

**Martha Alvarez**

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**From:** Ellen <edm9932@yahoo.com>  
**Sent:** Wednesday, January 30, 2019 9:52 AM  
**To:** City Clerk  
**Subject:** Waste Management

We are very happy with the service we receive from Waste Management and would like to see the city renew their contract. Please do the right thing.....do not raise our rates.  
Waste Management has a proven record of good service and price.

Thank you  
Ellen Modes  
2401 Walnut Ave  
MB

Sent from my iPad

**Martha Alvarez**

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**From:** BRUCE UNOURA <BRUCE\_UNOURA@msn.com>  
**Sent:** Wednesday, January 30, 2019 9:49 AM  
**To:** City Clerk  
**Subject:** Waste Management

I'd like to say how pleased I am regarding the service Waste Management provides! Before living in Manhattan Beach, I had another Waste service. I had a number of issues. Living in Manhattan Beach, I've had nothing but positive service from Waste Management. I'm thankful for this service the City provides.

Bruce Unoura  
1509 Oak Ave  
MB

**Martha Alvarez**

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**From:** Maureen Gillespie <mobgillespie@aol.com>  
**Sent:** Tuesday, January 29, 2019 12:11 PM  
**To:** City Clerk  
**Subject:** Trash

We are very pleased with our trash pickup and would like to continue with their services.  
Thank you Maureen and Jack Gillespie

Sent from my iPhone

**From:** Jill Lamkin <jill@bancap.com>  
**Sent:** Tuesday, January 29, 2019 11:56 AM  
**To:** Steve Napolitano; City Clerk; Nancy Hersman; Richard Montgomery; David Lesser; Amy Thomas Howorth  
**Subject:** Re: Solid Waste Hauler Feedback

BTW, sorry for the gigantic font...don't know what happened when I hit send. Surely didn't mean to imply that any of you needed extraordinarily large print. :)

On Jan 29, 2019, at 9:14 AM, Jill Lamkin <[jill@bancap.com](mailto:jill@bancap.com)> wrote:

Dear Mayor, Council Members and City Staff,

Thank you for taking the time to reach out to the community for feedback regarding the largest commercial contract awarded by the City of Manhattan Beach. After watching the recorded meeting from January 15th I have both comments and questions I would like to submit prior to your decision.

1. As a resident, I feel very strongly that a high diversion rate is an important component of our service and would be willing to pay a higher rate to affect that outcome. After having taken tours of the Waste Management recycling substations and feeling very good about the recycling program in our city, I was extremely disappointed and discouraged to learn that they were not performing at their contracted rate of 62% diversion rate and were actually only diverting 46% of solid waste. I understand the change in Chinese markets for recyclables, but I find WM's inability to maintain their contractual obligations troubling and wonder if they would do the same again, particularly should there be another significant change in the market. I understand the new contract would have financial ramifications should they fall below the stated requirements, but as the lowest bidder, I worry they might be willing to accept those consequences as an

actual anticipated cost of winning this contract, which I believe is unacceptable.

2. I find it interesting that all three haulers end up with very similar diversion rates (46/48/50%), despite the fact that WM does not and would not sort public litter or current residential and commercial trash bins. Both Athens and WRT commit to sorting all solid waste in order to maximize diversion, so it seems suspicious that WM ends up with a similar diversion rate. Along the same lines, I am confused about why WM is able to offer the highest level of recycling revenue sharing with its customers while they provide the lowest diversion rate. Perhaps Mr. Montgomery and Ms. Howarth can explain this as I know you have spent a great deal of time in the details of this bidding process.

3. I think the City should remove itself as a middle man in billing and return that process to the vendor, with a clear explanation to the customer as to the increase in cost being offset by the decrease in CRC.

4. I agree with Ms. Howarth that, regardless of vendor selection, residents and businesses will see a significant increase in their bill and there should be considerable effort to explain this in detail to all customers.

5. As a former downtown business owner, I am particularly concerned about the extreme price increase for businesses. I would encourage Council and Staff to make a specific outreach effort to businesses for feedback (DBPA, Chamber of Commerce, Rotary, etc.).

6. I see a couple of problems with the Athens quote that I think should be clarified in order to maintain an 'apples to apples' comparison between vendors.

a) Although this was their best & final bid for these exact specs, I think the “bundled” price including street sweeping and solid waste hauling should be considered. I don’t know how much their current street sweeping contract is, but if it could truly be a no cost service (as the vendor stated is the case with the bundled service in PV), I think it would only be fair to compare that cost with the total costs of the other vendors.

b) I think the issue for removing the split bins for businesses should be considered. Not only could this be a potential space saving for businesses (particularly downtown and north end, where space constraints are extreme), I also think it could impact overall costs, as businesses may need fewer cubic yards if all solid waste is combined.

