

**COPY**

*City of*  
**GARDEN GROVE**



Proposal for  
*RFP No. S-1188 Arborist Services*



*Submitted By*  
**TRIMMING LAND CO., INC.**

**April 11, 2016**

**RFP No. S-1183**

**CITY OF GARDEN GROVE**

**PROPOSAL REQUIREMENTS**

**PROPOSAL LETTER/CERTIFICATE OF ACCEPTANCE**

PROPOSER NAME:

TRIMMING LAND CO., INC.

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SANDRA SEGAWA, PURCHASING AGENT  
CITY OF GARDEN GROVE  
11222 ACACIA PARKWAY  
GARDEN GROVE, CALIFORNIA 92840

In response to the request to Furnish all Labor, Materials, Equipment, and Traffic Control for Arborist Services, including Emergency Services, at Various Locations in the City of Garden Grove. We the undersigned hereby declare that we have carefully read and examined the RFP documents including any plans and specifications, and hereby propose to perform and complete the Work as required in the Contract.

This Contract is not exclusive. The CITY expressly reserves the right to contract for performance of services such as those described herein through other Contractors.

The undersigned agrees to supply the Scope of Work at the costs indicated in its cost proposal if its Proposal is accepted within 120 days from the date specified in the RFP for receipt of proposals.

The undersigned has reviewed the enclosed contract terms and conditions and agrees to accept all terms and conditions of the CITY's contract unless otherwise noted in the proposal response.

If recommended for Contract award, the undersigned agrees to execute a contract which will be prepared by the CITY for execution, within 10 calendar days following Notification of Award. It is understood that the recommendation for contract award will not be placed on the agenda for consideration by the City Council until the CITY has received the executed contract. The CITY will fully execute the contract subject to resolution of Protest filings, if any, and approval by the City Council.

The undersigned will also deliver to the CITY prior to the commencement of Scope of Work the necessary original Certificates of Insurance. If services are authorized to commence prior to the execution of the Contract pursuant to a Notice to Proceed issued by the CITY, pending the execution of the Contract, the services shall be subject to the terms and conditions of the Scope of Work and the Contract.

Incorporated herein and made a part of this Proposal are the Response Data and Proposal Forms required by the Proposal Requirements.

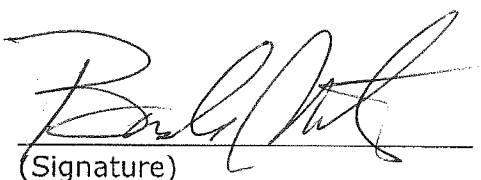
The undersigned acknowledges receipt, understanding and full consideration of the following Addenda to the RFP Documents:

Addenda No.     #1, #2, #3, & #4    

Proposer represents that the following person is authorized to negotiate on its behalf with the CITY in connection with this RFP:

<u>Basilio Martinez, President 323-569-4498</u>	_____	_____
(Name)	(Title)	(Phone)

The undersigned certifies that it has examined and is fully familiar with all of the provisions of the RFP Documents and is satisfied that they are accurate; that it has carefully checked all the words and figures and all statements made in the Proposal Requirements; that it has satisfied itself with respect to other matters pertaining to the proposal which in any way affect the Work or the cost thereof. The undersigned hereby agrees that the CITY will not be responsible for any errors or omissions in these RFP Documents.

BY:   
(Signature)

Proposer's Business Address  
and Telephone/Fax Numbers:  
323-569-4498 Phone  
323-569-3747 Fax

Basilio Martinez  
(Type or Print Name)

President  
(Title)

sandra@trimmingland.com  
(Email Address)

**BIDDER/CONTRACTOR STATEMENT  
REGARDING INSURANCE COVERAGE  
(Submit with IFB/RFP Package)**

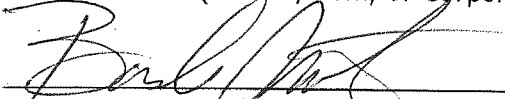
This signed document must be included with your bid package in order for your bid/proposal to be considered complete!

BIDDER/CONTRACTOR HEREBY CERTIFIES that he/she has reviewed and understands the insurance coverage requirements specified as in the attached Insurance Requirements Checklist.

Should we/I be awarded the contract, we/I certify that we/I can meet the specified requirements for insurance, including insurance coverage of the subcontractors, and agree to name the **City/Successor Agency/Sanitary District** and other additional insureds as per the agreement for the work specified. And we/I will comply with the provisions of Section 3700 of the Labor Code, which require every employer to be insured against liability for worker's compensation or to undertake self-insurance in accordance with the provisions of that code, before commencing the performance of the work specified.

Basilio Martinez, President of Trimming Land Co., Inc.

\_\_\_\_\_  
Please Print (Person, Firm, or Corporation)

  
\_\_\_\_\_  
Signature of Authorized Representative

Basilio Martinez, President

\_\_\_\_\_  
Please Print (Name & Title of Authorized Representative)

04/11/2016	323-569-4498	sandra@trimmingland.com
Date	Phone Number	Email

Insurance Certificates and Endorsements will also be accepted via email and must be emailed to the following email address only: [sandras@garden-grove.org](mailto:sandras@garden-grove.org). This is the preferred and quickest method of submitting insurance certificates and endorsements.

Insurance Certificates and Endorsements can also be mailed to: City of Garden Grove  
Attention: Sandra Segawa:  
Purchasing Division  
11222 Acacia Parkway  
Garden Grove, CA 92840

**NOTE:** All insurance certificates and endorsements must be received by the City of Garden Grove Purchasing Division within ten (10) City working days of the original request or the City reserves the right to proceed with the next lowest responsible bidder or the next highest scoring proposer in the process.

**PROPOSAL PRICING SHEET (Page 1 of 2)**  
**ATTACHMENT "B"**  
**RFP NO. S-1188**

Please DO NOT change/alter this page in any way! This page must be submitted with your proposal to be considered complete.

