

**CITY OF PLACENTIA  
MAINTENANCE SERVICES AGREEMENT**

This Agreement is made and entered into this 19<sup>th</sup> day of June, 2012, by and between the City of Placentia, a Municipal Corporation and Charter City (hereinafter "CITY") and West Coast Arborists, Inc., a Corporation (hereinafter "CONSULTANT").

**A. Recitals.**

(i) CITY requires maintenance services pertaining to Tree Trimming Services ("Work" hereinafter).

(ii) CONSULTANT has now submitted a proposal for the performance of such services, pursuant to the terms and provisions hereof.

(iii) CITY desires to retain CONSULTANT to perform professional services necessary to render advice and assistance to CITY with regard to the Work.

(iv) CONSULTANT represents that it is qualified to perform such services and is willing to perform such professional services as hereinafter defined.

NOW, THEREFORE, in consideration of the mutual covenants and conditions set forth herein it is agreed by and between CITY and CONSULTANT as follows:

**B. Agreement.**

**1. Definitions:** The following definitions shall apply to the following terms, except where the context of this Agreement otherwise requires:

(a) Administrator: The City Administrator of CITY or his or her designee.

(b) Scope of Services: The provision of tree trimming services, Scope of Services attached to this Agreement as Exhibit "A" and incorporated herein by reference (the "services"), which includes the agreed upon schedule of performance and the schedule of fees. Consultant warrants that all services and work shall be performed in a competent, professional, and satisfactory manner in accordance with all standards prevalent in the industry. In the event of any inconsistency between the terms contained in the Scope of Services and the terms set forth in this Agreement, the terms set forth in this Agreement shall govern.

**2. Term & Time of Completion:** (a) The time for completion of the services is an essential condition of this Agreement. The contract term is for a one year period. The Contractor's performance will be formally reviewed on an annual basis. CONSULTANT shall prosecute regularly and diligently the Work in accordance with the agreed-upon schedule of performance set forth in Exhibit "A." CONSULTANT shall not

be accountable for delays in the progress of its work caused by any condition beyond CONSULTANT's control and without the fault or negligence of CONSULTANT. Delays shall not entitle CONSULTANT to any additional compensation regardless of the party responsible for the delay.

(b) CONSULTANT shall supply copies of all requisite maps, surveys, reports, plans, models, computer files, and documents (hereinafter collectively referred to as "Documents") including all supplemental technical documents, as described in Exhibit "A" to CITY within the time specified herein. Copies of the Documents shall be in such numbers as are required by Exhibit "A."

(c) CONSULTANT shall, at CONSULTANT's sole cost and expense, secure and hire such other persons as may, in the opinion of CONSULTANT, be necessary to comply with the terms of this Agreement. In the event any such other persons are retained by CONSULTANT, CONSULTANT hereby warrants that such persons shall be fully qualified to perform services required hereunder. CONSULTANT further agrees that no subcontractor shall be retained by CONSULTANT except upon the prior written approval of CITY.

**3. Payment for Services:** (a) CITY shall pay CONSULTANT a maximum sum of \$265,000, (Two Hundred Sixty-Five Thousand Dollars), for the performance of the services. This sum shall cover the cost of all staff time and all other direct and indirect costs or fees, including the work of employees, consultants and subcontractors to CONSULTANT. Payment to CONSULTANT, by CITY, shall be made in accordance with the schedule set forth below.

(b) Payments to CONSULTANT shall be made by CITY in accordance with the invoices submitted by CONSULTANT, on a monthly basis, and such invoices shall be paid within a reasonable time after said invoices are received by CITY. All charges shall be in accordance with Exhibit "A" either with respect to hourly rates or lump sum amounts for individual tasks. In no event, however, will said invoices exceed 95% of individual task totals described in Exhibit "A."

(c) Additional services: Payment for additional services requested, in writing, by CITY, and not included in CONSULTANT's proposal as set forth in Exhibit "A" shall be paid on a reimbursement basis in accordance with the fee schedule set forth in said Exhibit "A." Any such additional services must be approved, in advance, in writing, by the Administrator. Charges for additional services shall be invoiced on a monthly basis and shall be paid by CITY within a reasonable time after said invoices are received by CITY.

**4. CITY Assistance to CONSULTANT:** CITY agrees to provide to CONSULTANT:

(a) Information and assistance as set forth in Exhibit "A" hereto.

(b) Photographically reproducible copies of maps and other information, if available, which CONSULTANT considers necessary in order to complete the Work.

(c) Such information as is generally available from CITY files applicable to the Work.

(d) Assistance, if necessary, in obtaining information from other governmental agencies and/or private parties. However, it shall be CONSULTANT's responsibility to make all initial contact with respect to the gathering of such information.

**5. Records and Documents:** (a) CONSULTANT shall maintain complete and accurate records with respect to time, sales, costs, expenses, receipts and other such information required by CITY that relate to the performance of services under this Agreement. CONSULTANT shall maintain adequate records of services provided in sufficient detail to permit an evaluation of services. All such records shall be maintained in accordance with generally accepted accounting principles and shall be clearly identified and readily accessible to the Administrator. CONSULTANT shall provide free access to the Administrator at reasonable times to such books and records; shall give CITY the right to examine and audit said books and records; shall permit CITY to make transcripts therefrom as necessary; and shall allow the inspection of all work, data, documents, proceedings, payroll documents, and activities related to this Agreement. Such records, together with supporting documents, shall be maintained for a period of three (3) years after receipt of final payment.

(b) Upon completion of, or in the event of termination or suspension of this Agreement, all original Documents notes, and other documents prepared in the course of providing the services to be performed pursuant to this Agreement shall become the sole property of CITY and may be used, reused, or otherwise disposed of by CITY without the permission of CONSULTANT. With respect to computer files, CONSULTANT shall make available to CITY, at the CONSULTANT'S office and upon reasonable written request by CITY, the necessary computer software and hardware for purposes of accessing, compiling, transferring, and printing computer files.

**6. Suspension or Termination:** (a) CITY may at any time, for any reason, with or without cause, suspend or terminate this Agreement, or any portion hereof, by serving upon CONSULTANT at least ten (10) days prior written notice. Upon receipt of said notice, CONSULTANT shall immediately cease all work under this Agreement, unless the notice provides otherwise. If CITY suspends or terminates a portion of this Agreement, such suspension or termination shall not make void or invalidate the remainder of this Agreement.

(b) In the event this Agreement is terminated pursuant to this Section, CITY shall pay to CONSULTANT the actual value of the work performed up to the time of termination, provided that the work performed is of value to CITY. Upon termination of the Agreement pursuant to this Section, CONSULTANT will submit an invoice to CITY pursuant to Section 3 and shall provide to CITY any and all Documents, whether in draft

or final form, prepared by CONSULTANT as of the date of termination.  
CONSULTANT may not terminate this Agreement except for cause.

**7. Default of CONSULTANT:** (a) CONSULTANT's failure to comply with the provisions of this Agreement shall constitute a default. In the event CONSULTANT is in default for cause under the terms of this Agreement, CITY shall have no obligation or duty to continue compensating CONSULTANT for any work performed after the date of default and CITY may terminate this Agreement immediately by written notice to CONSULTANT. If such failure by CONSULTANT to make progress in the performance of work hereunder arises out of causes beyond CONSULTANT's control, and without fault or negligence of CONSULTANT, the same shall not be considered a default.

(b) If the Administrator CONSULTANT is in default in the performance of any of the terms or conditions of this Agreement, the Administrator shall cause to be served upon CONSULTANT written notice of default. CONSULTANT shall have ten (10) calendar days after service of said notice in which to cure the default by rendering satisfactory performance. In the event that CONSULTANT fails to cure its default within such period of time, CITY shall have the right, notwithstanding any other provision of this Agreement, to terminate this Agreement without further notice and without prejudice to any other remedy to which it may be entitled at law, in equity or under this Agreement.

**8. Notices and Designated Representatives:** (a) Any and all notices, demands, invoices and written communications between the parties hereto shall be addressed as set forth in this Section 8. The below-named individuals, furthermore, shall be those persons primarily responsible for the performance by the parties under this Agreement:

To City: City of Placentia  
401 E. Chapman Ave.  
Placentia, California 92870-6101  
Attention: City Administrator

To Consultant: West Coast Arborists  
2200 E. Via Burton  
Anaheim, CA 92806  
Attention: Patrick Mahoney

Any such notices, demands, invoices and written communications, by mail, shall be deemed to have been received by the addressee forty-eight (48) hours after deposit thereof in the United States mail, postage prepaid and properly addressed as set forth above.

**9. Insurance:** (a) CONSULTANT shall neither commence work under this Agreement until it has obtained all insurance required hereunder in a company or companies acceptable to CITY nor shall CONSULTANT allow any subcontractor to commence work on a subcontract until all insurance required of the subcontractor has been obtained. CONSULTANT shall take out and maintain at all time during the term of this Agreement policies of insurance as required by Exhibit "B," attached hereto and by this reference herein incorporated.

(b) Minimum insurance limits shall be as specified in Exhibit "A."

(c) In addition to the requirements of Exhibit "B," and prior to commencing work on the Work, CONSULTANT shall furnish to CITY a certificate of insurance as proof that it has taken out full workers' compensation insurance for all persons whom CONSULTANT may employ directly or through subcontractors in carrying out the work specified herein, in accordance with the laws of the State of California.

(d) In accordance with the provisions of California Labor Code § 3700, every employer shall secure the payment of compensation to his employees. CONSULTANT prior to commencing work, shall sign and file with CITY a certification as follows:

"I am aware of the provisions of § 3700 of the California Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self insurance in accordance with the provisions of that Code, and I will comply with such provisions before commencing the performance of the work of this Agreement."

(e) CONSULTANT acknowledges and agrees that any actual or alleged failure on the part of CITY to inform CONSULTANT of non-compliance with any insurance requirement in no way imposes any additional obligations on CITY nor does it waive any rights hereunder in this or any other regard.

(f) CONSULTANT may effect for its own account insurance not required under this Agreement.

**10. Indemnification:** (a) CONSULTANT shall defend, indemnify and save harmless CITY, its elected and appointed officials, officers, agents and employees ("Indemnitees"), from all liability from loss, damage or injury to persons or property, including the payment by CONSULTANT of any and all legal costs and attorneys' fees, in any manner arising out of the acts and/or omissions of CONSULTANT pursuant to this Agreement, including, but not limited to, all consequential damages, to the maximum extent permitted by law. In furtherance thereof, CONSULTANT agrees as follows:

(a) Indemnification for Professional Liability. Where the law establishes a professional standard of care for CONSULTANT's services, to the fullest extent permitted by law, CONSULTANT shall defend, indemnify, protect and hold harmless the Indemnitees from and against any and all claims, charges, complaints, liabilities,

obligations, promises, benefits, agreements, controversies, costs, losses, debts, expenses, damages, actions, causes of action, suits, rights, and demands of any nature whatsoever, including but not limited to the extent same are caused or contributed to in whole or in part whether actual or threatened which relate to or arise out of any act, omission, occurrence, condition, event, transaction, or thing which was done, occurred, or omitted to be done ("Claims"), by CONSULTANT, its officers, agents, employees or subcontractors (or any entity or individual that Consultant shall bear the legal liability thereof) in the performance of professional services under this Agreement without regard to whether such Claims arise under federal, state, or local constitutions, statutes, rules or regulations, or the common law. With respect to the design of public improvements, CONSULTANT shall not be liable for any injuries or property damage resulting from the reuse of the design at a location other than that specified in Exhibit "A" without the written consent of CONSULTANT.

(b) Indemnification for Other Than Professional Liability. In addition to indemnification related to the performance of professional services and to the full extent permitted by law, CONSULTANT shall further indemnify, protect, defend and hold harmless the Indemnitees from and against any liability (including Claims) where the same arise out of, are a consequence of, or are in any way attributable to, in whole or in part, the performance of this Agreement by CONSULTANT or by any individual or entity for which CONSULTANT is legally liable, including but not limited to officers, agents, employees or subcontractors of CONSULTANT.

(c) General Indemnification Provisions. CONSULTANT agrees to obtain executed indemnity agreements which indemnify, protect, defend and hold harmless the Indemnitees from liability, with provisions identical to those set forth here in this Section 9 from each and every subcontractor or any other person or entity involved by, for, with or on behalf of Consultant in the performance of this Agreement. In the event Consultant fails to obtain such indemnity obligations from others as required, such failure shall be deemed a material breach of this Agreement, and Consultant agrees to be fully responsible according to the terms of this entire Section 10. CITY shall have no obligation to ensure compliance with this Section by CONSULTANT and failure to do so will in no way act as a waiver. This obligation to indemnify and defend is binding on the successors, assigns or heirs of Consultant, and shall survive the termination of this Agreement or this Section.