7. I am disappointed to see that facility tours are no longer a requirement for our vendors, but I hope that they are highly encouraged and offered regularly as I think it is a very important part of educating our community regarding diversion.

Thank you for taking the time to consider my feedback and for painstakingly researching this contract to make the decision that best reflects the needs and wishes of both our residential and business community.

Sincerely,

Jill Lamkin  
566 35th Street  
310-261-5555

**Martha Alvarez**

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**From:** Sandy Minc <sminc@barretgroup.com>  
**Sent:** Tuesday, January 29, 2019 11:44 AM  
**To:** List - City Council  
**Cc:** City Clerk  
**Subject:** Waste Management Contract

I understand that the Waste Management contract is up for renewal and I trust you are considering community input as part of the decision making process. We have owned our home in Manhattan Beach since 1985. In the time that Waste Management has served our community, I have noted their reliability, safe operating procedures, and concern for the cleanliness of our neighborhood. There is never trash left behind (even when the bins are overflowing), they do not miss pick-up dates, the trucks are always clean and the drivers are polite and helpful.

Recently I took a free home composting class from one of their community outreach folks and the result was a number of us have started composting our fruits and vegetables. I know WM also does education in the schools and helps businesses become more energy efficient. Since so many decisions today are made solely on the price of a contract, I feel it is important to consider the broader benefits of working with WM. I urge you to renew the Waste Management contract and consider the support and safety that WM provides our community.

**Sandy Minc**  
741 23<sup>rd</sup> Street  
Manhattan Beach, CA 90266

**Martha Alvarez**

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**From:** carol detrick <caroldetrick@me.com>  
**Sent:** Tuesday, January 29, 2019 10:55 AM  
**To:** City Clerk  
**Subject:** Waste Management

My vote is for WM

I find their staff to be very kind and extremely friendly.

There's not a time that Armando (one of their workers) doesn't stop to say hello or wave.

carol detrick

[caroldetrick@me.com](mailto:caroldetrick@me.com)



## Martha Alvarez

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**From:** Deborah Phillips <dap90266@verizon.net>  
**Sent:** Tuesday, January 29, 2019 9:24 AM  
**To:** City Clerk  
**Subject:** waste contract

Western Waste has provided our city with impeccable service for years. They have never missed a pickup date and go out of their way to take care of us customers. Can't imagine any justification to changing providers. Cheaper is not always better, and frequently especially in this industry can become a nightmare.

**From:** Jill Lamkin <jill@bancap.com>  
**Sent:** Tuesday, January 29, 2019 9:15 AM  
**To:** Steve Napolitano; City Clerk; Nancy Hersman; Richard Montgomery; David Lesser; Amy Thomas Howorth  
**Cc:** Joe Lamkin  
**Subject:** Solid Waste Hauler Feedback

Dear Mayor, Council Members and City Staff,

Thank you for taking the time to reach out to the community for feedback regarding the largest commercial contract awarded by the City of Manhattan Beach. After watching the recorded meeting from January 15th I have both comments and questions I would like to submit prior to your decision.

1. As a resident, I feel very strongly that a high diversion rate is an important component of our service and would be willing to pay a higher rate to affect that outcome. After having taken tours of the Waste Management recycling substations and feeling very good about the recycling program in our city, I was extremely disappointed and discouraged to learn that they were not performing at their contracted rate of 62% diversion rate and were actually only diverting 46% of solid waste. I understand the change in Chinese markets for recyclables, but I find WM's inability to maintain their contractual obligations troubling and wonder if they would do the same again, particularly should there be another significant change in the market. I understand the new contract would have financial ramifications should they fall below the stated requirements, but as the lowest bidder, I worry they might be willing to accept those consequences as an actual anticipated cost of winning this contract, which I believe is unacceptable.

2. I find it interesting that all three haulers end up with very similar diversion rates (46/48/50%), despite the fact that WM does not and would not sort public litter or current residential and commercial trash bins. Both Athens and WRT commit to sorting all solid waste in order to maximize

diversion, so it seems suspicious that WM ends up with a similar diversion rate. Along the same lines, I am confused about why WM is able to offer the highest level of recycling revenue sharing with its customers while they provide the lowest diversion rate. Perhaps Mr. Montgomery and Ms. Howarth can explain this as I know you have spent a great deal of time in the details of this bidding process.

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7. I am disappointed to see that facility tours are no longer a requirement for our vendors, but I hope that they are highly encouraged and offered regularly as I think it is a very important part of educating our community regarding diversion.