	TREE MAINTENANCE SERVICE:	UNIT	UNIT PRICE	UNIT PRICE IN WRITING
1.	GRID PRUNING	EA.	\$57.00	Fifty Seven Dollars
2.	SVC RQST PRUNING 0"- 6" DSH	EA.	\$50.00	Fifty Dollars
3.	SVC RQST PRUNING 7"- 12" DBH	EA.	\$100.00	One Hundred Dollars
4.	SVC RQST PRUNING 13"- 18" DBH	EA.	\$150.00	One Hundred Fifty Dollars
5.	SVC RQST PRUNING 19"- 24" DBH	EA.	\$200.00	Two Hundred Dollars
6.	SVC RQST PRUNING 25"- 30" DSH	EA.	\$300.00	Three Hundred Dollars
7.	SVC RQST PRUNING > 31" DSH	EA.	\$395.00	Three Hundred Ninety Five
8.	SVC RQST PRUNING WA ROBUSTA	EA.	\$175.00	One Hundred Seventy Five
9.	SVC RQST PRUNING WA FILIFERA	EA.	\$225.00	Two Hundred Twenty Five
10.	SVC RQST PRUNING PHOENIX CAN	EA.	\$300.00	Three Hundred Dollars
11.	PALM SKINNING	FT.	\$15.00	Fifteen Dollars
12.	TREE AND STUMP REMOVAL	IN.	\$35.00	Thirty Five Dollars
13.	TREE ONLY REMOVAL	IN.	\$30.00	Thirty Dollars
14.	STUMP ONLY REMOVAL	IN.	\$10.00	Ten Dollars
15.	WA ROBUSTA REMOVAL	FT.	\$30.00	Thirty Dollars
16.	WA FILIFERA REMOVAL	FT.	\$45.00	Forty Five Dollars
17.	PHOENIX CAN REMOVAL	FT.	\$50.00	Fifty Dollars
18.	ROOT PRUNING	FT.	\$15.00	Fifteen Dollars
19.	ROOT BARRIER INSTALLATION	FT.	\$20.00	Twenty Dollars
20.	PLANT 15 GALLON TREE	EA.	\$200.00	Two Hundred Dollars
21.	PLANT 24" BOX TREE	EA.	\$320.00	Three Hundred Twenty Dollars
22.	PLANT 36" BOX TREE	EA.	\$800.00	Eight Hundred Dollars
23.	ROOT SHAVING	HR.	\$150.00	One Hundred Fifty Dollars
24.	SERVICE REQUEST PRUNING	HR.	\$250.00	Two Hundred Fifty Dollars
25.	CREW RENTAL- 1 MAN	HR.	\$75.00	Seventy Five Dollars
26.	CREW RENTAL-ONE - 3 MAN	HR.	\$225.00	Two Hundred Twenty Five
27.	EMERGENCY CREW RENTAL- PER MAN	HR.	\$125.00	One Hundred Twenty Five

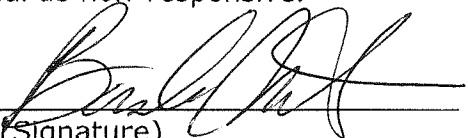
**ALL LINES OF THIS PRICING SHEET MUST BE FILLED OR YOUR PROPOSAL MAY BE DEEMED AS NON-RESPONSIVE!**

**"ATTACHMENT B" (Page 2 of 2)**  
**RFP NO. S-1188**  
**(Arborist Services)**

**PROPOSAL PRICING SHEET**

The undersigned hereby certifies that this Proposal is genuine and is not sham or collusive, or made in the interest or in behalf of any person not herein named, and that the undersigned has not directly or indirectly induced or solicited any other bidder to put in a sham bid, or any other person, firm or corporation to refrain from bidding, and that the undersigned has not in any manner sought, by collusion, to secure for himself an advantage over any other bidder.

Please check your calculations before submitting your Proposal; the City of Garden Grove will not be responsible for Proposer miscalculations and may deem your proposal as non-responsive.

BY:   
(Signature)

323-569-4498  
Telephone Number

Basilio Martinez  
(Type or Print Name)

President  
(Title)

sandra@trimmingland.com  
(Email Address)

**Request for Taxpayer  
 Identification Number and Certification**

Give Form to the  
 requester. Do not  
 send to the IRS.

Name (as shown on your income tax return)  
**Trimming Land Company Inc.**

Business name/disregarded entity name, if different from above

Check appropriate box for federal tax classification:  
 Individual/sole proprietor     C Corporation     S Corporation     Partnership     Trust/estate  
 Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ \_\_\_\_\_  
 Other (see instructions) ▶ \_\_\_\_\_

Exemptions (see instructions):  
 Exempt payee code (if any) \_\_\_\_\_  
 Exemption from FATCA reporting code (if any) \_\_\_\_\_

Address (number, street, and apt. or suite no.)  
**10513 Dolores Ave.**

City, state, and ZIP code  
**South Gate, CA 90280**

Requester's name and address (optional)

List account number(s) here (optional)

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Social security number**

			-						
--	--	--	---	--	--	--	--	--	--

**Employer identification number**

9	5	-	3	9	3	0	8	4	3
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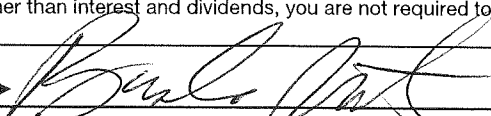
**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below), and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

**Sign Here**      Signature of U.S. person ▶       Date ▶ **4-11-16**

**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** The IRS has created a page on IRS.gov for information about Form W-9, at [www.irs.gov/w9](http://www.irs.gov/w9). Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

**Note.** If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

ADDENDUM No. 1

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: March 10, 2016  
Date Effective: March 10, 2016  
RFP No. S-1188  
Contract: Furnish all Labor, Materials, Equipment, and Traffic Control for Arborist Services, including Emergency Services, at Various Locations in the City of Garden Grove

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.
2. Pages 24-25, Attachment "A", Scope of Work, V. SPECIFICATIONS FOR WORK: COMPLETE TRIM, THIN, SHAPE, BALANCE, Item H, currently states: "The Contractor shall use lopper type trimming tools when requested. Standard chain saw type cutting tool will be acceptable." **shall be revised as follows:** The contractor shall use chain saws, or when requested, lopper type trimming tools and hand saws. When requested and trimming Canary Island Date Palms, the contract might be asked to use hand saws and disinfect tools before trimming each palm to prevent the spread of lethal fungal disease.
3. The contractor is hereby notified that Addendum No. 1 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by:

*Sandra Segawa*  
Sandra Segawa, C.P.M., CPPB  
Purchasing Agent, City of Garden Grove

*TTC*  
*Acknowledged*  
*4-11-16*



ADDENDUM No. 1

Covering

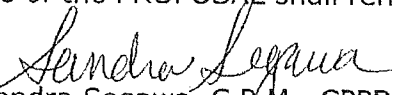
CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: March 10, 2016  
Date Effective: March 10, 2016  
RFP No. S-1188  
Contract: Furnish all Labor, Materials, Equipment, and Traffic Control for Arborist Services, including Emergency Services, at Various Locations in the City of Garden Grove

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.
2. Pages 24-25, Attachment "A", Scope of Work, V. SPECIFICATIONS FOR WORK: COMPLETE TRIM, THIN, SHAPE, BALANCE, Item H, currently states: "The Contractor shall use lopper type trimming tools when requested. Standard chain saw type cutting tool will be acceptable." **shall be revised as follows:** The contractor shall use chain saws, or when requested, lopper type trimming tools and hand saws. When requested and trimming Canary Island Date Palms, the contract might be asked to use hand saws and disinfect tools before trimming each palm to prevent the spread of lethal fungal disease.
3. The contractor is hereby notified that Addendum No. 1 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by:

  
Sandra Segawa, C.P.M., CPPB  
Purchasing Agent, City of Garden Grove

TCC  
Acknowledged  
4-11-16

ADDENDUM No. 2

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: March 25, 2016  
Date Effective: March 25, 2016  
RFP No. S-1188  
Contract: Furnish all Labor, Materials, Equipment, and Traffic Control for Arborist Services, including Emergency Services, at Various Locations in the City of Garden Grove.