(d) Obligation to Defend. It shall be the sole responsibility and duty of CONSULTANT to fully pay for and indemnify the Indemnitees for the costs of defense, including but not limited to attorney's fees and costs, for all Claims against CITY and the Indemnitees, whether covered or uncovered by CONSULTANT's insurance, against the City and/or the Indemnitees which arise out of any type of omission or error, negligent or wrongful act, of CONSULTANT, its officers, agents, employees, or subcontractors. CITY shall have the right to select defense counsel.

**11. Licenses/Certifications:** (a) At all times during the term of this Agreement, CONSULTANT shall keep and maintain, in full force and effect, all licenses

or certifications required of CONSULTANT by law for the performance of the services described in this Agreement.

**12. Legal Responsibilities:** (a) Legal Requirements. CONSULTANT shall keep itself informed of State and Federal laws and regulations which in any manner affect those employed by it or in any way affect the performance of its service pursuant to this Agreement. CONSULTANT shall at all times observe and comply with all such laws and regulations. Neither CITY, nor its elected or appointed officers, employees or agents shall be liable at law or in equity occasioned by failure of CONSULTANT to comply with this Section.

(b) Non-liability of City Officers and Employees. No elected or appointed officer, official, employee or agent of CITY shall be personally liable to CONSULTANT, or any successor-in-interest, in the event of any default or breach by CITY or for any amount which may become due to CONSULTANT or to its successor, or for breach of any obligation of the terms of this Agreement.

(c) Undue Influence. CONSULTANT declares and warrants that no undue influence or pressure is used against or in concert with any elected or appointed officer, official, employee or agent of CITY in connection with the award, terms or implementation of this Agreement, including any method of coercion, confidential financial arrangement, or financial inducement. No elected or appointed officer, official, employee or agent of CITY will receive compensation, directly or indirectly, from CONSULTANT, or from any officer, employee or agent of CONSULTANT, in connection with the award of this Agreement or any work to be conducted as a result of this Agreement. Violation of this Section shall be a material breach of this Agreement entitling CITY to any and all remedies at law or in equity.

(d) No Benefit to Employees. No elected or appointed officer, official, employee or agent of CITY, or their designees or agents, and no public official who exercises authority over or responsibilities with respect to the Work during his/her tenure, or for one year thereafter, shall have any interest, direct or indirect, in any agreement or sub-agreement, or the proceeds thereof, for work to be performed in connection with the Work performed under this Agreement.

(e) Nondiscrimination. In connection with its performance under this Agreement, CONSULTANT shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, marital status, ancestry, or national origin. CONSULTANT shall ensure that applicants are employed, and that employees are treated during their employment, without regard to their race, religion, color, sex, age, marital status, ancestry, or national origin. Such actions shall include, but not be limited to, the following: Employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, or selection for training, including apprenticeship.

**13. Patent/Copyright:** (a) To the fullest extent permissible under law, and in lieu of any other warranty by CITY or CONSULTANT against patent or copyright infringement, statutory or otherwise, it is agreed that CONSULTANT shall defend at its expense any claim or suit against CITY on account of any allegation that any item furnished under this Agreement, or the normal use or sale thereof arising out of the performance of this Agreement, infringes upon any presently existing U.S. letters patent or copyright and CONSULTANT shall pay all costs and damages finally awarded in any such suit or claim, provided that CONSULTANT is promptly notified in writing of the suit or claim and given authority, information and assistance at CONSULTANT'S expense for the defense of same, and provided such suit or claim arises out of, pertains to, or is related to the negligence, recklessness or willful misconduct of CONSULTANT. However, CONSULTANT will not indemnify CITY if the suit or claim results from: (1) CITY's alteration of a deliverable, such that CITY's alteration of such deliverable created the infringement upon any presently existing U.S. letters patent or copyright; or (2) the use of a deliverable in combination with other material not provided by CONSULTANT when it is such use in combination which infringes upon an existing U.S. letters patent or copyright.

(b) CONSULTANT shall have sole control of the defense of any such claim or suit and all negotiations for settlement thereof and CONSULTANT shall not be obligated to indemnify CITY under any settlement made without CONSULTANT's consent or in the event CITY fails to cooperate in the defense of any suit or claim, provided, however, that such defense shall be at CONSULTANT's expense. If the use or sale of such item is enjoined as a result of the suit or claim, CONSULTANT, at no expense to CITY, shall obtain for CITY the right to use and sell the item, or shall substitute an equivalent item acceptable to CITY and extend this patent and copyright indemnity thereto.

**14. Release of Information/Conflict of Interest:** (a) All information gained by CONSULTANT in performance of this Agreement shall be considered confidential and shall not be released by CONSULTANT without CITY's prior written authorization. CONSULTANT, its officers, employees, agents, or subconsultants, shall not, without written authorization from the Administrator or unless requested by CITY's City Attorney, voluntarily provide declarations, letters of support, testimony at depositions, response to interrogatories, or other information concerning the work performed under this Agreement or relating to any work or property located within the CITY. Response to a subpoena or court order shall not be considered "voluntary" provided CONSULTANT gives CITY notice of such court order or subpoena.

(b) CONSULTANT shall promptly notify CITY should CONSULTANT, its officers, employees, agents, or subconsultants be served with any summons, complaint, subpoena, notice of deposition, request for documents, interrogatories, request for admissions, or other discovery request, court order, or subpoena from any person or party regarding this Agreement and the work performed thereunder or with respect to any work or property located within the CITY. CITY retains the right, but has no obligation, to represent CONSULTANT and/or be present at any deposition, hearing, or similar proceeding. CONSULTANT agrees to cooperate fully with CITY and to provide the

opportunity to review any response to discovery requests provided by Consultant. However, CITY's right to review any such response does not imply or mean the right by CITY to control, direct, or rewrite said response.

**15. Independent Contractor:** (a) The Parties hereto agree that CONSULTANT and its employers, officers and agents are independent contractors under this Agreement and shall not be construed for any purpose to be employees of CITY.

**16. Governing Law:** (a) This Agreement shall be governed by and construed in accordance with the laws of the State of California.

**17. Attorney's Fees:** (a) In the event any legal proceeding is instituted to enforce any term or provision of the Agreement, the prevailing party in said legal proceeding shall be entitled to recover attorneys' fees and costs from the opposing party in an amount determined by the court to be reasonable.

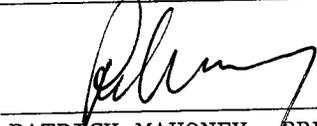
**18. Authority to Execute:** (a) The person or persons executing this Agreement on behalf of CONSULTANT warrant(s) and represent(s) that he/she has the authority to execute this Agreement on behalf of CONSULTANT and has the authority to bind CONSULTANT to the performance of CONSULTANT's obligations hereunder.

**19. Entire Agreement:** (a) This Agreement supersedes any and all other agreements, either oral or in writing, between the parties with respect to the subject matter herein. Each party to this Agreement acknowledges that no representation by any party which is not embodied herein nor any other agreement, statement, or promise not contained in this Agreement shall be valid and binding. Any modification of this Agreement shall be effective only if it is in writing signed by all parties.

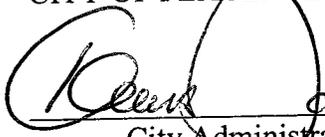
IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first set forth above:

CONSULTANT

WEST COAST ARBORISTS, INC.

  
\_\_\_\_\_  
PATRICK MAHONEY, PRESIDENT

CITY OF PLACENTIA

  
\_\_\_\_\_  
City Administrator

ATTEST:

  
\_\_\_\_\_  
City Clerk

Approved as to form:

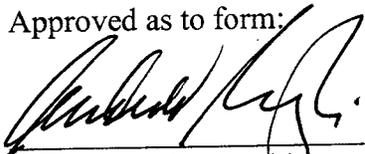
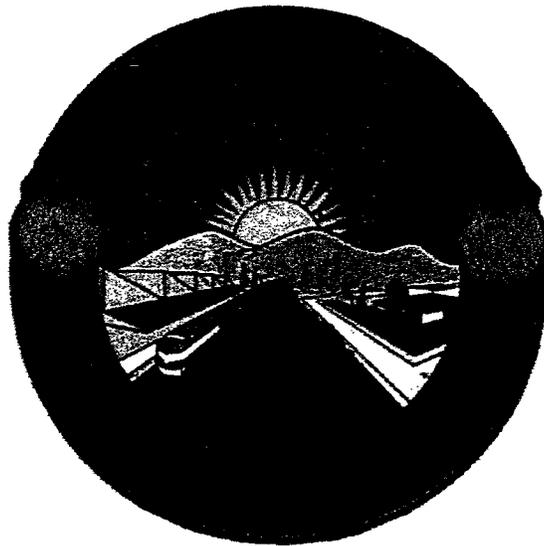
  
\_\_\_\_\_  
Andrew V. Arczynski,  
City Attorney

Exhibit "A"

# CITY OF PLACENTIA

PUBLIC WORKS DEPARTMENT



## REQUEST FOR PROPOSAL

PW12-05

TREE TRIMMING SERVICES

APRIL 2012

**CITY OF PLACENTIA**  
**REQUEST FOR PROPOSAL**  
**PW-12-05**

**ABOUT THE CITY**

The City of Placentia is located in Northern Orange County and encompasses approximately 7.1 square miles. The City, home to approximately 51,000 residents, is primarily a bedroom community with over 63% of the land area zoned residential, 10% zoned manufacturing, 5% commercial and the remainder schools, open space, and public right-of-way. Placentia was incorporated in 1926.

The proposer's principal contact with the City of Placentia will be the Director of Public Works *(or a designated representative)* who will coordinate assistance to be provided by the City of Placentia.

City Hall is located at 401 East Chapman Avenue, Placentia, California 92870. The telephone number Public Works is (714) 993-8131, and the fax number is (714) 528-4640. The City website address is: [www.placentia.org](http://www.placentia.org)

**CITY OF PLACENTIA  
NOTICE INVITING SEALED PROPOSALS  
PW-12-05**

**NOTICE IS HEREBY GIVEN** that separate sealed proposals will be received in the Office of the Public Works Director, until **2:00 p.m. on Thursday, April 26, 2012** for provision of the following:

**TREE TRIMMING SERVICES**

Detailed information and specifications may be obtained from the Engineering Division of the Public Works Department, 401 East Chapman Avenue, Placentia, California or may be downloaded from the City of Placentia Website at [www.placentia.org](http://www.placentia.org). Said specifications, proposal forms and contract documents are hereby referred to and incorporated herein, and made a part hereof by reference and all proposals must strictly comply therewith. All proposals must be on forms furnished by the City, sealed and clearly identified by proposal number, proposer name, and address.

The award, if made, will be made to the most qualified proposer having the most responsive proposal and in the City's judgment, provides the best value to the City. The City of Placentia reserves the right to reject any and all proposals and to waive minor irregularities. No proposal surety is required.

The City of Placentia hereby notifies all proposers that it will ensure that minority business enterprises will be afforded full opportunity to submit proposals in response to this invitation and will not be discriminated against on the grounds of race, color, sex, or national origin in consideration of the award.

**DATED:**

**PUBLISH:**

**CLOSING:**

**P. O. #:**

### **General Information**

Notice is hereby given that proposals will be received in the Office of the Public Works Director at City Hall, 401 East Chapman Avenue, Placentia, CA 92870 until **2:00 p.m. on April 26, 2012**. Four (4) copies of firm's proposal are required.

### **Project Description**

The City desires to bring 8,882 trees into a safe and balanced condition. This is a one-time pruning project not an ongoing effort. See attached inventory (*Exhibit "B"*). As trees have not been consistently pruned on a defined schedule, some trees will require more work than others. Proposed unit pricing must take this into account and no adjustments will be made to the proposed unit pricing after contract is executed.

