMER RATE based on an annual inflation adjustment. The annual inflation adjustment shall be applied to the BASE RATE.

#### **A. Calculating the BASE RATE**

- Step 1. Identify the existing CUSTOMER RATE.
- Step 2. Identify the current percentage of COUNTY REGULATORY FEES applied to the CUSTOMER RATE.
- Step 3. Multiply the amount in Step 1 by the fee percentage identified in Step 2.
- Step 4. Deduct this amount from the existing CUSTOMER RATE.
- Step 5. Identify the current Integrated Waste Management Program (CIWMP) Fee applied to the CUSTOMER RATE and deduct this amount from the amount left in Step 4. This is the BASE RATE.

To calculate the CIWMP Fee that is applied to the CUSTOMER RATE, multiply the current CIWMP Fee rate, (i.e., 50 cents/ton of refuse disposed) by the most current estimate of annual refuse tons generated in the SERVICE AREA. This tonnage estimate shall be calculated based on the CONTRACTOR'S submittal of the most recent four quarters of refuse data provided to the COUNTY pursuant to Article 17, (Record Keeping and Reporting Requirements). Add the approved refuse tons for all four quarter and divide this amount by the number of COMMERCIAL CUSTOMERS in the SERVICE AREA. Divide this number by 12. This amount shall equal the current CIWMP Fee per month that is applied to the CUSTOMER RATE.

#### **Example BASE RATE Calculation:**

- Example Step 1. CUSTOMER RATE = \$35.00
- Example Step 2. COUNTY REGULATORY FEES = 11.25%
- Example Step 3.  $\$35.00 * .1125 = \$3.94$
- Example Step 4.  $\$35.00 - \$3.94 = \$31.06$
- Example Step 5. Current CIWMP Fee =  $\$0.05/\text{ton} * 1,000 \text{ annual refuse tons} = \$50$   
 $\$50/500 \text{ COMMERCIAL CUSTOMER}/12 \text{ months} = \$0.008$   
 $\$31.06 - .008 = \$31.05 = \text{new BASE RATE}$

#### **B. Calculating the Annual Percentage Change in the CPI**

- Step 6. Calculate the twelve (12) month average CPI ending September of the most recent year (regardless if a projection is deemed "preliminary").

- 2814 Step 7. Calculate the twelve (12) month average CPI ending September of the preceding year.  
 2815  
 2816 Step 8. Subtract the previous period from the current period.  
 2817  
 2818 Step 9. Divide this difference by the "previous period" CPI. This equals the total Annual  
 2819 Percentage Change in CPI. This is the allowable Annual Percentage Change in CPI that  
 2820 will be applied to the BASE RATE.  
 2821

2822 **Example Calculation of Annual Percentage Change in the CPI**

- 2823  
 2824 Example Step 6. Current 12 month CPI average = 147  
 2825  
 2826 Example Step 7. Previous 12 month CPI average = 143.5  
 2827  
 2828 Example Step 8.  $147 - 143.5 = 3.5$   
 2829  
 2830 Example Step 9.  $3.5/143.5 = 2.44\%$  (total Annual Percentage Change in CPI, applied to BASE  
 2831 RATE)  
 2832

2833 **C. Applying the Annual Percentage Change in CPI to the Base Rate**

- 2834  
 2835 Step 10. Multiply the BASE RATE calculated in Step 5 by the Annual Percentage Change in CPI  
 2836 calculated in Step 9. Add to BASE RATE.  
 2837  
 2838 Step 11. Add the REGULATORY FEES identified in Step 2 by dividing the BASE RATE (inclusive  
 2839 of CPI) by the inverse (.8875).  
 2840  
 2841 Step 12. Add the CIWMP Fee calculated in Step 5 to this amount. This is the new CUSTOMER  
 2842 RATE.  
 2843