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.
2. This addendum is to clarify the questions asked regarding this RFP. The City's responses can be found in bold and italicized font.
  1. Is the City on a Calendar or Fiscal Year? **Fiscal Year**
    - If Fiscal, please provide the Start/End months? **July 1-June 30**
    - Will the contract's annual budget match the City's fiscal Start/End months?  
**Yes**
  2. What is the estimated annual budget for this contract? **This information is not available at this time.**
  3. What is the estimated start date for this contract? **July 1, 2016**
  4. Are there any full-time tree workers on the city's staff? **Yes**
    - If yes, what are their responsibilities? **Please see the City's website for this information.**
  5. How many trees, currently, are in the city? **Approximately 20,000**
  6. Does the City perform general pruning on a grid? **Yes**
    - Can we be provided with a grid map indicating the last grid that was completed and the next grid due to be pruned. **Yes, please see the attached grid map. Grid #17 was last trimmed and the next trim is grid #06.**
    - For the Grid that was most recently completed; is the City satisfied with the pruning pattern that was used? **Yes**
  7. How many years is your general pruning cycle? **2-6**

20. Please amend the GIS inventory timeline from 6 months to in advance of upcoming grids/districts. ***RFP states that the inventory must be completed and operational within 6 months.***

21. License requirements should include C61/D49 (Tree Trimmer / Arborist).  
**No**

22. The specifications state: "Once a proposal has been found to be technically qualified, the CITY will make an award on the basis of the lowest priced technically qualified proposal." (Pg. 7\_Item 9)

- Does this mean that if there are multiple bidders that our found to be "technically qualified" the City will award the contract strictly based on lowest price? ***The contract will be awarded based on the evaluation criteria found on Page 6 of the RFP document and availability of funds in the budget.***

23. The specifications state that the City has the right to: "Award a contract to one or more Proposers." (Pg. 8\_Item 12.11)

- How will the City split the contract up in a way that does not negatively affect the bidder's overall/comprehensive pricing? ***The City's intent is to award one contract for these services.***

24. Did the previous Contractor assist in the development of this RFP Document? **No**

25. The sample contract states that Contractor: "Understands the facilities, difficulties, and restrictions of the work under this agreement." (Pg. 8\_Item 12)

- Can you please expand on this detailing any specific items that would not be common knowledge to those other than the existing contractor? ***This is standard language that requires the Contractor to perform their due diligence.***

26. The specifications state: "Contractor shall, if necessary, make all arrangements necessary to have all power lines or utility lines temporarily disconnected for the safe trimming of the tree." (Pg. 24\_Item IV.E)

- Shouldn't high voltage trimming be deferred to SoCal Edison? ***Contractor will be responsible to make these arrangements.***

27. Specs required that: "All trees on which vines are growing shall have said vines removed." This could potentially be very time intensive; would this be an instance for the use of crew rental? (Pg. 24\_Item V.D) **No**

28. Specs require that: "All loose fronds sheaths shall be removed from the entire length of the palm." (Pg. 27\_Item VII.B)

- Inspecting a 50ft+ palm for loose frond sheaths will be an incredibly time intensive task. Can "the entire length" be replaced with "the top three feet."? Anything beyond that should be charged under the Palm Skinning line-item. **No**

29. Specs state that: "Work in trees shall be suspended during the periods of inclement weather." (Pg. 27\_Item VIII.C)

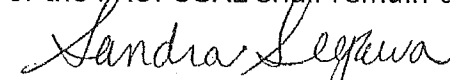
Addendum No. 2 to RFP No. S-1188

March 25, 2016

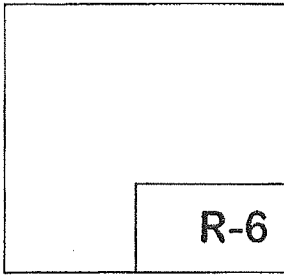
Page No. 5

- Would the City consider included estimated quantities into the pricing page to ensure apples to apples comparison? **No**
3. The contractor is hereby notified that Addenda No. 1 and 2 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by:



Sandra Segawa, C.P.M., CPPB  
Purchasing Agent, City of Garden Grove



## DISPOSAL OF GREEN WASTE

Green wastes entering the storm drain may clog the system creating flooding problems. Green wastes washed into receiving waters create an oxygen demand as they are decomposed, reducing the available oxygen for aquatic life. Pesticide and nutrient residues may be carried to the receiving water with the green wastes.

Think before leaving anything in the storm drain. The ocean starts at your front door.

### Designated BMPs

- Prohibit the disposal of green wastes to the street, gutter, public right-of-way, storm drain, or receiving water.

### Optional BMPs

- Implement a city wide green waste collection service as a department of the regular waste removal operations.

ADDENDUM No. 3

Covering

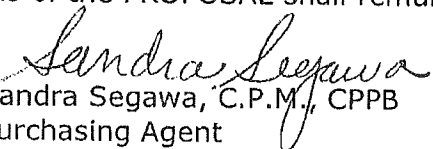
CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: March 29, 2016  
Date Effective: March 29, 2016  
RFP No. S-1188  
Contract: Furnish all Labor, Materials, Equipment, and Traffic Control for Arborist Services, including Emergency Services, at Various Locations in the City of Garden Grove

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.
2. Page 2, Proposal Submittal Date, Revise item as follows:  
  
The Proposal Submittal Date is hereby changed from 4:00 p.m., Monday, April 4, 2016 to a new Proposal Submittal Date of **4:00 p.m., Monday, April 11, 2016.**
3. The contractor is hereby notified that Addenda numbers 1, 2 and 3 must be acknowledged and submitted as part of the proposal. Failure to do so could result in the City designating said proposal as "Non Responsive". All the terms and conditions of the PROPOSAL shall remain the same.

Issued by:

  
Sandra Segawa, C.P.M., CPPB  
Purchasing Agent

TLC  
Acknowledged  
4-11-16

ADDENDUM No. 4

Covering

CHANGE IN SPECIFICATIONS AND/OR PLANS

Date Issued: April 4, 2016  
Date Effective: April 4, 2016  
RFP No. S-1188  
Contract: Furnish all Labor, Materials, Equipment, and Traffic Control for Arborist Services, including Emergency Services, at Various Locations in the City of Garden Grove

TLC  
acknowledged  
4-11-16

INTENT

1. This addendum is issued prior to receipt of proposals to provide for modifications in plans and/or specifications. Acknowledgment of this addendum shall be made and cost for work included in proposer's submittal.
2. Page 23, Specifications for Tree Trimming, Item II. GIS TREE INVENTORY SYSTEM, shall be revised as follows:

II. GIS TREE INVENTORY SYSTEM

Contractor shall provide a GIS tree inventory system to track maintenance and inventory completed and operational within the first six (6) months of the contract period. The City needs the ability to integrate the tree and maintenance data with its own GIS (ESRI Ver 10) system for purposes of notifying its residents about any tree maintenance activities. This requires one of the following solutions:

1. Publish appropriate data using WFS (Web Feature Service).
2. Ability to regularly self-initiate a download of data in any of the following formats (Shape file, CSV or tab delimited)

During the term of the contract, City shall have full and complete access to inventory system

Upon termination of the contract, the GIS tree inventory system and all information collected, shall become property of the City.