### **Proposal Submittal and Selection**

1. All proposals must be received no later than **2:00 p.m. on April 26, 2012**. Late proposals will not be considered.
2. All correspondence should be directed to:  
  
City of Placentia  
Attention: Director of Public Works  
401 East Chapman Avenue  
Placentia, CA 92870  
Telephone: (714) 993-8131
3. Costs for preparation of proposals will be borne by the proposer.
4. The City reserves the option to reject any or all proposals received by reason of this request.
5. The City reserves the option to retain all proposals, whether selected or rejected.
6. All proposals shall remain firm for sixty (60) days following the closing date for receipt of proposals.
7. If awarded, the contract will be made in the best interest of the City with the Proposer that, in the City's judgment, provides the best value to the City based on the following factors: firm's background, ability to provide requested services, experience in providing tree trimming services, cost, and the ability to meet all contract requirements.

8. Selection will be made by a selection committee on the basis of proposals submitted and may include interviews conducted with the most qualified proposers.

### **Examination of RFP Documents**

By submitting a response, the Proposer represents that the proposed project and the contents of this RFP have been thoroughly examined and the Proposer is able to perform quality work to achieve the City's objective.

### **Work Standards**

Proposers are advised that all work to be conducted under the contract to be entered into pursuant to this RFP shall be completed in accordance with specifications and guidelines described in exhibit "A" included herein and all applicable local, state and federal laws, rules, and regulations.

### **Pre-Contractual Expenses**

The City shall not, in any event, be liable for any pre-contractual expenses incurred by the Proposer in the preparation of its proposal. Proposer shall not include any such expenses as part of its proposal. Pre-contractual expenses are defined as expenses incurred by the Proposer, which may include, but not be limited to:

- a. Submitting the proposal to the City;
- b. Negotiations with the City on any matter related to the RFP;
- c. Any other expenses incurred by the Proposer prior to reaching agreement and date of award of proposed contract.

### **Presentation**

Proposals shall be typed and submitted on 8 ½" x 11" size paper, using a simple method of fastening.

### **Proposal Content**

Proposals shall be to the point and contain only relevant information. Factors to be considered include the following:

1. **Background and Experience of Proposer** **35%**
  - A. Length of time the proposer has been providing tree trimming services.
  - B. Qualifications of firm.
  - C. Number of employees.
  - D. Age and type of equipment.

- E. Employee training program.
- F. Dependability of past service (*relations with existing accounts*).
- G. Condition of equipment.

**2. Technical 20%**

- A. Proposer's understanding of the scope of work.
- B. Qualifications and experience of Proposer's personnel assigned to the contract.
- C. Identify other similar tree trimming service contracts the proposer is currently performing.
- D. Completeness and presentation of proposal packet.

**3. Cost Estimate 20%**

- A. Is the estimate adequate to provide appropriate equipment?
- B. Is the estimate adequate to enable proposer to meet personnel and operations costs?
- C. Does the estimate provide adequate supervision?
- D. Are the proposed rates competitive with the average market rates for similar services?

**4. Management Plan 25%**

- A. Number of crews and on-site qualified arborists assigned.
- B. Performance schedule and methodology.
- C. Describe process the Proposer will follow in responding to complaints.

**EVALUATION AND SELECTION PROCESS**

The City will review proposals and interview the most qualified proposers.

**A. Submittal Review**

Each submittal package will be reviewed to determine if it complies with and contains all information required by this RFP. Failure to meet the requirements may be cause for eliminating the submittal from further consideration.

**B. Submittal Evaluation**

An Evaluation Committee will review and evaluate those submittals complying with the requirements of the proposal. The qualifications, based on the evaluation, will focus on the major items as noted in the evaluation criteria.

**C. Selection**

If awarded, the contract will be made in the best interest of the City with the Proposer that, in the City's judgment, provides the best value to the City. The successful firm will be selected and a contract negotiated.

**PROPOSAL SUBMITTAL INFORMATION**

**A. Proposal Submittal**

The proposal shall be submitted no later than **2:00 p.m. on April 26, 2012** and be addressed as follows:

City of Placentia  
Director of Public Works  
401 East Chapman Avenue  
Placentia, CA 92870

**B. Sealed Envelope Proposal**

The envelope must contain four (4) copies of the proposal and be clearly marked as **"TREE TRIMMING SERVICES", PW-12-05**, (one marked "original" and three marked "copy") and should include all responses related to the proposal.

**C. Late Submittals**

Submittals are considered late if received at any time after **2:00 p.m. on April 26, 2012**. Late submittals will not be considered.

**Scope of Services**

The selected Proposer shall use and furnish at its own expense all labor, equipment and materials necessary for the satisfactory performance of the tree trimming work set forth herein.

**A. Tree-Trimming services will include the following:**

1. All work shall comply with referenced pruning standards (*Exhibit "A"*).
2. Working Hours:
  - Street and Parkway areas- between the hours of 9:00 A.M. and 4:00 P.M.
  - Park Areas- between the hours of 8:00 A.M. and 5:00 P. M.

3. Response to complaints  
The selected Proposer shall respond within 24 hours to requests or complaints from the department or the public. The selected Proposer shall investigate any complaints that may concern or involve the performance of tree trimming services. The selected Proposer shall report to the Public Works Director or his designee on the following working day regarding any complaint, the action or remedy taken, as well as, maintain a written record of all complaints and remedies to be submitted prior to final payment for services rendered.
4. Disposal of trimmings and debris  
All trimmings and debris generated from tree trimming services shall be removed daily and properly disposed of at the contractors sole cost and responsibility.
5. Personnel  
Trimming shall be conducted by personnel adequately trained. All work must be directly supervised by a qualified arborist (see footnote, Exhibit "A", page 3). All work crews must include at least one English-speaking member on site at all times.

**B. Licenses**

The selected Proposer must have a current City business license before services are rendered.

**C. Proposal Submittal Date:**

2:00 p.m. on April 26, 2012

**D. Contact Person**

For proposal or technical information: Mike McConaha  
Sr. Administrative Analyst  
(714) 993-8131

**Proposer's Qualifications**

The following statements as to experience and financial qualifications of the proposer must be submitted as part of this proposal and the truthfulness and accuracy of the information is guaranteed by the Proposer.

**Proposer's Experience**

The Proposer's experience in work of a nature similar to that covered in this proposal extends over a period of 39 years.

The Proposer has never failed to satisfactorily complete a contract awarded to him, except as follows: (list all exceptions and reasons therefore).

N/A

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**Financial References**

Reference is hereby made to the following bank or banks as to the financial responsibility of the Proposer:

Name and Address of Financial Institution

Wells Fargo Bank

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2211 Michelson Drive, Suite 200

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Irvine, CA 92612

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**PROPOSAL RESPONSE FORM**  
**TREE TRIMMING SERVICES PROPOSAL**  
**PW-12-05**

Schedule of Pricing

<b>UNIT PRICE PER TREE:</b>	<b>\$ 44.00</b>
<b>TOTAL PRICE:</b>	<b>\$390,808.00</b>

*\*Total Price = Unit Price X 8,882*

**SIGNATURE OF PROPOSER**

Proposer hereby offers to furnish all labor, materials, equipment, tools, transportation and services necessary to complete the work in accordance with the Specifications and to complete all requirements for the sums quoted in this Proposal.

In Witness hereof, the undersigned represents and warrants that they have the right, power, and legal authority to enter into and execute this document on behalf of the Proposer, and have caused this document to be executed by setting here unto their name, title and signature.

**WEST COAST ARBORISTS, INC.**

\_\_\_\_\_  
 Name of Firm

Patrick Mahoney

\_\_\_\_\_  
 Name of Firm Representative

  
 Signature of Firm Representative

President

April 26, 2012

\_\_\_\_\_  
 Title

\_\_\_\_\_  
 Date of Proposal

**THIS PROPOSAL MUST BE SIGNED BY THE PROPOSER**

**CITY OF PLACENTIA**

**PRICE SCHEDULE FOR ANNUAL TREE MAINTENANCE SERVICES AFTER INITIAL TERM**

<b>SERVICE REQUEST TREE PRUNING</b>	<b>Each</b>	<b>\$125.00</b>
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Tree pruning out of sequence stemming from request(s) made by the City via the residents. These requests are typically batched and submitted periodically to WCA. Pruning will include structural pruning, crown raising, cleaning and selective thinning in accordance with the standards set forth by the International Society of Arboriculture Pruning Standards and the Best Management Practice, Tree Pruning Guidelines. No pruning shall involve the removal of more than 25% of bulk material from trees.

<b>CROWN REDUCTION PRUNING</b>	<b>Each</b>	<b>\$250.00</b>
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Tree pruning in accordance with specifications for crown reduction in Best Management Practices (BMP) published by the International Society of Arboriculture (ISA).

<b>PALM TREE SKINNING</b>	<b>Linear Foot</b>	<b>\$12.00</b>
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<b>TREE REMOVAL SERVICES</b>		
<b>Tree &amp; Stump removal</b>	<b>per dia. inch</b>	<b>\$18.00</b>
<b>Tree removal only</b>	<b>per dia. inch</b>	<b>\$13.00</b>

CITY prepares list of trees to be removed, marks trees, and submits lists to WCA. WCA will coordinate with CITY to identify utilities, and will prepare internal work order. Crew removes tree and hauls all debris. Crew grinds stumps to a depth of 18 inches. All holes will be backfilled; as well as all debris cleaned up and hauled away during same day. Special projects that are difficult to access with equipment, or require the need for a crane or 95-foot tower would fall under Crew Rental rates.

<b>STUMP ONLY REMOVAL</b>	<b>per inch</b>	<b>\$7.00</b>
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Stump to be measured at 6 inches above ground level. City prepares list of stumps to be removed, marks stump, notifies homeowners and submits lists to WCA. WCA calls U.S.A. and prepares internal work order. Stumps will be ground to a depth of 18 inches. All holes will be backfilled, as well as all debris cleaned up and hauled off on the day the stump removal is completed.

<b>CREW RENTAL</b>	<b>per man hour</b>	<b>\$ 60.00</b>
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The crew and equipment can be modified to complete any type of miscellaneous tasks including special projects that may consist of extraordinary work such as hanging flags, changing light bulbs, or trimming specific trees requiring immediate attention prior to their scheduled trim.

<b>EMERGENCY CREW RENTAL</b>	<b>per man hour</b>	<b>\$80.00</b>
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WCA will respond to emergency calls on a 24-hour basis using our toll-free number (866) LIMB-DOWN or [LIMBDOWN@wcainc.com](mailto:LIMBDOWN@wcainc.com). Emergency work will begin on-site within ninety (90) minutes from the time of notification from the City. The standard crew is three men, one chipper truck, one chipper, one aerial tower and all necessary hand tools. The crew and equipment can be modified to complete any type of tree-related emergency. The crew will do what is necessary to render the hazardous tree or tree-related condition safe. No minimum call-out required.

**SPECIALTY EQUIPMENT RENTAL**

per hour

**\$120.00**

WCA can dispatch a variety of specialty equipment including 100-foot crane, 95-foot aerial tower, and/or roll-off trucks with loaders (disposal fees are not included). These pieces of equipment include one operator.

**TREE PLANTING****BASED ON SIZE**

Planting includes the tree, stakes, ties and complete installation. Planting lists should be compiled by the Inspector and submitted monthly or as needed. WCA will guarantee the life of the tree for a period of ninety (90) calendar days, excluding vandalism and extreme weather conditions. After ninety (90) days, the tree will be the responsibility of the City and/or resident.

15-GALLON W/OUT ROOT BARRIER	per tree	\$100.00
15-GALLON WITH ROOT BARRIER	per tree	\$125.00
24-INCH BOX W/OUT ROOT BARRIER	per tree	\$200.00
24-INCH BOX WITH ROOT BARRIER	per tree	\$240.00
36-INCH BOX W/OUT ROOT BARRIER	per tree	\$700.00
36-INCH BOX WITH ROOT BARRIER	per tree	\$750.00

**ARBORIST SERVICES**

per hour

**\$120.00****ROOT PRUNING or ROOT BARRIER INSTALLATION**

per linear foot

**\$18.00****COOPERATIVE PURCHASING**

It is intended that any other public agency (e.g., city, county district, public authority, public agency, municipality, and other political subdivision or public corporation) shall have the option to participate in any award made as a result of this solicitation at the same prices. The City shall incur no financial responsibility in connection with any purchase by another public agency. The public agency shall accept sole responsibility for placing orders and making payments to the vendor.

**TERM**

The CITY, at its option and with CONTRACTOR concurrence, may renew this contract for additional five year periods, in one year increments, on the same terms and conditions as provided herein. This option may be exercised only if the CONTRACTOR demonstrates superior performance in the provision of tree maintenance services during the prior five year contract term, assuming all of the annual renewal options were awarded.