2844 **Example Calculation Applying Inflation Adjustment to BASE RATE:**

- 2845  
 2846 Example Step 10.  $\$31.05 * 2.44\% = \$.76$ ;  $\$31.05 + \$.76 = \$31.81$   
 2847  
 2848 Example Step 11.  $\$31.81/0.8875 = \$35.84$   
 2849  
 2850 Example Step 12.  $\$35.84 + \$0.008 = \$35.85$  (New CUSTOMER RATE)  
 2851

2852  
 2853 **D. Calculating the Rate Multiplier for Other Commercial Rates**

2854  
 2855 **II. CALCULATING THE REGULATORY FEE ADJUSTMENT**

2856  
 2857 Pursuant to Section 6.2.2 (Regulatory Fee Adjustment), the following calculation shall be used to  
 2858 determine the appropriate adjustment to the CUSTOMER RATE based on a change in COUNTY  
 2859 REGULATORY FEES. There are three COUNTY REGULATORY FEES that may be adjusted: the  
 2860 Collector Fee, the Waste Management Fee, and the California Integrated Waste Management Program  
 2861 Fee (CIWMP).  
 2862

- 2863 Step 1. Identify the existing CUSTOMER RATE.  
 2864  
 2865 Step 2. Identify the current percentage of the COUNTY REGULATORY FEE being adjusted.  
 2866  
 2867 Step 3. Multiply the amount in Step 1 by the fee percentage identified in Step 2.  
 2868  
 2869 Step 4. Deduct this amount from the existing CUSTOMER RATE.

- 2870  
 2871 Step 5. Identify the new percentage of COUNTY REGULATORY FEES.  
 2872  
 2873 Step 6. Divide the base rate from Step 4 by the inverse of the new percentage of COUNTY  
 2874 REGULATORY FEES. This is the new CUSTOMER RATE.  
 2875  
 2876 Step 7. Divide the new CUSTOMER RATE by the CUSTOMER RATE identified in Step 1. This  
 2877 is the rate multiplier to be applied to Single Family Dwelling additional containers, mini-  
 2878 cart and bin services and Multi-Family Dwelling services.  
 2879

2880 **Example Calculation for a Change in the Collector Fee and/or Waste Management Fee**  
 2881

- 2882 Example Step 1. CUSTOMER RATE = \$35.00  
 2883  
 2884 Example Step 2. COUNTY REGULATORY FEE = 11.25%  
 2885  
 2886 Example Step 3.  $\$35.00 * .1125 = \$3.94$   
 2887  
 2888 Example Step 4.  $\$35.00 - \$3.94 = \$31.06$   
 2889  
 2890 Example Step 5 New COUNTY REGULATORY FEE = 12%  
 2891  
 2892 Example Step 6.  $\$31.06 / .88 = 35.30$  (New CUSTOMER RATE)  
 2893  
 2894 Example Step 7.  $\$35.30/\$35.00 = 1.01$  (New Rate Multiplier)  
 2895

2896 **Example Calculation for a Change in the CIWMP Fee**  
 2897

- 2898 Example Step 1. CUSTOMER RATE = \$35.00  
 2899  
 2900 Example Step 2. Existing COUNTY REGULATORY FEE = \$0.05/per ton disposed  
 2901  
 2902 Example Step 3.  $\$0.05/\text{ton} * 1,000 \text{ annual refuse tons} = \$50$   
 2903  $\$50/500 \text{ COMMERCIAL CUSTOMERS}/12 \text{ months} = \$0.008$   
 2904 (For more detail on this calculation, see "BASE RATE" calculation, Example Step  
 2905 5)  
 2906  
 2907 Example Step 4.  $\$35.00 - .008 = \$34.99$   
 2908  
 2909 Example Step 5. New COUNTY REGULATORY FEE = \$0.10/per ton disposed  
 2910  
 2911 Example Step 6.  $\$0.10/\text{ton} * 1,000 \text{ annual refuse tons} = \$100$   
 2912  $\$100/500 \text{ COMMERCIAL CUSTOMERS}/12 \text{ months} = \$0.016$   
 2913  
 2914  $\$34.99 + .016 = \$35.01$   
 2915  
 2916 Example Step 7.  $\$35.01/\$35.00 = 1.000$