## EXECUTIVE SUMMARY

Since our inception back in 1977, Trimming Land Co., Inc. (TLC) has done complete tree maintenance work with over 50 municipalities in Southern California. Today we work together to service many cities, such as the most intelligent City in the world Riverside whom was awarded this prestigious award in June 2012. Currently, we have been servicing an All American City in the State of California, City of Lynwood. Recently, we were awarded a tree maintenance contract with a Tree City USA, City of El Monte and the City of Compton.

<b>Company Snapshot</b>	
✓	<b>38 Years In Business</b>
✓	<b>California Corporation</b>
✓	<b>Licensed Contractor</b>
✓	<b>Fully Insured</b>
✓	<b>DIR Registered</b>

TLC's professional arborists have been contracted for many years to service trees throughout the communities to provided services that include grid tree trimming, routine tree trimming for safety and clearance purposes, tree removals, emergency response services, tree inventory and consultation services. Since many cities have opted to contract out tree maintenance services, our professional arborists and staff have diligently worked with many clients to provide the best tree maintenance by using industry approved equipment and very competitive bid prices to keep our clients within the allocated budgets.

All of our staff members are dedicated professionals who work in accordance with regulations related to the tree care industry. Through our experience and performance over the years, we have built a company that is made up of our reputation of high quality work, highly trained field personnel, great customer service, and competitive prices.

Enclosed for your review we have attached summaries of our company's experience, personnel/management, references, governmental work history, tree inventory database and quality control plan. Please note that Trimming Land Co., Inc. meets all of the minimum requirements to be able to completely service the City of Garden Grove. After careful review of the complete RFP, TLC accepts all conditions listed in the Tree Maintenance, Request for Proposal.

Management Team assigned to this important project are as follow:

- Tony Martinez, *VP of Field Operations* 310-704-9885 ([tony@trimmingland.com](mailto:tony@trimmingland.com))
- Angel Sotelo, *Director of Marketing & Public Relations* 323-707-5125 ([angel@trimmingland.com](mailto:angel@trimmingland.com))
- Sandra Hernandez, *Director of Internal Operations* 562-500-1207 ([sandra@trimmingland.com](mailto:sandra@trimmingland.com))

Please feel free to contact any of your assigned management team directly, if you have any questions or need further information or you may contact our Corporate Office at 323-569-4498.

It will be our pleasure to begin a great working relationship with the City of Garden Grove on this very important project.

Proposal for Tree Maintenance Services is valid for a period of **120 days** from date submitted.

Sincerely,  
  
 Basilio Martinez  
 President/CEO





## COMPANY INFORMATION

Trimming Land Co., Inc. (TLC) is a California Corporation that has been providing complete tree care maintenance for 38 years and is currently owned and operated by Mr. Basilio Martinez, original founder. TLC specializes in the FULL circle tree care maintenance services and prides itself on the quality of properly maintaining all trees for our clients in a professional and timely manner ensuring tree related public safety at all times. Our company provides a web based database to store our clients' complete tree inventory.

Our contractor's State license is in good standing with the State of California. We are fully insured with "A" rating insurance companies. Please see "Exhibit A" for complete company details.

### "Exhibit A"

<b>Company Name</b>	Corporate Office
<b>Address</b>	Trimming Land Co., Inc.
<b>Phone Number</b>	10513 Dolores Avenue
<b>Fax Number</b>	South Gate, CA 90280
	(323) 569-4498
	(323) 569-3747
<b>Federal Tax Identification Number</b>	95-3930843
<b>DIR Registration Number</b>	100020810
<b>Type of Business</b>	California Corporation
<b>Industry</b>	Tree Maintenance
<b>Total Number of Years in Business</b>	38 years

TLC has current value contracts of similar nature ranging from \$50,000 a year to \$1.2 million a year. All projects are treated with high priority. Please see "Exhibit B" for similar tree maintenance contracts.

TLC prides itself on not having a high turnover, currently 85% of our employees have been with TLC for over 10 years. The structure in our company is to organize small work units, unless otherwise instructed by client on large work unit groups. TLC quickly introduces new employees to the organization's culture and properly trains them for their assigned job/tasks. Keeping our employees motivated and happy provides for good service and very low turnover.

Trimming Land Co., Inc. has no significant transactional events in the past three (3) years such as bankruptcies, contract defaults, mergers, acquisitions or any other legal liabilities.

TLC acknowledges that receiving the Addendums 1, 2, 3, & 4 via email.



"Exhibit B"

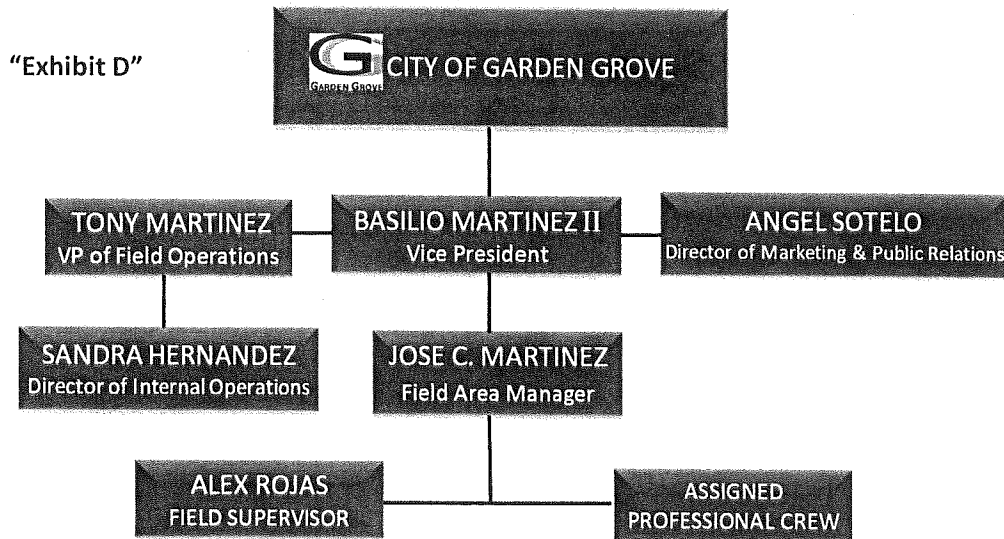
Agencies	Amount Per Year	Total Amount	Type of Work	Contact Person	Start Date	Completion Date
City of Riverside	\$1.2 million	\$4.8 million	Complete Tree Maintenance Throughout the City of Riverside	Robert Filiar	7/2011	Currently Working on this Project. Yearly renewal.
City of Lynwood	\$282,000	\$1.4 million	Complete Tree Maintenance Throughout the City of Lynwood	Josef Kekula	07/2009	Currently Working on this Project. Yearly Renewal.
City of Los Angeles, Public Works	\$300,000 per contract	\$30 million	Trim Trees for one of the Largest Cities in Southern California. Various Locations and Council Districts.	Mignon Washington	03/1985	Continuously work with the City of Los Angeles on various issued tree trimming contracts.