**TREE TRIMMING SERVICES**

**PW-12-05**

**PROPOSAL RATING SCALE**

**Firm:** \_\_\_\_\_

<b>DESCRIPTION</b>	<b>SCORE</b>	<b>WEIGHT</b>	<b>TOTAL</b>
1. Background and Experience		35%	
2. Technical		20%	
3. Cost		20%	
4. Management Plan		25%	

Score:

0 = unacceptable    1 = Poor    2 = Fair    3 = Satisfactory

4 = Good    5 = Outstanding

\_\_\_\_\_  
**Signature of Rater**

\_\_\_\_\_  
**Date**



## PUBLIC WORKS DEPARTMENT

### REQUEST FOR PROPOSALS (RFP) PW-12-05

#### TREE TRIMMING SERVICES

#### SUPPLEMENTAL QUESTIONNAIRE

Proposals received by the City for RFP PW-12-05 (Tree Trimming Services) are currently under evaluation. To assist evaluators, the following supplemental questions are being sent to you for timely response. In order for your firm to continue in this process, please provide written responses no later than 2 PM on Monday May 21<sup>st</sup>. Email response to [sdrinovsky@placentia.org](mailto:sdrinovsky@placentia.org) is preferred. However, hardcopy delivery before above deadline to the Engineering counter of City Hall at 401 East Chapman Avenue, Placentia, CA 92870 is acceptable.

1. The City may desire to spread this project over two (2) fiscal years. Assuming a start date of July 1, 2012 please provide a performance schedule for completion of trimming 4,441 trees in your shortest timeframe.  
WCA can trim 4,441 trees between 40 and 60 working days from the Notice to Proceed. Attached for your review is a tentative schedule for 2012.
2. Assuming a start date of July 1, 2013 for the second half of this project please provide a performance schedule for completion of trimming the remaining 4,441 trees in your shortest timeframe.  
WCA can trim 4,441 trees between 40 and 60 working days from the Notice to Proceed. Attached for your review is a tentative schedule for 2013.
3. Please confirm whether or not this approach will alter your original cost proposal. If so, please provide new cost.  
Whether the City decides to trim half the trees in 2 years or all the trees in one year, WCA can reduce the unit cost to \$39.00 per tree. We are able to provide a cost reduction due to the volume of trees, the condensed timeframe to complete the project, and our past work experience in the City of Placentia.
4. If the project were funded in one fiscal year and assuming a start date of July 1, 2012 please provide a performance schedule for completion of all 8,882 trees in your shortest timeframe at your originally proposed cost.  
WCA can trim 8,882 trees between 40-60 working days from the Notice to Proceed. Attached for your review is a tentative schedule for 2012.

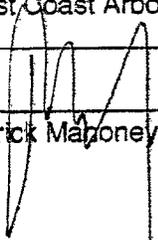
Sincerely,



## PUBLIC WORKS DEPARTMENT

Steve Drinovsky  
Director of Public Works

DATE:

Proposer Firm Name: West Coast Arborists, Inc. Date: May 21, 2012  
Authorized Signature:  Patrick Mazoney, President

## **PRUNING STANDARDS FOR TREES IN THE CITY OF PLACENTIA**

Pruning can either help or hurt trees. When appropriate practices are used, pruning can provide significant benefits. When inappropriate practices are used, significant harm can follow. For the long-term health and structural stability of trees in Placentia, it is critical that pruning practices conform to professional standards established by the tree care industry.

This document identifies basic standards for tree pruning in the City of Placentia. These standards apply to all those working on public trees<sup>1</sup>, including City of Placentia employees and managers, private contractors, property owners, and residents.

### **Foundation for the Standards**

The City of Placentia recognizes the most current editions of the following benchmark standards for tree pruning (see References):

1. American National Standards Institute (ANSI) A300 Pruning Standards
2. ANSI Z133.1 Safety Standards
3. ISA Best Management Practices: Tree Pruning

City arborists, managers, related personnel and contractors should obtain copies of the above publications and apply the standards and guidelines when engaged in pruning operations in Placentia. Copies of these documents can be obtained from the International Society of Arboriculture (see Resources). Occupational health and safety standards in the workplace shall be observed at all times.

For street trees, Chapter 14.12 of the Placentia Municipal Code establishes responsibilities regarding planting, maintenance (including pruning), and removal.

### **A. Pruning Needs, Objectives, and Plans**

In Placentia, there is a great diversity of trees, including conifer, broadleaf evergreen, and deciduous species. For each species, there exists substantial variation in age, size, condition, and structure of individual trees. This species diversity and tree variability creates challenges with regard to tree care practices, and in particular for pruning. Pruning needs can vary substantially depending on these factors: some trees will need little or no pruning, while others will need substantial pruning. In addition, some trees need to be pruned to improve structure, while others may need branches removed to manage pest problems or provide clearance from overhead utility lines.

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<sup>1</sup> "Public trees" shall mean all trees located on public property and in the public right-of-way.

To ensure that pruning is appropriate for the species and tree/site conditions, it is important to have a clear understanding of the specific needs of the tree and the objectives for pruning. Pruning objectives include the following:

- Improve structural strength and reduce failure potential (including dead branch removal)
- Prevent or mitigate a pest problem
- Improve aesthetic characteristics
- Provide clearance for pedestrians, vehicles, and structures
- Improve safety and security for residents and visitors
- Repair structural damage from wind loading
- Reduce maintenance costs (i.e., when applied to young trees)
- Influence flowering and fruiting of some species

*Standard 1: For commercial contractors, a written plan of work shall be prepared that clearly identifies the tree species, location, need for pruning, pruning objectives, pruning specifications, and the scope of pruning. A checklist format can be used. Where multiple reasons for pruning exist, they should be prioritized from highest to lowest. A separate plan is needed for each tree. For groups of trees of the same species with similar pruning needs, one plan will suffice.*

*For all city departments and agencies, work plans shall be developed either for individual trees or for groups of trees, such as trees along streets, in parks, or on the grounds of public buildings. Plans shall include species, location, need for pruning, pruning objectives, pruning specifications, and the scope of pruning. Pruning plans shall be specific for the species to be pruned.*

*Work plans shall be available at work sites during pruning operations.*

## **B. Pruning Practices**

### **1. PRUNING CUTS**

Pruning is a wounding process that causes some level of injury to trees. It is important to make pruning cuts that minimize injury or the potential for injury. For instance, cuts should be made on branches in a manner that ensures rapid and complete wound closure, thus reducing the potential for decay. Information on appropriate branch removal practices and the size and location of cuts is found in *ANSI A300 Part 1 (Pruning)* and *Best Management Practices: Tree Pruning* (see References).

Note that flush cuts increase the potential for decay and reduce the formation of callus tissue above and below the wound (woundwood). In some cases, flush cuts can stimulate vigorous but incomplete callus development. Conversely, leaving branch stubs prevents wound closure and increases the potential for decay. These types of pruning cuts should be avoided.

*Standard 2: All pruning cuts shall conform to ANSI A300 standards (Part 1: Pruning). Do not make flush cuts or leave branch stubs.*

## 2. AMOUNT OF PRUNING

Removal of live branches and associated leaf area can have a negative impact on the health of trees. When relatively large amounts of leaf area are removed, the capacity of a tree to produce energy for growth and pest resistance is diminished. Pruning should be limited to that amount needed to accomplish the pruning objective. In some cases, it may be best to complete pruning over a two- or three-year period rather than do all that is needed in one year.

In addition, excessive pruning or over thinning stimulates water sprout development in many species. Water sprouts are usually weakly attached and prone to breaking at the point of attachment. Crown density can increase substantially due to water sprout production, resulting in a loss of tree form and reduction in light penetration. Also, excessive pruning can lead to sunburn injury to bark tissue of branches and the trunk.

*Standard 3: Not more than 25% of the crown shall be removed within an annual growing season. The percentage of foliage removed shall be adjusted according to age, health, and species considerations. Stressed trees are less tolerant of pruning and leaf area removal should be minimal. In cases where more than 25% of the crown needs to be removed, such as to reduce the potential for structural failure, a qualified arborist<sup>2</sup> shall make an assessment of the amount of pruning needed to abate the hazard. When possible, such pruning should be scheduled over a two- or three-year period. Pruning should be minimal on species prone to water sprout development. For such species, pruning during the summer months may reduce the potential for water sprout development (see Standard 4). For species susceptible to sunburn injury, pruning shall not expose bark tissue of the trunk and scaffold branches to sunlight levels that lead to injury.*

## 3. WHEN TO PRUNE

In Placentia, the time of year to prune can vary depending on pruning needs, objectives, and species. Generally, trees can be pruned throughout the year, but the following times need to be avoided: 1) when leaves are forming or falling, and 2) when pest problems may result from pruning (e.g., insect infestation or disease infection). In addition, care should be taken to avoid pruning tree parts when birds (or other wildlife species) are actively nesting.

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<sup>2</sup> "Qualified arborist" shall mean arboriculture professionals with any one of the following certifications or credentials: ISA Certified Arborist, ISA Board Certified Master Arborist, ASCA Registered Consulting Arborist, and individuals holding a college degree (4-year) in Arboriculture, Urban Forestry, or closely-related discipline, with 3 years of documented field experience in urban tree care.

*Standard 4. Generally, pruning can be done throughout the year. For some trees, however, certain periods or seasons need to be avoided. For species susceptible to particular insect or disease problems, avoid pruning at times of the year when the problem will be exacerbated (e.g., do not prune pines during the spring and summer months in order to minimize the potential for bark beetle infestations). For trees with a notable flowering trait, avoid pruning prior to or during flowering periods (unless flowers cause allergic reactions). Pruning to remove dead, diseased, or broken branches can be done at any time of year. Pruning during the summer months can be used as a strategy to reduce water sprout development in certain species.*

*For deciduous species, do not prune during bud swell, bud break, or leaf expansion in the spring. Do not prune from the time leaves begin to turn color in the fall through the leaf drop period. Do not prune during times of the year that may initiate or exacerbate a pest problem (e.g., do not prune elms during the summer months to avoid Dutch elm disease infection and transmission).*

*Broadleaf-evergreen species (such as Eucalyptus spp., Ficus spp., Acacia spp., and Myoporum spp.) can be pruned throughout the year. Avoid pruning during periods that stimulate substantial water sprout development. For species prone to foliar diseases, avoid pruning at times when disease-susceptible new growth can be stimulated by pruning.*

*For conifers, pruning during the winter months (November through February) is generally recommended. Do not prune during periods of needle formation and enlargement (except for specialty-pruned conifers that are pruned during growth periods to create a bona fide horticultural form). For species susceptible to bark beetle infestations (e.g., Pinus spp.), do not prune when beetles are active (typically March through October in Placentia).*

#### 4. WOUND TREATMENTS

Over the years, wound dressings and paints have been used to treat or cover pruning wounds. Dressings are no longer recommended, however, because there is no scientific evidence to indicate that these treatments reduce decay or accelerate wound closure. In addition, some dressings may cause tree injury. Until scientific studies find clear benefits to using these materials, pruning wound treatments are viewed as being unnecessary.

*Standard 5. Pruning wound treatments (dressings and paints) shall not be used.*

## 5. PRUNING AND CLIMBING EQUIPMENT (pruners, saws, and spikes)

To promote callus development and wound closure, it is important to make clean pruning cuts. Bark surrounding the cut should not be torn, shredded, stripped away, or otherwise separated from the wood. This can be accomplished by using pruning equipment that is sharp and sized appropriately for the job. Clean, well-maintained equipment (blades, chains, bars, and air/fuel filters) produces cleaner cuts with less effort, improves worker safety, and reduces the potential for the spread of pathogens.

In addition, injury to bark tissue can occur from the use of climbing spikes (gaffs, climbing spurs) and tie ropes. Resulting wounds can lead to localized bark death and wood decay, and can serve as entry courts for insects and pathogens. Wounds from ropes can be reduced by the use of friction savers at the tie point.

*Standard 6. Pruning equipment shall be sharp and sized appropriately for the pruning cut. Avoid the use of any pruning and climbing equipment that may cause damage to bark tissue. Spikes (climbing spurs) shall not be used for climbing trees unless the tree is being removed, or when limbs are more than throwline-distance apart and there is no other means of climbing the tree. Pruning tools shall be treated with a disinfectant (such as Lysol) when pruning trees infected with a pathogen that may be transmitted (on tools) from one tree to another of the same species, such as elms (*Ulmus spp.*). Disinfectants should be used before and after pruning individual trees.*

## C. Pruning Mature Trees

### 1. PRUNING TYPES

As noted in section A, trees are pruned to achieve various objectives. To meet the objective(s) identified for a mature tree, several different types of pruning can be employed: cleaning, thinning, raising, reduction, and restoration. Each of these pruning types is described in the following publications: *ANSI A300 Standards* and *Best Management Practices: Tree Pruning* (see References). It is important to be familiar with each type to develop a plan of work for pruning a mature tree.