Thank you for taking the time to consider my feedback and for painstakingly researching this contract to make the decision that best reflects the needs and wishes of both our residential and business community.

Sincerely,

Jill Lamkin  
566 35th Street  
310-261-5555

## Martha Alvarez

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**From:** nico <nicholasalonso622@gmail.com>  
**Sent:** Monday, January 28, 2019 7:01 PM  
**To:** City Clerk  
**Subject:** trash removal  
**Attachments:** 002.jpg; 003.jpg

Sent from [Mail](#) for Windows 10

January 27, 2019

To: City of Manhattan Beach

Re: Trash removal

We understand City of MB is considering changing the trash removal company. We also understand the bids that were received are significantly higher than Waste Management's proposal.

We are very pleased with Waste Management's services and are totally opposed to changing to a new company.

Sincerely,



Sema and Bulent Basol

3001 Maple Ave., Manhattan Beach 90266

Home phone: 310 546 9917

January 27, 2019

To: City of Manhattan Beach

Re: Trash Removal

We understand City of Manhattan Beach is considering changing the trash Removal Company. We also understand the bids that were received are significantly higher than Waste Management's proposal. We are very pleased with Waste Management's service and totally opposed to changing to a new company which will charge us more and potentially give us worse collection service.

Two handwritten signatures in black ink. The first signature is a cursive 'N' followed by 'icholas'. The second signature is a cursive 'A' followed by 'llie'.

Nicholas and Allie Alonso  
3004 Maple Ave  
Manhattan Beach, CA 90266  
310 945-8010

**Martha Alvarez**

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**From:** William Salamon <presidio52@icloud.com>  
**Sent:** Monday, January 28, 2019 6:03 PM  
**To:** City Clerk  
**Subject:** Waste management

We have been VERY happy with them for many years that they have been our service provider. If all the drivers/maintenance men are as efficient and reliable as our Driver- Martin, has been, there are many happy customers. We have called for help three times in all these years and they have solved the problem in a few hours, and never more than a day. We hope you will take this positive reinforcement, one of many we are sure and retain Waste Management.

Salamon Family

Sent from my iPhone



## Martha Alvarez

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**From:** Annchrislcsw <annchrislcsw@gmail.com>  
**Sent:** Monday, January 28, 2019 5:11 PM  
**To:** City Clerk  
**Subject:** Solid Waste

Hopefully we will continue using the same company. I believe it is Waste Management. They are respectful, efficient, excellent and safe drivers and timely.

Thank you for this opportunity for feedback.

Best,  
Ann Christensen

Sent from my iPhone

**Martha Alvarez**

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**From:** Cynthia Simmons <cinnysim@gmail.com>  
**Sent:** Monday, January 28, 2019 3:58 PM  
**To:** City Clerk  
**Subject:** February 5 recommendation

Waste Management service has been more than satisfactory. It provides a prompt pickup and the employees are friendly and very helpful. Please renew their contract.

Cynthia Simmons  
224 1st Place  
59-year Manhattan Beach resident

**Martha Alvarez**

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**From:** Bob Draves <bdraves@astbb.com>  
**Sent:** Monday, January 28, 2019 1:06 PM  
**To:** City Clerk  
**Subject:** Trash Contract

I already gave a comment, but want to reiterate:

Please have mercy on us residents and don't go with the company with those massive increases !!

Bob Draves  
1330 12<sup>th</sup> Street

**Martha Alvarez**

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**From:** Sam Barr <Sam@BarrSam.com>  
**Sent:** Monday, January 28, 2019 12:11 PM  
**To:** City Clerk  
**Subject:** Western Waste

I find that Western Waste serves me well.

I do not have any problems with their service and they are always friendly which is a plus.

Sam Barr

## Martha Alvarez

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**From:** Dwight Spaulding <aspauld220@aol.com>  
**Sent:** Monday, January 28, 2019 10:12 AM  
**To:** City Clerk  
**Subject:** Waste Management Contract

City council

I was looking at some info on the new contract bids and it is shocking how much of an increase is being ask for and yet in the info I looked at it seems that they are much cheaper than the others bidding so I would hope that you would continue with Waste Management as the service provider. They have been very good to work with as a home owner in MB it seems to me there is no reason to change providers.

Sincerely

S Dwight Spaulding 652 36<sup>th</sup> St MB CA 208-351-5464

Sent from [Mail](#) for Windows 10

**Martha Alvarez**

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**From:** Robert Harkins <rtharkins62@yahoo.com>  
**Sent:** Saturday, January 26, 2019 5:45 PM  
**To:** City Clerk  
**Subject:** Waste Management - Feedback on Service

Hi. I live on 35th and Manhattan. I am writing you to tell you that our Waste Management service in the neighborhood is pretty good. Our driver is Francisco. He takes care to not make a mess as he is picking up the trash cans and often takes the time to get out and make sure that odd size one-off items are handled, rather than just left behind.