\*\*\*Additional client references are enclosed in this proposal.



# STAFFING

Trimming Land Co., Inc. employs over 70 full-time professionals. Our experienced professionals are led by an accomplished management team. Following are brief backgrounds on TLC's management team. An organizational chart is shown below as "Exhibit D".



### Basilio Martinez, President

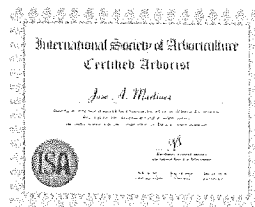
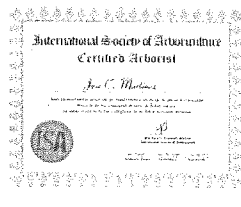
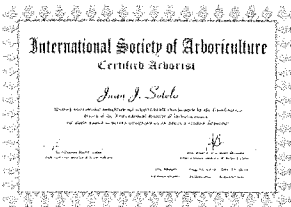
In 1977, Basilio founded Trimming Land Co., Inc.(TLC). He is the CEO of TLC, and is 100% owner of the corporation. With over 30 years' experience and his very hard work and effort in the tree care and landscaping industry he has made Trimming Land Co., Inc. a successful business. He is and has always been a hands on person when it comes to running his business, he is actively involved in all of the day to day operations. Basilio is very involved in the management of fleet maintenance, repairs and the purchasing of all major equipment. He is also a lifetime member of the International Society of Arboriculture (I.S.A.)

### Basilio Martinez II, Vice President

As one of our newest addition to TLC, Basilio brings to TLC his Public Relations and Marketing experience from the solid waste industry. His professionalism, enthusiasm and great attitude is exactly why Trimming Land is excited to have him on board.

### Elvira F. Martinez, CFO

Elvira is the Chief Financial Officer since 1977 for Trimming Land Co., Inc. She is responsible for the accounting, she oversees and manages TLC's accounting functions; accounts payable, accounts receivable, payroll and preparation of the Corporation's monthly financial statements.



### Tony Martinez, VP of Field Operations

Tony has been with Trimming Land Co., Inc. since 1993, he has over 20 years' experience in the tree care and landscaping industry. He started with TLC as a ground-man while attending College. He is responsible for field operations, scheduling and the management of all crews. He is also actively involved with the implementation of our proprietary web based database that supports the tree inventory that was created by TLC. Tony is a Certified Arborist and Utility Specialist under the International Society of Arboriculture (WE-1278AU) since 1993 making him the youngest Certified Arborist that year. Tony, is also Certified as a Wildlife Protector (#582) with the Wildlife Training Institute. Tony holds a B.A. in Political Science from Cal Poly San Luis Obispo and has completed over two years of Landscape Architecture and Ornamental Horticulture.

### Angel Sotelo, Director of Marketing and Public Relations

Angel has been with Trimming Land Co. Inc. since 2007. Prior to that he has over 6 years' experience in the tree care industry. He is a Certified Arborist and is the Director of Marketing and Public Relations for our Company. Angel overlooks TLC existing contracts and is involved in the procurement of new contracts. He is currently on the President of our local chamber of commerce and is deeply woven in community affairs.

### Sandra Hernandez, Director of Internal Operations

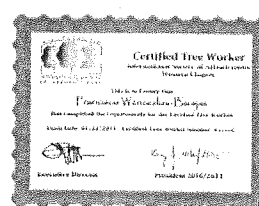
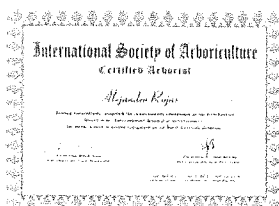
Sandra is the Director of Internal Operations for Trimming Land Co. since 1993, she has over 18 years' experience in the tree care and landscaping industry. Her experience lies in project managing and administration. She supervises the day to day operations internally and in the field, in addition to managing the integration of all services at TLC. Sandra makes the ideal Director to help TLC succeed in today's evolving tree care and landscaping industry.

### Jose C. Martinez, Field Area Manager

Jose has been with Trimming Land Co., Inc. since 1986, he has over 25 years' experience in the tree care and landscaping industry. Mr. Martinez began his career with TLC as a ground man, tree trimmer, foreman and is now a Field Area Supervisor. He is a Certified Arborist under the International Society of Arboriculture (WE-4589A); also, he is certified in CPR, First Aid and Aerial Rescue. As the Field Area Supervisor he supervises the field operations, assists with safety meetings and management of field crews.

### Alex Rojas, Field Supervisor

Alex has been with Trimming Land Co., Inc. since July 2011. He has over 8 years' experience in the tree care and landscaping industry. As the Field Supervisor Alex supervises field operations and management of crews. He is also involved in the scheduling of projects in both public and private sectors.



## EXPERIENCE AND REFERENCES

For 38 years we have been providing complete urban forestry and landscaping services to over fifty (50) municipalities along with an extensive list of school districts, parks, and business associations, commercial and residential clients. During this time frame we have successfully completed municipal and county contracts in California, for which we have trimmed in excess of 2,000,000 trees and removed over 50,000 trees during this same time period. In addition, the Company has experience in the planting of 15 gallon, 24", 36" and 48" box trees as well as transplanting various trees and palm trees. All work is performed in a very professional manner by highly qualified tree professionals with years of experience in the tree care and landscaping industry.

Enclosed are a few of our clients as reference that are similar to the size, complexity and scope of services, please feel free to contact them. All work is performed in a very professional manner by highly qualified tree professionals with years of experience.

**CLIENT NAME: LOS ANGELES WORLD AIRPORTS (LAX)**  
**ADDRESS: 7411 WORLD WAY WEST, LOS ANGELES, CA 90045**  
**PROJECT NAME: TREE MAINTENANCE SERVICES**  
**CLIENT NAME: ED MELARA (424) 646-7900 ([emelara@lawa.org](mailto:emelara@lawa.org))**  
**PROJECT DATE: 01/2000 to 12/2009**  
**CONTRACT AMOUNT: \$700,000**

Tree Maintenance Services for LAX Airports. Provide tree trimming services to meet the requirements of the Los Angeles World Airports. There are approximately 7,000 trees on airport property that require periodic trimming. Trimmed various broadhead trees, palm tree trimming, tree removals and performed stump grinding. TLC relocated (transplanted) approximately 50 palm trees from one airport location to another airport location. Our company used specialized equipment and staff able to trim LAWA's trees in a cost-effective and timely manner with minimum disruption to traffic flow and the traveling public. Project work schedule consisted of both day and night shift tree maintenance.