Since these pruning types are used to achieve specific objectives, it is also important to select the appropriate type to match the objective. For example, if the height or spread of a tree needs to be reduced to improve structural strength, then crown reduction pruning should be selected. Or, if the density of the crown needs to be reduced for pest management purposes, then branch removal pruning (thinning) should be selected.

The City of Placentia requires tree clearances for the following situations: pedestrians on sidewalks, foliage obstructing streetlights and signals, and vehicles on roadways. Street trees should be pruned to maintain a 14-foot vertical clearance over curbing, and 8-foot

clearance over sidewalks. To avoid excessive pruning to achieve these clearance requirements, pruning should be initiated when the tree is young, and continued through maturity. Pruning over several seasons to achieve these results is preferable to single-season pruning. In certain cases, such as to abate safety hazards, pruning may be needed that exceeds standards for canopy removal in a season (see *Standard 3*). In such cases, pruning shall be conducted under the supervision of a qualified arborist.

*Standard 7: In Placentia, all those engaged in tree pruning operations shall be familiar with each of the pruning types. Selection of the pruning type(s) shall be based on pruning objectives (see Standard 1). Refer to publications cited in section C1 for descriptions of pruning types. Clearance pruning that does not comply with Standards 3 and 4 shall be conducted only under the supervision of a qualified arborist (see footnote 1).*

## 2. TOPPING AND HEADING CUTS

Topping is the reduction of a tree's size using heading cuts that shorten limbs or branches back to a predetermined crown limit. Topping is not an acceptable pruning practice (see *ANSI A300 Standards*).

Heading is defined as cutting a currently growing or one-year-old shoot back to a bud, or cutting an older branch or stem back to a stub in order to meet a defined structural objective, or cutting an older branch or stem back to a lateral branch (see *ANSI A300 Standards*).

When pruning mature trees, heading cuts should be avoided for the following reasons:

- Vigorous shoots can be stimulated to grow just below the heading cut. Typically, these shoots are weakly attached, poorly tapered, and have a high failure potential.
- Wood decay can develop in the cut branch or stem. Often, decay extends well into the branch or stem and reduces its structural strength. This increases failure potential.
- The tree's natural form can be lost in many cases, particularly when relatively large diameter cuts are made.

In very limited cases, heading cuts may be appropriate for mature trees, such as:

- To reduce tree height or branch end weights. Note: This approach should be employed **only** in cases where there is a high risk of structural failure and thinning cuts (reduction cuts) cannot be used. Also, follow-up pruning to minimize risk associated with weakly-attached shoots will be needed.
- To achieve a specialty tree form using the pruning technique called "pollarding". Pollarding uses heading cuts to shorten branches to a predetermined length when the tree is young. Thereafter, it requires the removal of all of the current season's growth that forms near the cut branch ends. Eventually, tissues at the end of the branch develop to form enlarged and rounded structures, referred to as "knuckles". Pollarding is typically reserved for certain deciduous species, such as London plane (*Platanus x acerifolia*) and elm (*Ulmus spp.*). Generally, pollarding is not recommended because it requires a high level of maintenance (annual

pruning) and tree benefits are reduced by the annual reduction of canopy size. Pollarding is not appropriate for conifers and broadleaf evergreen species.

*Standard 8: Heading cuts shall not be used when pruning mature trees, except in very limited cases. Whenever possible, use reduction cuts to reduce height and branch removal cuts (thinning cuts) to reduce branch end weights. When reduction and branch removal cuts are not possible (such as when interior lateral branches are not present) and tree hazard potential is high, then heading cuts may be needed, but their use should be minimized. The practice of pollarding shall be limited in application to London plane tree (*Platanus x acerifolia*) and elm (*Ulmus spp.*), and only when initiated on young trees (i.e., not after they reach a juvenile or mature stage).*

### 3. STRESSED TREES

Old, unhealthy, and stressed trees require special pruning consideration. Such trees do not tolerate the loss of leaf area as well as more vigorous trees: they take longer to recover from pruning, and their capacity to respond to pests and other injuries can be impaired. Removal of live branches and associated leaf area should be minimized or avoided. Generally, pruning should be limited to the removal of dead branches and significant structural defects.

*Standard 9: For old, unhealthy, and stressed trees, pruning should be limited to the removal of dead branches and structural defects. Removal of live branches should be avoided or minimized.*

### 4. UTILITY PRUNING

Pruning trees to maintain clearance from voltage distribution lines is a requirement for the local utility (Southern California Edison). This is a highly specialized area of pruning that requires extensive training in safe work practices and appropriate pruning techniques. Guidelines providing detailed information regarding appropriate pruning practices for utility line clearance (such as lateral or directional pruning) are given in the Utility Pruning section of the *ANSI A300 Pruning Standards* (see References).

*Standard 10: Utility pruning requires extensive training in safe work practices and specialized pruning techniques. Prior to pruning trees for line clearance, all workers shall have documented training that meets utility and tree industry standards. Pruning practices shall follow guidelines described in ANSI A300 Pruning Standards (see References). A plan of work that incorporates these practices shall be developed prior to pruning.*

## D. Pruning Young and Juvenile Trees

Multiple benefits can be achieved by pruning trees during their formative years. These include:

- The establishment of strong structure with a commensurate reduction in failure potential as the tree matures.
- Reduction of long-term maintenance costs.
- Enhancement of tree longevity and extension of long-term environmental and social benefits.

Young trees need to have a strong, well-established central leader, strong branch attachments, adequate spacing/distribution of scaffold branches, and temporary branches retained both between scaffolds and below the lowest scaffold. Although these structural characteristics should be established as soon as possible, training of young trees is an on-going process for most species.

*Standard 11: Trees should be structurally pruned when they are young. Follow guidelines in: Training Young Trees for Structure and Form (see References). Young trees will need follow-up pruning, preferably three times in the first five years, and then periodically as they develop through the juvenile phase into maturity.*

## **E. Palm Pruning**

Several species of palms are planted in Placentia's urban forest. Being monocots, these trees have a different anatomy and form than conifer, broadleaf evergreen, or deciduous species. As a result, they require special care, particularly in regard to pruning. Generally, only dead fronds (palm leaves) should be removed. The removal of live fronds should be limited to those that are broken or severely chlorotic. Fronds should be removed carefully to avoid damage to living tissue. To avoid transmitting disease-causing organisms on pruning tools, it is important to disinfect tools before and after pruning individual trees. Although this applies to many palm species, it is particularly important for Canary Island date palm (*Phoenix canariensis*) to avoid the spread of Fusarium wilt (*Fusarium oxysporum* f. sp. *canariensis*).

*Standard 12: Palm pruning should be limited to the removal of dead, broken, and strongly chlorotic fronds. Live, healthy fronds should not be removed. Fronds should be severed close to the petiole base without damaging living trunk tissue. Palm fruit, flowers, and loose petiole bases should be removed if deemed to be a safety risk. A disinfectant (such as Clorox or rubbing alcohol) shall be used on pruning tools before and after pruning individual trees. Climbing spikes or spurs shall not be used to climb palms for pruning.*

## **F. Root Pruning**

In urban settings, trees may require root pruning, typically to address conflicts with infrastructure elements (sidewalks and curbs). Since this practice results in the loss of roots, both tree health and structural stability are affected. As a result, it is critical to be fully aware of practices used to minimize root-pruning impacts. Keep in mind that certain trees should not be root pruned, such as trees in poor condition or trees that are

leaning. In addition, some species do not respond well to root pruning, such as pepper tree (*Schinus spp.*), tulip tree (*Liriodendron tulipifera*), camphor (*Cinnamomum camphora*), Chinese evergreen elm (*Ulmus parvifolia*), and callery pear (*Pyrus calleryana*).

To minimize root-pruning impacts, a tree assessment should be conducted prior to pruning. Both tree and site conditions need to be evaluated to determine the potential for injury and structural stability loss. Following the assessment, a plan should be developed that identifies the maximum allowable size of roots to be cut, allowable proximity to the trunk for cuts, time of year when root cutting is allowable, and the most suitable method for making cuts. Both the assessment and plan should be completed by a qualified arborist. For more information on root pruning, review the following publication: *Reducing Infrastructure Damage by Tree Roots: A Compendium of Strategies* (see References).

*Standard 13. Root pruning should be considered only when other options for correcting a conflict between roots and infrastructure are deemed not practical. For trees requiring root pruning, a tree assessment shall be conducted and a root-pruning plan shall be developed by a qualified arborist (see footnote 1). Avoid root pruning during times of the year when wind loads on trees are greatest, such as during the winter months. Crown pruning prior to or following root pruning shall be done only in cases where the potential for structural failure may increase substantially because of root pruning.*

## References

ANSI A300 (Part 1)-2001 Pruning: Tree Care Operations - Tree, Shrub and Other Woody Plant Maintenance - Standard Practices (revision and redesignation of ANSI A300-1995, includes supplements). American National Standards Institute, Washington, DC.

ANSI Z133.1-2006. Standards for Arboricultural Operations: Safety Requirements. American National Standards Institute, Washington, DC.

Best Management Practices: Tree Pruning. 2002. Gilman, E. and S. Lilly. International Society of Arboriculture. Champaign, IL.

Reducing Infrastructure Damage by Tree Roots: A Compendium of Strategies. Costello, L. and K. S. Jones. 2003. Western Chapter of the International Society of Arboriculture. Cohasset, CA.

Training Young Trees for Structure and Form. Costello, L.R. 2001. Arborist News 10(2): 25-31.

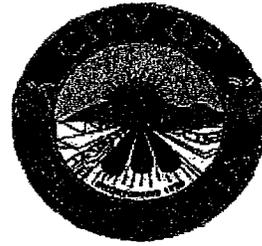
## Resources

International Society of Arboriculture  
P.O. Box 3129, Champaign, IL 61826  
[isa@isa-arbor.com](mailto:isa@isa-arbor.com)  
<http://www.isa-arbor.com/>  
<http://secure.isa-arbor.com/store/>

American National Standards Institute  
1819 L Street, NW Suite 600  
Washington, DC 20036  
(202) 293-8020  
<http://www.ansi.org/>

Department of Public Works, Bureau of Urban Forestry  
(415) 554-6700  
<http://www.sfgov.org/sfdpw/trees>