I hope that this feedback is helpful. Francisco told us that his company is at present up for re-contracting with the City of MBch.

Call with any questions. But over all we are happy in the neighborhood here.

Robert Harkins  
3504 1/2 Manhattan Ave  
Manhattan Beach, CA 90266  
310-546-8094

## Martha Alvarez

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**From:** City of Manhattan Beach  
**Sent:** Saturday, January 26, 2019 11:38 AM  
**To:** City Clerk  
**Subject:** Solid Waste Contract Award

Message submitted from the <City of Manhattan Beach> website.

**Site Visitor Name:** Emma Williams  
**Site Visitor Email:** bobandemma@hotmail.com

I have received stellar service by Waste Management. I recommend award of the new 7-year solid waste contract by the City Council to this company. The cost is lower than the competitors, and their current performance has been excellent.

**City of Manhattan Beach**

**City eNotification**

P: (310) 802-5000

E: [CityofManhattanBeach@citymb.info](mailto:CityofManhattanBeach@citymb.info)



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Download the mobile app now



**Martha Alvarez**

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**From:** Carol Busch <buschcarol0@gmail.com>  
**Sent:** Saturday, January 26, 2019 11:09 AM  
**To:** City Clerk  
**Subject:** Waste Management

Please keep them as our trash service they are timely, respectful and friendly.



**Martha Alvarez**

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**From:** Lisa Weaver <lisa.weaver7@verizon.net>  
**Sent:** Wednesday, January 30, 2019 11:03 AM  
**To:** City Clerk  
**Subject:** waste management

I like the current waste management company and think we should continue with them. They do a great job and know many of the families they serve. they are very professional.

Thank you,  
Lisa Weaver

**Martha Alvarez**

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**From:** Jack Messenger <jackmessenger10@gmail.com>  
**Sent:** Wednesday, January 30, 2019 10:58 AM  
**To:** City Clerk  
**Cc:** Lois Bourgon  
**Subject:** Endorsement of Waste Management

To Whom it may Concern,

My wife and my family have lived in Manhattan Beach since 1987. Since then I've seen our community grow and proliferate for over 30 years. Indeed, our property values have soared partly due to the quality of our schools and to the expert quality of our spotless and efficient trash pickup. Waste Management has proven itself over the years as being THE most organized, efficient and caring company. Their drivers are courteous and conscientious when it comes to our special needs; helping with hauling out Christmas trees and other unwieldy waste. Truly, they are saviors. And very customer oriented.

We highly recommend that you renew the city's contract with WM. They're the absolute best when it comes to efficiency, punctuality, courtesy and 'above and beyond' customer service.

Thank you,  
Jack Messenger and Lois Bourgon  
1756 Nelson Ave  
1130 11th St  
1451 12th St  
Manhattan Beach, Ca. 90266

**Martha Alvarez**

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**From:** Bill Singley <wpsingley@gmail.com>  
**Sent:** Saturday, January 26, 2019 10:31 AM  
**To:** City Clerk  
**Subject:** Waste Management

Thank you for the opportunity. They are courteous, thoughtful, patience, friendly with my pickups. It may help to give them a nice xmas present. Don't fix what's not broken.

PS.I am not a relative.

Bill

**From:** M Folger <mfmfolger@gmail.com>  
**Sent:** Friday, January 25, 2019 12:07 PM  
**To:** City Clerk  
**Subject:** Waste Management

I would like to give my support to keeping Waste Management in Manhattan Beach. They are efficient and the drivers are helpful and friendly. The drivers go out of their way to help home owners. Thank you, Marian Folger 653 19th Street

**Martha Alvarez**

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**From:** Diane Schregardus <dschregardus@mac.com>  
**Sent:** Thursday, January 24, 2019 6:17 PM  
**To:** City Clerk  
**Subject:** Waste management

Dear City Council Members,

I love my driver, love Waste Management, and would like to keep everything pretty much the same around here.

Thanks!

Diane Schregardus  
2209 Oak Ave  
Manhattan Beach, CA  
90266  
Sent from my iPhone

**Martha Alvarez**

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**From:** Jacobs Pine Consulting, Inc. <jim.jacobs@jpctax.com>  
**Sent:** Thursday, January 24, 2019 4:24 PM  
**To:** City Clerk  
**Subject:** Waste Management Contract

Hello:

I reside at 452 Marine Place and am writing to let you know that I think that Waste Management does a wonderful job and if their bid for the extension is competitive, I would like to have them stay on.