**CLIENT NAME: CITY OF LYNWOOD, CA**  
**ADDRESS: 11330 BULLIS ROAD, LYNWOOD, CA 90262**  
**PROJECT NAME: TREE PRUNING AND MAINTENANCE SERVICES**  
**CLIENT NAME JOSEF KEKULA (310) 603-0220 ([jkekula@lynwood.ca.us](mailto:jkekula@lynwood.ca.us))**  
**PROJECT DATE: 07/2009 to Present**  
**CONTRACT AMOUNT: \$1,320,000**

Tree pruning and maintenance services of over 9500 trees throughout the City of Lynwood. Project consisted of completely removed over 300 hazardous and dead trees the first year. Began a tree planting program that consisted of planting and watering over 200 trees throughout the City. Responsible of taking complete tree inventory throughout the City of Lynwood and maintaining all information on a web-based database. Our company has continuously maintained the City's tree beautification program.



**CLIENT NAME: CITY OF COMPTON, CA**  
**ADDRESS: 205 S. WILLOWBROOK AVENUE, COMPTON, CA 90220**  
**PROJECT NAME: TREE MAINTENANCE SERVICES**  
**CLIENT NAME: RENE FERRELL (310) 605-5585 ([rferrell@comptoncity.org](mailto:rferrell@comptoncity.org))**  
**PROJECT DATE: 10/2013 to Present**  
**CONTRACT AMOUNT: \$702,000**

Schedule tree trimming, tree removal, recommended schedule planting, and clean-up/disposal, root pruning/root barrier, tree inventory by species, tree care and emergency on-call services citywide. TLC began the tree planting program that consisted of planting and watering over 1,200 trees throughout the City.

**CLIENT NAME: CITY OF RIVERSIDE, CA**  
**ADDRESS: 3900 MAIN STREET, RIVERSIDE, CA 92522**  
**PROJECT NAME: MUNICIPAL TREE MANAGEMENT SERVICES**  
**CLIENT NAME: ROBERT FILIAR (951) 826-5311 ([rfiliar@riversideca.gov](mailto:rfiliar@riversideca.gov))**  
**PROJECT DATE: 07/2011 to Present**  
**CONTRACT AMOUNT: \$5,062,500**

Perform Municipal Tree Management services for the City's Public Works Department. Approximately maintain over 20,000 trees throughout the City of Riverside. Completely remove various trees and palm trees as well as perform stump grinding and root pruning. Planted various box size trees with and without root barriers. Responsible of taking complete tree inventory throughout the City of Riverside and maintain all information on a web-based database. Our company used specialized equipment and staff able to trim Riverside's trees in a cost-effective and timely manner with minimum disruption to traffic flow and the traveling public. Our company was readily available to respond to after-hour's emergency work and special service requests.

**CLIENT NAME: CITY OF SOUTH GATE, CA**  
**ADDRESS: 8650 CALIFORNIA AVENUE, SOUTH GATE, CA 90280**  
**PROJECT NAME: CITYWIDE TREE MAINTENANCE PROGRAM**  
**CLIENT NAME ANNA RODRIGUEZ (323) 563-5785 ([arodriguez@sogate.org](mailto:arodriguez@sogate.org))**  
**PROJECT DATE: 12/2012 to Present**  
**CONTRACT AMOUNT: \$901,600**

Annually trimmed an excess of 8300 trees a year for the annual citywide tree maintenance program. Completely removed hazardous trees. Responsible to taking complete tree inventory throughout the City of South Gate and maintain all information on a web-based database. Responded to emergency response work orders. Performed stump grinding at various locations throughout the City of South Gate. Our company provided citywide tree planting services for the South Gate Urban Reforestation, Phase II program, planting over 1,500.



**CLIENT NAME: CITY OF INGLEWOOD, CA**  
**ADDRESS: ONE MANCHESTER BLVD. INGLEWOOD, CA 90301**  
**PROJECT NAME: TREE MAINTENANCE SERVICES**  
**CLIENT NAME HARRY FRISBY (310) 412-5111 ([hfrisby@cityofinglewood.org](mailto:hfrisby@cityofinglewood.org))**  
**PROJECT DATE: 7/2013 to Present**  
**CONTRACT AMOUNT: \$900,600**

Trimmed trees for the annual citywide tree maintenance program. Completely removed various trees and performed stump grinding, root pruning/root barriers. TLC also provides the City for emergency call out services. Responsible of taking complete tree inventory throughout the City of Inglewood and maintain all information on a web-based database.

**CLIENT NAME: LOS ANGELES WORLD AIRPORTS (LAX)**  
**ADDRESS: 7411 WORLD WAY WEST, LOS ANGELES, CA 90045**  
**PROJECT NAME: TREE TRIMMING SERVICES**  
**CLIENT NAME: ED MELARA (424) 646-7900 ([emelara@lawa.org](mailto:emelara@lawa.org))**  
**PROJECT DATE: 01/2012 to Present**  
**CONTRACT AMOUNT: \$967,112**

Tree Maintenance Services for (3 Airports) LAX, Ontario, and Van Nuys Airports. Provide tree trimming services to meet the requirements of the Los Angeles World Airports. There are approximately over 7,000 trees on airport property that require periodic trimming. Trimmed various broadhead trees, palm tree trimming, tree removals and performed stump grinding. TLC relocated (transplanted) approximately 50 palm trees from one airport location to another airport location. Our company used specialized equipment and staff able to trim LAWA's trees in a cost-effective and timely manner with minimum disruption to traffic flow and the traveling public. Project work schedule consisted of both day and night shift tree maintenance.



## TECHNICAL APPROACH/QUALITY CONTROL PLAN

Trimming Land Company, Inc. (TLC) would assign Jose Martinez, Field Area Supervisor to the tree maintenance project.

Mr. Martinez has over 20 years' experience in tree maintenance projects and is an I.S.A. Certified Arborist (#WE-4589A), and is also an I.S.A. Certified Tree Worker. He is also certified in Cardio-Pulmonary Resuscitation (CPR), Certified in First Aid and Aerial Rescue. Mr. Martinez is currently the Field Operations Manager of Trimming Land Co., Inc. and has supervised the completion of contracts with the County of Los Angeles, City of Los Angeles, Orange, San Bernardino, South Gate, San Diego and Ventura. Currently he is supervising TLC's tree maintenance contract with the County of Los Angeles.