Department of the Environment  
(415) 355-3700  
<http://www.sfenvironment.com/>



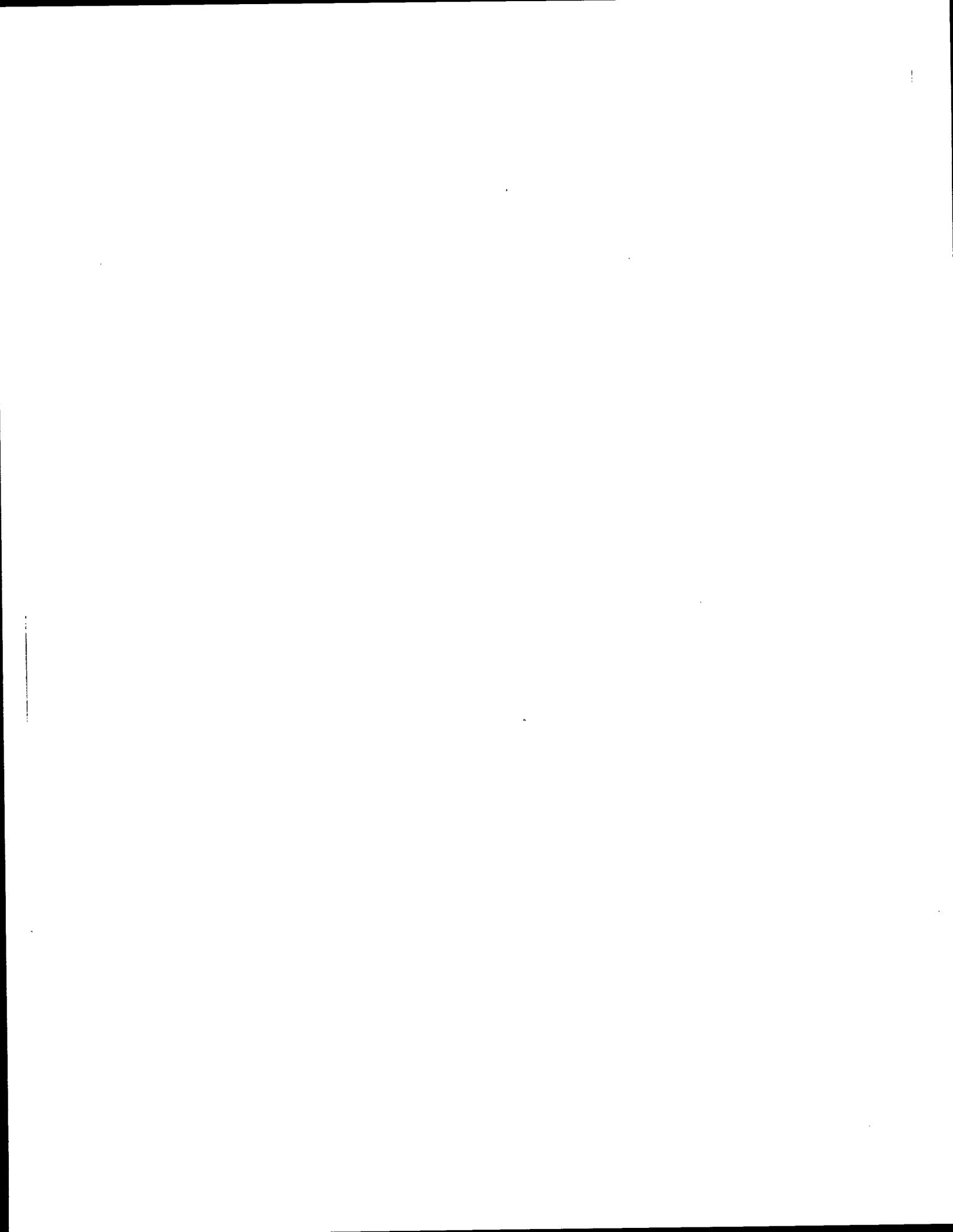
## TREE INVENTORY

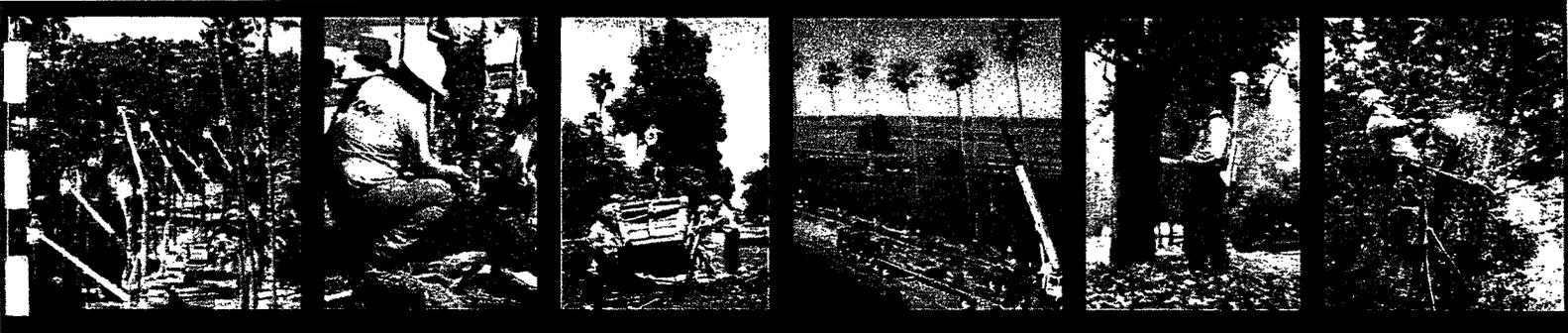
<u>Botanical Name</u>	<u>Common Name</u>	<u>Total</u>
<u>Pinus canariensis</u>	CANARY ISLAND PINE	<u>667</u>
<u>Eucalyptus citriodora</u>	LEMON-SCENTED GUM	<u>408</u>
<u>Magnolia grandiflora</u>	SOUTHERN MAGNOLIA	<u>675</u>
<u>Liquidambar styraciflua</u>	AMERICAN SWEETGUM	<u>825</u>
<u>Podocarpus gracilior</u>	FERN PINE	<u>452</u>
<u>Platanus racemosa</u>	CALIFORNIA SYCAMORE	<u>311</u>
<u>Cupaniopsis anacardioides</u>	CARROTWOOD	<u>337</u>
<u>Lophostemon confertus</u>	BRISBANE BOX	<u>347</u>
<u>Lagerstroemia indica</u>	CRAPE MYRTLE	<u>816</u>
<u>Eucalyptus camaldulensis</u>	RED GUM	<u>82</u>
<u>Platanus acerifolia</u>	LONDON PLANE	<u>120</u>
<u>Pinus halepensis</u>	ALEPPO PINE	<u>98</u>
<u>Quercus ilex</u>	HOLLY OAK	<u>108</u>
<u>Eucalyptus erythrocorys</u>	RED-CAP GUM	<u>44</u>
<u>Ulmus parvifolia</u>	CHINESE ELM	<u>96</u>
<u>Fraxinus uhdei</u>	SHAMEL ASH	<u>22</u>
<u>Cinnamomum camphora</u>	CAMPHOR TREE	<u>116</u>
<u>Quercus agrifolia</u>	COAST LIVE OAK	<u>18</u>
<u>Eucalyptus sideroxylon</u>	RED IRONBARK	<u>23</u>
<u>Jacaranda mimosifolia</u>	JACARANDA	<u>103</u>
<u>Melaleuca quinquenervia</u>	CAJEPUT TREE	<u>50</u>
<u>Pinus pinea</u>	ITALIAN STONE PINE	<u>12</u>
<u>Schinus molle</u>	CALIFORNIA PEPPER	<u>18</u>
<u>Citrus sinensis</u>	ORANGE	<u>48</u>
<u>Liquidambar styraciflua</u>		
<u>'Rotundiloba'</u>	ROUND-LEAFED SWEETGUM	<u>101</u>
<u>Cedrus deodara</u>	DEODAR CEDAR	<u>22</u>
<u>Bauhinia variegata</u>	PURPLE ORCHID TREE	<u>91</u>
<u>Eucalyptus polyanthemos</u>	SILVER DOLLAR GUM	<u>22</u>
<u>Geijera parviflora</u>	AUSTRALIAN WILLOW	<u>98</u>
<u>Pittosporum undulatum</u>	VICTORIAN BOX	<u>26</u>
<u>Pyrus calleryana 'Redspire'</u>	REDSPIRE PEAR	<u>117</u>
<u>Koelreuteria paniculata</u>	GOLDENRAIN TREE	<u>67</u>
<u>Koelreuteria bipinnata</u>	CHINESE FLAME TREE	<u>37</u>
<u>Pyrus calleryana</u>	ORNAMENTAL PEAR	<u>84</u>
<u>Schinus terebinthifolius</u>	BRAZILIAN PEPPER	<u>14</u>

<u>Brachychiton populneus</u>	BOTTLE TREE	<u>49</u>
<u>Chorisia speciosa</u>	SILK-FLOSS TREE	<u>25</u>
<u>Ficus benjamina</u>	WEeping FIG	<u>39</u>
<u>Alnus rhombifolia</u>	WHITE ALDER	<u>17</u>
<u>Ficus microcarpa 'Nitida'</u>	INDIAN LAUREL FIG	<u>16</u>
<u>Tabebuia avellanedae</u>	LAVENDER TRUMPET TREE	<u>44</u>
<u>Sequoia sempervirens</u>	COAST REDWOOD	<u>10</u>
<u>Albizia julibrissin</u>	SILK TREE	<u>31</u>
<u>Pistacia chinensis</u>	CHINESE PISTACHE	<u>46</u>
<u>Brachychiton acerifolius</u>	AUSTRALIAN FLAME TREE	<u>49</u>
<u>Ficus rubiginosa</u>	RUSTY LEAF FIG	<u>6</u>
<u>Ginkgo biloba</u>	MAIDENHAIR TREE	<u>31</u>
<u>Ilex altaclarensis 'Wilsonii'</u>	WILSON HOLLY	<u>26</u>
<u>Grevillea robusta</u>	SILK OAK	<u>8</u>
<u>Stenocarpus sinuatus</u>	FIREWHEEL TREE	<u>27</u>
<u>Cupressus sempervirens</u>	ITALIAN CYPRESS	<u>7</u>
<u>Podocarpus nagi</u>	PODOCARPUS NAGI	<u>11</u>
<u>Casuarina cunninghamiana</u>	RIVER SHE-OAK	<u>5</u>
<u>Callistemon viminalis</u>	WEeping BOTTLEBRUSH	<u>7</u>
<u>Fraxinus oxycarpa 'Raywood'</u>	RAYWOOD ASH	<u>24</u>
<u>Prunus cerasifera</u>	PURPLE-LEAF PLUM	<u>47</u>
<u>Chionanthus retusus</u>	CHINESE FRINGE TREE	<u>29</u>
<u>Eucalyptus ficifolia</u>	RED FLOWERING GUM	<u>14</u>
<u>Fraxinus spp.</u>	ASH	<u>1</u>
<u>Ceratonia siliqua</u>	CAROB	<u>1</u>
<u>Casimiroa edulis</u>	WHITE SAPOTE	<u>1</u>
<u>Viburnum tinus</u>	LAURUSTINUS	<u>11</u>
<u>Pittosporum tobira</u>	MOCK ORANGE	<u>8</u>
<u>Pinus thunbergiana</u>	JAPANESE BLACK PINE	<u>8</u>
<u>Sapium sebiferum</u>	CHINESE TALLOW TREE	<u>16</u>
<u>Fraxinus velutina</u>	ARIZONA ASH	<u>4</u>
<u>Calodendrum capense</u>	CAPE CHESTNUT	<u>15</u>
<u>Syzygium paniculatum</u>	BRUSH CHERRY	<u>9</u>
<u>Pyrus kawakamii</u>	EVERGREEN PEAR	<u>5</u>
<u>Pinus pinaster</u>	CLUSTER PINE	<u>8</u>
<u>Prunus persica</u>	PEACH	<u>13</u>
<u>Zelkova serrata</u>	SAWTOOTH ZELKOVA	<u>9</u>
<u>Eucalyptus torquata</u>	CORAL GUM	<u>1</u>
<u>Acer saccharinum</u>	SILVER MAPLE	<u>3</u>
<u>Podocarpus macrophyllus</u>	YEW PINE	<u>11</u>
<u>Araucaria heterophylla</u>	NORFOLK ISLAND PINE	<u>7</u>
<u>Umbellularia californica</u>	CALIFORNIA BAY	<u>4</u>
<u>Nerium oleander</u>	OLEANDER	<u>20</u>
<u>Tabebuia chrysotricha</u>	GOLDEN TRUMPET TREE	<u>12</u>
<u>Magnolia grandiflora 'Majestic Beauty'</u>	MAJESTIC BEAUTY MAGNOLIA	<u>7</u>
<u>Metrosideros excelsus</u>	NEW ZEALAND CHRISTMAS TREE	<u>8</u>