Regards,

Jim Jacobs

**Martha Alvarez**

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**From:** Joe Padilla <ajpadilla436@gmail.com>  
**Sent:** Thursday, January 24, 2019 3:02 PM  
**To:** City Clerk  
**Subject:** Waste Management Contract

Im a long time resident of Manhattan Beach since 1992 at 435 and 436 29th Street. My family also has owned apartment buildings on 12 th Street. Over the last contract I have had several dealings and requests for service with Waste Management over the years: They have always been courteous and professional. Needless to say they take care of business. Drivers are friendly and accommodating. When my wife and I walk on the Strand they always allow us to pass before they wash or drive past. Excellent company.

AJ Padilla

Sent from my iPhone AJ

**Martha Alvarez**

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**From:** lynn marx <diverguy70@hotmail.com>  
**Sent:** Thursday, January 24, 2019 11:56 AM  
**To:** City Clerk  
**Subject:** New Trash Contract

After speaking with our Waste Management driver this morning, I'd like to support Waste Management in regard to the new proposed contract. Just speaking of the employees on my route, I think they present themselves very professionally. Their driving skills are incredible when you consider the narrow streets and alleys in my neighborhood.

Thanks for taking my comments.

Lynn Marx  
421 30th St, 90266  
310-545-9721



## Martha Alvarez

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**From:** David Lee <gobearz@gmail.com>  
**Sent:** Thursday, January 24, 2019 11:45 AM  
**To:** City Clerk  
**Subject:** Waste Management

Hi

I'm writing to give my opinion as the city negotiates a new term with the existing waste management company.

I have lived on 28th St for 8 years now and I truly appreciate the waste management services. They are almost always on their regular schedule, which makes it easy to know when to put out and collect trash bins.

In addition, it feels like a "full-service" treatment. I see them manually collect bins that are hard to get or out of reach. This enables residents to keep our small streets clear and able to drive but puts an extra burden on them. This is above and beyond service.

Finally, my trash man is always friendly and waves.

I truly appreciate this company!

thank you,  
-David Lee

**Martha Alvarez**

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**From:** ppomara <ppomara@verizon.net>  
**Sent:** Wednesday, January 23, 2019 3:22 PM  
**To:** City Clerk  
**Subject:** Waste Management contract

As residents for over 35 years my family has had first hand participation with the quality of waste/recycle services you have provided for your city.

Waste Management provides professionally consistent care to a city geographically diverse with needs always addressed. My family has had many interactions with Waste Management that were always concluded satisfactorily. Prices are always going up, seems that is a given. if Waste Management can "line item" the estimated cost increases with valid explanations than we should extend their contract. From my personal experience it would be a fiscally responsible selection as well as being a historically credited vendor.

The O'Mara Family  
617 12 th St  
M.B. Ca 90266

## Martha Alvarez

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**From:** Bruce Moe  
**Sent:** Monday, January 21, 2019 2:48 PM  
**To:** Martha Alvarez  
**Subject:** Fwd: Waste Management Contract Renewal

Sent from my iPhone

Begin forwarded message:

**From:** City of Manhattan Beach <[CityOfManhattanBeach@citymb.info](mailto:CityOfManhattanBeach@citymb.info)>  
**Date:** January 20, 2019 at 6:21:05 PM PST  
**To:** City Council <[CityCouncil@citymb.info](mailto:CityCouncil@citymb.info)>  
**Subject:** Waste Management Contract Renewal  
**Reply-To:** John Weiner <[johw.michellegw@verizon.net](mailto:johw.michellegw@verizon.net)>

Message submitted from the <City of Manhattan Beach> website.

**Site Visitor Name:** John Weiner  
**Site Visitor Email:** [johw.michellegw@verizon.net](mailto:johw.michellegw@verizon.net)

I understand that the city contract with Waste Management is up for renewal/re-compete. I also understand that the current Waste Management bid is the lowest amongst the bidders. I am very satisfied, pleased, happy with the Waste Management services and personnel. I urge the council to renew/re-award the contract to Waste Management. There is no need to transition to a new provider given the current performance of Waste Management.  
Thank you!

**City of Manhattan Beach**  
**City eNotification**  
P: (310) 802-5000  
E: [CityofManhattanBeach@citymb.info](mailto:CityofManhattanBeach@citymb.info)



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**Bruce Moe**  
**City Manager**

P: (310) 802-5053

E: [bmoe@citymb.info](mailto:bmoe@citymb.info)



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