### PERFORMANCE OF WORK.

#### **A. Daily – Weekly Supervision:**

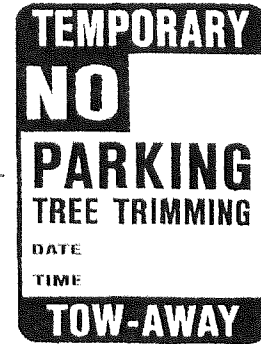
1. Report to City representative on a daily basis.
2. Supervise tree services crew to maintain proper trim patterns.
3. Supervise traffic control.
4. Report any damages or injuries within one hour of occurrence.
5. Respond to any residents/personnel complaints or questions concerning project.
6. Final inspection of tree work to insure proper clean-up on daily basis.
7. Maintain daily records of hours worked by each employee and work completed.
8. TLC's authorized representative shall meet with the City representative each Friday between 8:30 and 9:00 am, or anytime specified by the City Grounds Supervisor for the purpose of reviewing the week's work, receiving special instructions, and to discuss any problems encountered on the job. Also TLC shall on each Friday, or as specified by the City, submit to the City (Engineer a weekly copy of daily work reports throughout the term of the contract. In addition, the contractor shall advise the Grounds Supervisor of the following Week's schedule. Daily work records shall be formatted for easy translation in the AGENCY'S Excel program or as directed by city staff.
9. Trimming Land will notify the City of any changes in start date of each tree maintenance operations at least 48 hours in advance. Should Trimming Land discontinue work for any reason, the City must be notified immediately as to the rationale behind the shut-down and the restarting date of operations.

#### **B. Work Schedule:**

1. Trimming Land will start the tree trimming project within ten (10) working days of award of contract or as to be determined by the City. Trimming Land will, prior to commencing work, submit and gain approval of a weekly work schedule indication the order, location, and completion of work based on the information provided by the City representative or Grounds Supervisor.



2. TLC will notify the City of the work schedule on a daily and weekly basis. The schedule will be submitted for approval in writing at least 48 hours prior to the commencement of any tree work in the City or as directed by the City representative and Grounds Supervisor.
3. TLC must notify residents 48 hours in advance prior to restricting street parking or access to work area. TLC will post "No-Parking" signs with the date of work to be performed including notification of tree trimming on each sign 24 to 48 hours in advance of operations.
4. Only one job site shall be worked at a time unless specifically approved in advance by the City Inspector or his authorized representative.
5. As soon as notified by the City of award of contract Trimming Land representatives will meet with City Representative to develop a preliminary work schedule for accomplishing the work. Tree trimming schedule will be modified, as necessary, during the course of the contract, based on City trimming needs.



**C. Tree Work Performed:**

1. Will be according to the International Society of Arboriculture or National Arborist Association and to the City specifications (see detailed specifications of Request For Proposal).
2. Trimming Land will maintain a written log of all complaints including the date, time of occurrence, location, problem, and action to be taken pursuant thereto or reasoning for non-action. Log is to be reviewed by the City representative at the end of each day or as directed by the City. Pictures are to be taken at time of incident.
3. Hazardous Tree Notifications: TLC will report to the City Arborist/ Grounds Supervisor of any tree defects or hazardous trees within an hour of notice.
4. Any activities found by the City to be unacceptable will be rectified immediately. All other complaints shall be abated within 24 hours of occurrence by Trimming Land.
5. Trimming Land will be responsible to see that private property and vehicles at work locations are not endangered or damaged during the course of work. The City authorized representative will serve as mediator between the contractor and resident if property or vehicular damage should occur during the course of work. Sign stands, delineators and/or cones shall be used to identify work site for vehicular and pedestrian safety.
6. Trimming Land will exercise precaution as necessary when working adjacent to aerial utilities. In the event that aerial utility wires present a hazard to TLC's personnel or others near work site, work is to immediately cease and the appropriate utility company notified by TLC.
7. Sprinkler repair will be made immediately. All TLC Supervisors' trucks are equipped to handle most sprinkler repairs as they occur.
8. No hooks, gaffs, spurs, or climbers will be used by anyone employed by Trimming Land for tree trimming. Plants or other material growing on the trees shall be removed at ground level at time of trimming.

**D. Hours of work in City:**

1. TLC will observe all holidays recognized by the City and the City shall provide inspection for a 40 hour work shift (7:00 am to 4:30 pm or as directed by the City)

2. Before performing any work at said times, TLC shall give written notice to the City so that proper inspection may be provided and so that appropriate noise and lighting standards may be imposed.
3. No maintenance functions that generate excess noise which would cause annoyance to residents of the area shall be commenced before 7:00 am.

**E. Clean - up & BMP**

1. TLC shall clean all job sites when work is completed, including the raking of leaves, twigs, etc. from the lawns and parkways and the sweeping of streets.
2. Each day's scheduled work shall be completed and cleaned up and under no circumstances shall any brush, leaves, debris or equipment be left on the street overnight unless authorized by the Director, her/his designee, and residents adjacent to equipment are all notified.
3. City authorized representative shall be the sole judge as to the adequacy of the clean-up.
4. TLC shall fully adhere to the City's BMP practices.
5. Temporary Sediment Control shall be utilized to prevent any green-waste material from entering the storm drains.
6. Vehicle washing, mechanic or other non-storm or other activities shall be contained within the project site using the right BMPs.
7. TLC will adhere to Federal, State and local requirements for BMPs.

**F. Compliance with Laws and Regulations:**

1. TLC shall keep employees fully informed of and shall observe and comply with, and shall cause any and all persons employed to observe and comply with, all State, Federal, County and City, laws, ordinances, regulations, orders, and decrees which in any manner affect the conduct of the work.

**G. Drug Free Workplace:**

1. TLC published a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in Contractor's workplace, specifically the job site or location included in this contract, and specifying the actions that will be taken against the employees for violation of such prohibitions.
2. TLC has established a Drug free Awareness Program to inform employees about the dangers of drug abuse in the workplace.
3. TLC's existing policy of maintaining a drug free workplace and the penalties that will be imposed upon employees for drug abuse violations occurring in the workplace. Taking appropriate personnel action against such employee, up to and including termination.

**H. Brochure/letter:**

1. Trimming Land will provide the City a "Public Notice of the Tree Trimming Program" for approval before starting any tree work in the City. A draft copy has been included in this document if required in bid.

**I. Photographs:**

1. Trimming Land will supply the City representative photographs of "Before and After" trimming that is suitable for reproduction if required.
2. Trimming Land will supply the City representative photographs of any damages that occur to public and or private property or persons.

**J. Disposal of Materials:**

1. All tree branches produced as a result of TLC's operations will be reduced reused, recycled, and/or transformed.
2. Weight slips or load slips for material removed from the City will be submitted to the City once a month as proof of final disposal to a recycling facility for documenting reusage per AB 939.
3. All tree branches chipped and/or mulched shall be made available free of charge to the City.
4. Trimming Land operates a fully licensed and permitted Green Waste Transfer & Recycling facility in the City of Los Angeles.