<u>Ligustrum lucidum</u>	GLOSSY PRIVET	3
<u>Cedrus spp.</u>	CEDAR	3
<u>Olea europaea</u>	OLIVE	3
<u>Ulmus parvifolia 'True Green'</u>	TRUE GREEN ELM	7
<u>Chitalpa tashkentensis</u>	CHITALPA	9
<u>Other tree</u>	OTHER TREE	7
<u>Eucalyptus globulus</u>	BLUE GUM	3
<u>Eucalyptus maculata</u>	SPOTTED GUM	1
<u>Yucca gloriosa</u>	SPANISH DAGGER	1
<u>Pittosporum viridiflorum</u>	CAPE PITTOSPORUM	1
<u>Juniperus chinensis 'Torulosa'</u>	HOLLYWOOD JUNIPER	3
<u>Robinia pseudoacacia 'Purple Robe'</u>	PURPLE ROBE LOCUST	3
<u>Photinia fraseri</u>	FRASERS PHOTINIA	4
<u>Pinus torreyana</u>	TORREY PINE	1
<u>Betula spp.</u>	BIRCH	5
<u>Melia azedarach</u>	CHINABERRY	2
<u>Yucca spp.</u>	YUCCA	6
<u>Betula pendula</u>	EUROPEAN WHITE BIRCH	6
<u>Lagerstroemia indica 'Tuscarora'</u>	CRAPE MYRTLE TUSCARORA	6
<u>Bauhinia blakeana</u>	HONG KONG ORCHID TREE	6
<u>Bauhinia spp.</u>	ORCHID TREE	6
<u>Musa spp.</u>	BANANA	6
<u>Koelreuteria spp.</u>	KOELREUTERIA	5
<u>Eriobotrya deflexa</u>	BRONZE LOQUAT	4
<u>Ficus elastica</u>	RUBBER TREE	2
<u>Fraxinus velutina 'Modesto'</u>	MODESTO ASH	3
<u>Erythrina caffra</u>	KAFFIRBOOM CORAL TREE	2
<u>Pyrus calleryana 'Aristocrat'</u>	ARISTOCRAT PEAR	8
<u>Ginkgo biloba 'Autumn Gold'</u>	AUTUMN GOLD GINKGO	4
<u>Diospyros kaki</u>	JAPANESE PERSIMMON	3
<u>Eriobotrya japonica</u>	EDIBLE LOQUAT	3
<u>Juglans spp.</u>	WALNUT	1
<u>Quercus suber</u>	CORK OAK	1
<u>Carya illinoensis</u>	PECAN	1
<u>Calocedrus decurrens</u>	INCENSE CEDAR	1
<u>Eucalyptus spp.</u>	EUCALYPTUS	1
<u>Araucaria columnaris</u>	STAR PINE	1
<u>Psidium guajava</u>	GUAVA	1
<u>Magnolia stellata</u>	MAGNOLIA	1
<u>Cunonia capensis</u>	AFRICAN RED ALDER	1
<u>Magnolia soulangiana</u>	SAUCER MAGNOLIA	2
<u>Acer negundo</u>	BOX ELDER	1
<u>Callistemon spp.</u>	BOTTLEBRUSH	2
<u>Punica granatum</u>	POMEGRANATE	2
<u>Juniperus chinensis</u>	CHINESE JUNIPER	2

<u>Pittosporum rhombifolium</u>	QUEENSLAND PITTOSPORUM	2
<u>Agathis robusta</u>	QUEENSLAND KAURI	3
<u>Eugenia aggregata</u>	CHERRY OF THE RIO GRANDE	3
<u>Hibiscus syriacus</u>	ROSE-OF-SHARON	3
<u>Ligustrum confusum</u>	PRIVET	3
<u>Cycas revoluta</u>	SAGO PALM	2
<u>Prunus armeniaca</u>	APRICOT	2
<u>Lagerstroemia indica 'Pink'</u>	CAPE MYRTLE PINK	2
<u>Hibiscus rosa-sinensis</u>	CHINESE HIBISCUS	2
<u>Malus floribunda</u>	CRABAPPLE	2
<u>Persea americana</u>	AVOCADO	1
<u>Cornus spp.</u>	DOGWOOD	1
<u>Nolina stricta</u>	PONYTAIL TREE	1
<u>Acacia melanoxylon</u>	BLACK ACACIA	1
<u>Pyrus calleryana 'Chanticleer'</u>	CHANTICLEER PEAR	1
<u>Pittosporum spp.</u>	PITTOSPORUM	1
<u>Prunus biireiana</u>	FLOWERING PLUM	1
<u>Morus alba</u>	WHITE MULBERRY	2
<u>Brachychiton discolor</u>	PINK FLAME TREE	1
<u>Gleditsia triacanthos</u>	HONEY LOCUST	1
<u>Picea spp.</u>	SPRUCE	1
<u>Citrus limon</u>	LEMON	1
<u>Xylosma congestum</u>	XYLOSMA	1
<u>Pithecellobium dulce</u>	GUAMUCHIL	1
<u>Ficus spp.</u>	FIG	1
<u>Tecomaria capensis</u>	CAPE HONEYSUCKLE	1
<u>Prunus campanulata</u>	FLOWERING CHERRY	1
<u>Celtis sinensis</u>	CHINESE HACKBERRY	1
<u>Malus sylvestris</u>	EDIBLE APPLE	1
<u>Calocedrus spp.</u>	INCENSE CEDAR	1
<u>Lagerstroemia indica 'Purple'</u>	CAPE MYRTLE PURPLE	1
<u>Ailanthus altissima</u>	TREE OF HEAVEN	1
<b>Palm Trees:</b>		
<u>Phoenix canariensis</u>	CANARY ISLAND DATE PALM	67
<u>Syagrus romanzoffianum</u>	QUEEN PALM	658
<u>Washingtonia robusta</u>	MEXICAN FAN PALM	318
<u>Phoenix dactylifera</u>	DATE PALM	54
<u>Archontophoenix cunninghamiana</u>	KING PALM	124
<u>Phoenix roebelenii</u>	PYGMY DATE PALM	116
<u>Trachycarpus fortunei</u>	WINDMILL PALM	115
<u>Washingtonia filifera</u>	CALIFORNIA FAN PALM	9
<u>Neodypsis decaryi</u>	TRIANGLE PALM	3
<u>Brahea edulis</u>	GUADALUPE PALM	1
<u>Chamaerops humilis</u>	MEDITERRANEAN FAN PALM	1





# CITY OF PLACENTIA

## Proposal for Tree Trimming Services



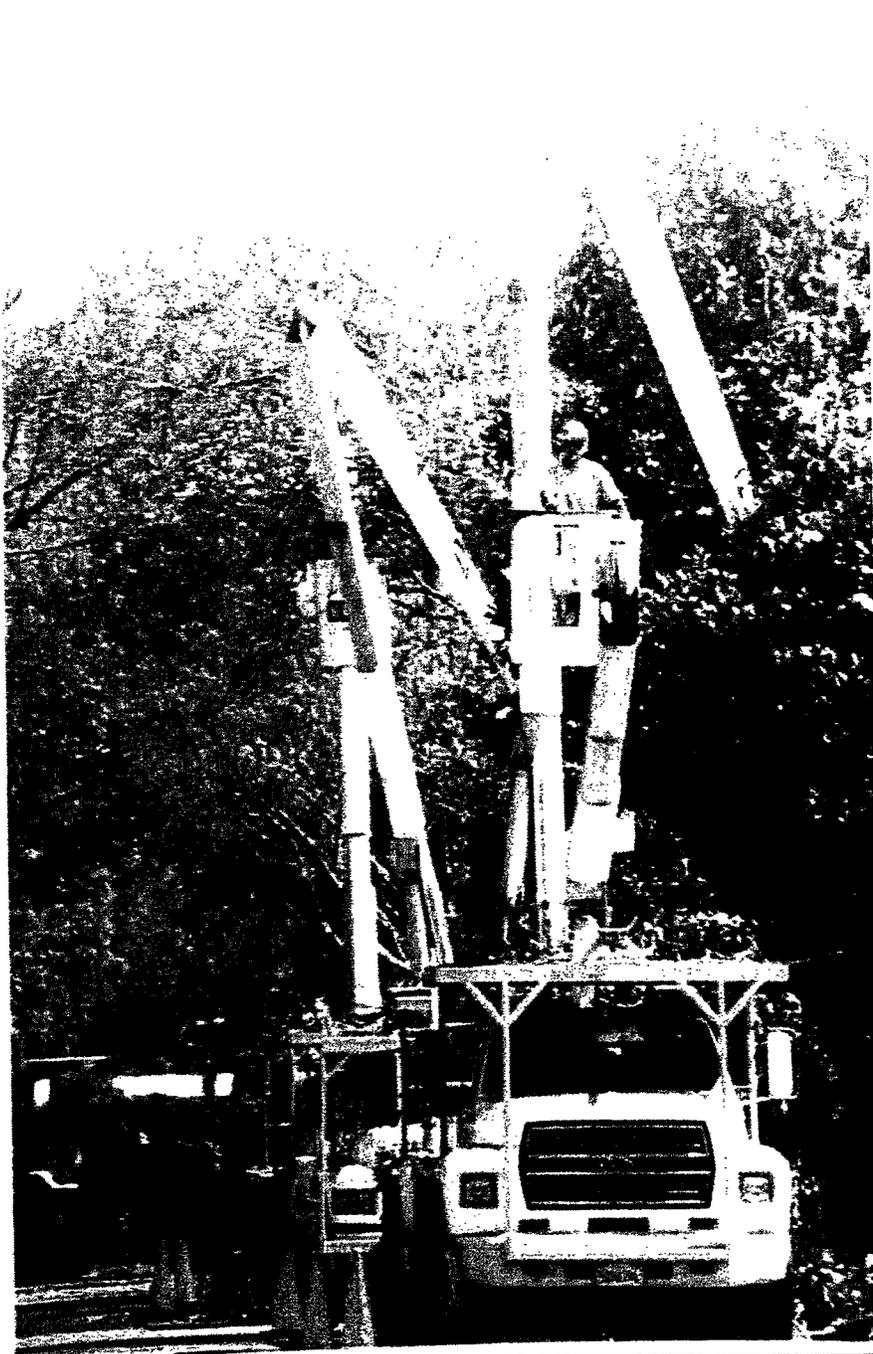
1. Background & Experience	
Introduction .....	3
Staff Qualifications .....	5
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Services to be Performed .....	25
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4. Management Plan	
Staff Qualifications (Project Team) .....	43
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West Coast Arborist's (WCA) vision is to deliver the best Urban Forestry Management Program in California. We achieve our vision by making total quality our way of doing business, by relentless pursuit of full customer satisfaction in every respect, by empowering our trained people, by leading the industry in state-of-the-art urban tree care services, and by performing superior and safe operations on a seven day a week, twenty-four hour a day basis.

Our corporate values include listening to our customers and improving our services to meet their needs. We are committed to providing superior performance and are accountable for our actions and results. Our leadership sets clear goals and expectations for the organization, is supportive of our outstanding and diverse WCA team, and

WCA crews working in the City of Fullerton



provides and seeks frequent feedback from our customers.

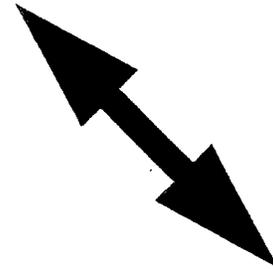
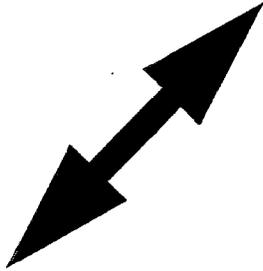
As a corporate citizen, WCA's responsibility and accountability are to the communities where we do business. We hold ourselves to the highest standards of ethical conduct and environmental responsibility, communicating openly with our customers and the communities in which we work.

Customer satisfaction is our top priority. We guarantee your complete satisfaction with all aspects of our services. Our dedication to customer service has earned WCA a reputation unequalled in the industry for dependability, integrity, quality and courtesy.

We authorize our employees to do whatever is necessary to achieve the highest quality results. We know that high quality work saves our customers precious time and is far more cost effective if we do our work properly the first time. We are committed to courteous and prompt customer service to fully resolve any problem.

We believe in an Interactive Partnership where municipalities can confidently rely on WCA to assist them with any of their tree care needs. Our goals in urban tree care are to extend the life of all trees, preserve public safety, and produce a reliable source of shade, beauty, and the many benefits that result from healthy trees in parks and City right-of-ways.

**COMMUNITY**



**CITY ADMINISTRATORS**



- City Council**
- Public Works Department**
- Public Works Commission**
- Street Maintenance Department**
- Parks Commission**

**WCA RESOURCES**



- Cost effectiveness**
- Increased service levels**
- Precise scheduling of work**
- WCISA certified staff**
- State-of-the-art technology**



WCA is committed to a pro-active policy that reflects our sense of corporate and social responsibility. We have the qualifications, equipment, and corporate capabilities to meet the community's environmental and public safety needs. Our certified teams ensure the community that the work performed will be in accordance with industry standards. Our large fleet of equipment allows us to dedicate specific pieces to the City. Our support staff aids the field team with tailored information and database access which provides communities with a comprehensive urban tree care program.

**INTRODUCTION**

West Coast Arborists, Inc. (WCA) is a family-owned and operated company employing nearly 600 full-time employees providing various tasks to achieve one goal: serving communities who care about trees. Our employees operate from one of our six California offices: Anaheim, Fresno, San Diego, San Jose, Stockton, Riverside, and Ventura serving over 200 municipalities. The company is comprised of a top management team, a management committee and a safety committee. Staff members have diverse educational backgrounds including accounting, business administration, engineering and forestry.