**K. Public Safety/ Traffic Control:**

1. TLC shall furnish, erect and maintain such lights, barricades, bridges and other devices as required by the City, State, Federal and County "Public Safety" of the Standard Specifications. Should the City point out the inadequacy of warning devices or should the City approve the location of warning devices, such action shall not relieve Trimming Land of responsibility for public safety, nor abrogate its obligation to furnish and pay for these devices.
2. All construction signs to be used on the job site and on the approaches to the job site shall conform to those standards set forth by the State of California, Business and Transportation Agency, Department of Transportation, Manual of Traffic Controls, latest edition and WATCH (Work Area Traffic Control Handbook).
3. Barricades shall be effectively reflectorized by having not less than one-half of the top board of the barricade covered with reflectorized sheeting surface or two 3-inch diameter reflector units. All other types of delineators shall have reflectorized sheeting, other reflective surfacing, or 3-inch unit reflectors.
4. All warning flashers shall be kept in good working order and each flasher shall have some type of reflective surface.
5. No material or equipment shall be stored where it will interfere with the safe passage of public traffic, and at the end of each day's work and at other times when tree trimming operations are suspended for any reason, TLC shall remove all equipment and other obstructions from that portion of the roadway open for use by the public traffic.
6. Spillage resulting from hauling operations along or across any public traveled way shall be removed promptly.
7. Whenever TLC's operations require one-way traffic or create a condition hazardous to the public traffic, TLC shall provide and station competent flagmen whose sole duties shall consist of directing the movement traffic through or around the work. TLC shall also furnish such flaggers as are necessary to give adequate warning to traffic or public of any dangerous conditions as included in the various bid items.
8. Under no circumstances will any City street be closed to thru traffic unless authorized by City official.



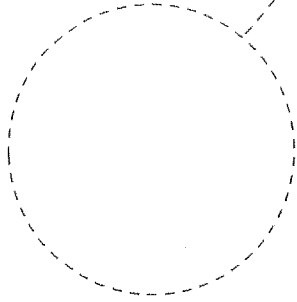
**L. Customer Service:**

TLC has highly trained customer service representatives in speaking with the public on any concerns they might have. All of our customer service representatives are very patient and courteous, they have been trained to use the best possible approach to address any concerns or issues that might arise from the residents or public. At TLC we understand the importance of listening to a resident's complaint NOT interrupting them while they are speaking at all times we are respectful and calm. This will at all times help resolve the issues on hand immediately and efficiently.

Our protocol is to have complaints resolved within 24 to 48 hours of the incident. Our representatives are trained to specifically handle and resolve damage to any property, both private and public. TLC has the capability to immediately address and dispatch our incidents representative to the incident site to take the proper measurements and take action right away. All repairs should be acceptable to the City of Huntington Park, and the private property/resident

*Sample Door Hanger on Next Page*





## CITY OF GARDEN GROVE



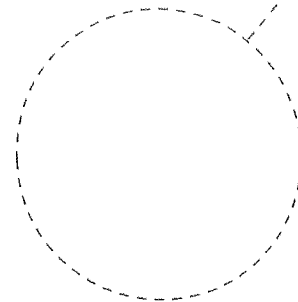
GARDEN GROVE

### TREE MAINTENANCE NOTICE

The City of Garden Grove has awarded the pruning of parkways trees to Trimming Land Co., Inc a private contractor. The contractor will be pruning trees on your street within the next couple of days. There will be **"NO PARKING"** signs posted due to the danger of falling limbs. There will be **"NO PARKING"** between the hours of 7:00 am to 4:30 pm. Please do not park on the street until the trees have been pruned and the area cleaned. Additionally, due to the hazard of falling limbs we ask that you clear your front yard of cars, furniture, and other valuables (especially children) during the pruning operations. Your cooperation is very much appreciated. If you should have any questions please feel free to contact:

CITY OF GARDEN GROVE  
PUBLIC WORKS DEPARTMENT  
(714) 741-5375

TRIMMING LAND COMPANY INC  
(323) 569-4498



## CIUDAD DE GARDEN GROVE



GARDEN GROVE

### NOTIFICACION DE MANTENIMIENTO DE ARBOLES

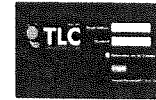
La ciudad de Garden Grove ha concedido el mantenimiento y el corte de Arboles de la Ciudad a Trimming Land Co., Inc un contratista privado autorizado. El contratista podara los arboles de su calle en los proximos dias. Habra anuncios de **NO ESTACIONARSE "NO PARKING"** Para avisar a los ciudadanos de posible peligros de caida de ramas. No Habra estacionamiento entre las horas siguientes: 7:00 am a 4:30 pm. Por favor no se estacione durante este horario hasta que el trabajo haya terminado y la calle este completamente limpia y segura. Agradecemos su cooperacion y compression. Si tiene alguna pregunta por favor llame:

CIUDAD DE GARDEN GROVE  
DEPARTAMENTO DE OBRAS PUBLICAS  
(714) 741-5375

TRIMMING LAND COMPANY INC  
(323) 569-4498

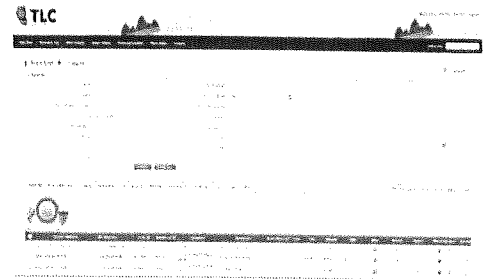
### TLC dBASE Computer Software System

Trimming Land Company Inc., (TLC) has created a propriety web-based database that is user friendly and very reliable. This system uses the most modern and innovative technology out in the market. It provides real-time updates on work-history and makes it a viable tool for city users.



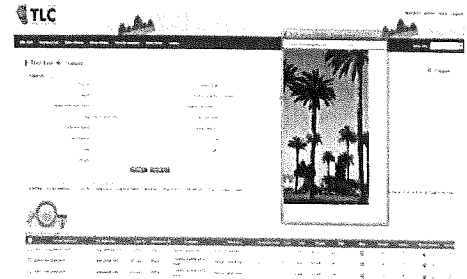
### How Inventory Is Collected or Imported?

A Certified Arborists will walk the streets with a Handheld GPS System and Create an Arc View File, with each tree site entering the information to be imported into the database. This will include but not limited: Address, On Address, Tree Site, Tree Side, Species of Tree, DBH of Tree, Height of Tree Health of Tree, and if there are Power Lines. If the city already has inventory and work history for prior years we will take the information and import it into our system along with the work history provided for the prior years.



### Important and Detailed Information for Each Site

Our state of the Art System provides very accurate and up to date records of each tree being worked on in the city with real-time updates. Each Tree has a specific ID and is unique to our system so no tree has the same ID. You have the capability to print or export any of the important characteristics of each site. For example a before and after photo of each site being completed. By clicking the arrow next to work history you will have the full entire history of this tree by the click of a key.



### Work Orders and Billing

You will be able to create work orders, track them down on real time basis, know what the progress of that individual job and receive instantly an invoice for that work performed. All of our supervisors are equipped with Laptops, and Blackberry's so they instantly get the work orders and update the status of each individual job.