**WCA WORK FORCE**

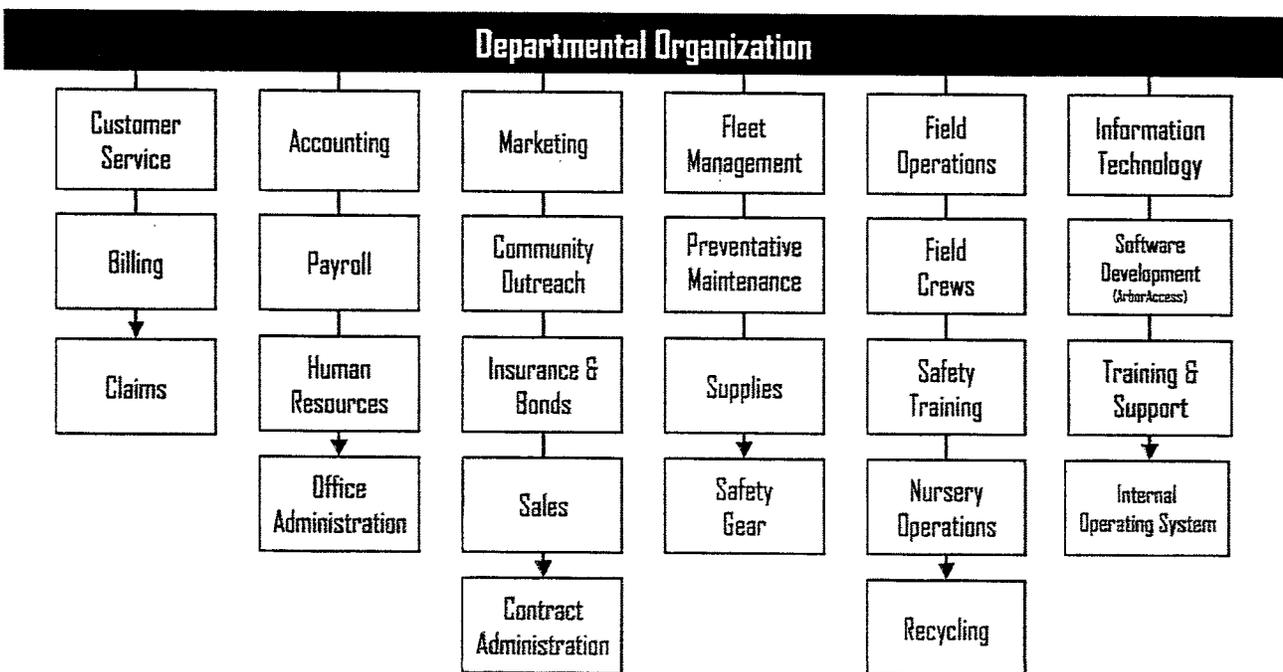
WCA actively maintains ongoing processes to assure that only qualified and competent staff provides safe and quality tree maintenance services. These skilled employees can only be achieved through both training and work experience. We believe that essential experience should always be obtained through qualified supervision; this includes both basic and extended skills. WCA makes every attempt to ensure that this is undertaken before career advancement, leading a crew, or performing work.

**CERTIFICATION**

WCA prides itself in working to get its employees certified through the International Society of Arboriculture, raising the standard of professional tree care companies. This standard exemplifies our company's commitment to providing customers with competent, knowledgeable certified workers. WCA employs a large number of ISA Certified Arborists and ISA Certified Tree Workers, they are shown on the following page.

**EVALUATION**

WCA employees are evaluated through an internal mechanism supervised by the Management Team. Each employee performs his duties according to a criteria-based job description that reflects safety, quality workmanship, productivity, appropriateness of care, problem solving and customer service. A performance appraisal is conducted for each employee upon completion of the probationary period and at least annually thereafter. Each worker is also required to complete a competency assessment and orientation upon hire and annually thereafter in selected areas to assure that ongoing requirements are met and opportunities for improvement are identified.



PATRICK D. MAHONEY  
President



**Professional Registration**  
ISA, Certified Arborist #WE-1172A

Mr. Mahoney founded West Coast Arborists, Inc. in 1972. As President and Chief Executive Officer, Mr. Mahoney oversees the complete operation of the company. Under his direction the company has grown from 3 employees and 2 trucks to over 600 employees with a 700 plus unit fleet. In December of 2009, the Anaheim Chamber of Commerce honored Patrick as the "Business

Champion of the Year" for 2009. The Business Champion of the Year Award recognizes an individual who uses their professional expertise and talents in activities that promote business and the Anaheim community.

**Professional Affiliation**

- Founder - Southern California Tree Trimmers Jamboree*
- Past President and Honorary Lifetime Member - Western Chapter ISA*
- Served 1989-97 - ISA Certification Committee*
- Award of Merit - Western Chapter ISA, 1997*
- Award of Achievement - ISA, 1998*
- Society of Commercial Arborists*
- Municipal Arborists Association*
- Street Tree Seminar*
- Tree Care Industry Association*
- Maintenance Superintendents Association*
- Utility Arborists Association*
- California Oak Foundation*

ROSE M. EPPERSON  
Vice President



**Professional Registration**  
B.S., Business Administration, Argosy University, Costa Mesa, CA  
American Society of Consulting Arborists, Executive  
ISA, Certified Arborist #WE-1045A

Mrs. Epperson has been with WCA since August 1979, and she has been a director at WCA since 1992. Her experience lies in accounting and administration. She is responsible for administrative and accounting functions on a corporate level. She

has been involved in the implementation and management of our computerized accounting, estimating and job costing programs.

**RICHARD MAHONEY**

Vice President



**Professional Registration**

**B.S., Business Administration, *University of Houston*, Houston, TX  
ISA, Certified Arborist #WE-1171A**

Mr. Mahoney has been with WCA since 1974 and has over 35 years experience in the tree care industry. He is responsible for internal operations, management of our fleet including maintenance and repairs, as well as overseeing facilities, supplies and purchasing. Prior to his present position with WCA, he spent two years as Vice President of Operations for Golden Coast Environmental Services, a computer oriented urban forestry consulting firm in Irvine, CA. With an extensive background in information systems management, he oversees the computer operations of WCA. He has also served as a member of the Board of Directors since 1978.

**RANDY THOMPSON**

Vice President/ Area Manager



**Professional Registration**

**ISA Certified Arborist #WE-1043A  
TCIA, Certified Tree Care Safety Professional, #771  
Wildlife Training Institute, Certified Wildlife Protector #581**

Mr. Thompson has been with WCA since 1978. He has over 30 years experience in the arboriculture field. He is responsible for estimating, scheduling, contract administration, personnel and daily operation. He is responsible for field operations, customers service, and management of crews throughout Orange County. Through his employment he has gained valuable experience in computer estimating, tree inventory systems, and costing programs which are essential in the efficient operation of tree crews.

**ANDREW R. TROTTER**

Vice President, Field Operations Manager



**Professional Registration**

**California Urban Forests Council, Certified Urban Forester #103  
ISA, Certified Utility Arborist #WE-642AU  
Wildlife Training Institute, Certified Wildlife Protector #533  
TCIA, Certified Tree Care Safety Professional, #142**

Mr. Trotter has been with WCA since August of 1982. Prior to that, he had eight years experience in the tree care industry. After working as a Foreman for eight years, Mr. Trotter was promoted to Field Operations Manager in March of 1990. As Field Operations Manager, he supervises all of the field operations as well as oversees our safety, training, nursery and wood recycling facility. He has been an industry leader in many key projects including United Voices for Healthier Communities Great Clean Air Planting Project, Toolkit for Developing Urban Forest Management Plans and the Western Chapter ISA's annual "Workday" fundraiser.

**DEBORAH DEPASQUALE**

*Vice President, Contract Service*



**Professional Registration**

**B.A., Entrepreneurial Management minor in Political Science,  
*California State University Fullerton, Fullerton, CA***

**ISA, Certified Arborist #WE-3812A**

**Employee of the Year, WCA 1995**

Ms. DePasquale has been with WCA since November of 1993. Before that time, she worked as a consultant for WCA and was a Senior Account Executive for a finance company for five years. Her responsibilities include managing Customer Service, Billing, Administration and Human Resources. Ms. DePasquale has over 20 years computer experience and 17 years in the tree care industry.

**CHRISTOPHER CRIPPEN**

*Vice President, MIS*



**Professional Registration**

**Microsoft Certified Professional**

Mr. Crippen has been with WCA since October of 1995. At that time, he had four years experience as a computer programmer for an insurance company. He supports the tree inventory software created by WCA, as well as customizes each software package for each City. In addition, he maintains the inventory databases compiled by the Inventory Specialists. He has over 18 years computer programming experience and over 14 years experience in the tree care industry.

**VICTOR GONZALEZ**

*Vice President, Marketing*



**Professional Registration**

**B.S., Engineering Technology - Construction Management, *California State University, Long Beach, Long Beach, CA***

**ISA, Certified Arborist #WE-7175A**

**ATSSA, Certified Traffic Control Designer #00236811**

**TCIA, Certified Tree Care Safety Professional, #761**

**Employee of the Year, WCA 2009**

Mr. Gonzalez has been with WCA since June of 1999. During the previous two years, he worked as a Public Works Inspector for a private engineering firm serving cities in Orange and Los Angeles Counties. Before that time, he served the City of Bellflower for four years as an Executive Assistant to the Director of Public Services. His responsibilities included contract administration, project management, and customer service. He has over seven years of city government and public works experience and 11 years in the tree care industry. He is a member of the firm's Management Team that provides strategic leadership and business development. He leads the sales force in developing its customer base and strategic marketing plans. He oversees the procurement of company's annual insurance policy coverage and nearly 200 contracts.

**STEVE BROWN**

*Inventory Supervisor*



**Professional Registration**

**B. S., Ornamental Horticulture, Cal Poly Pomona, Pomona, CA**

Mr. Brown has been with WCA since November of 2000. Before that time he worked for Davey Resource Group as a Project Manager and for Golden Coast Environmental Services as an Inventory Supervisor. His responsibilities include planning and implementation of street tree inventories, performing quality control on tree inventory data and supervision of tree inventory data collection staff. He also provides technical support for our inventory software program, ArborAccess and performs Geographic Information Systems (GIS) functions. Mr. Brown has over 20 years of experience in the tree care industry.

**BRIAN KOCH**

*Inventory Specialist*



**Professional Registration**

**B.S., Ornamental Horticulture, Cal Poly Pomona, Pomona, CA  
ISA, Certified Arborist #WE-341A**

Mr. Koch has been with WCA since November of 2000. He has over 25 years experience in the tree care industry. As a Data Collector he has inventoried trees throughout North America including Hawaii. His responsibilities include collecting tree site information for building databases. In addition, he develops master street tree planting programs and recommends species. Mr. Koch is member of the ISA and the Southern California Turfgrass Council.

**RENE PORTILLO**

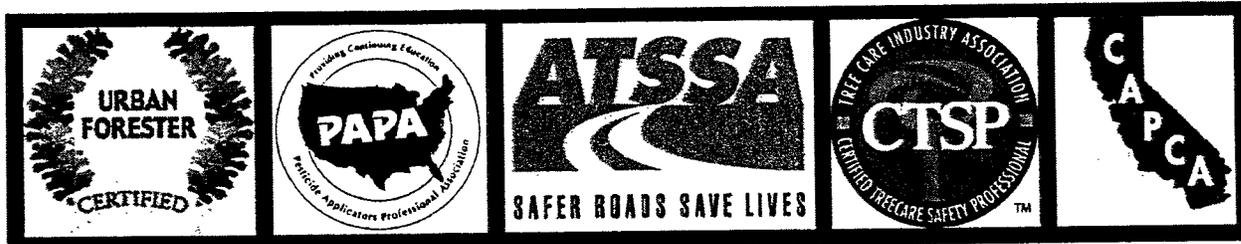
*Safety Trainer*



**Professional Registration**

**ISA, Certified Utility Arborist #WE-2038AU  
ISA, Certified Tree Worker #579C  
TCIA, Certified Tree Care Safety Professional #CTSP-137  
NCCCO, Certified Crane Operator #051223269  
ATSSA, Certified Traffic Control Supervisor #00227843**

Mr. Portillo has been with WCA since September of 1993. As the Safety Trainer, he is responsible development, implementation and review of in-house training programs utilized for new hire and existing employees. These programs include administering certification training, crew leader training, commercial license, etc. He is also responsible for the Injury and Illness Prevention Program (IIPP), crew safety audits as well as follows up on safety improvement plans if accidents or incidents occur. Mr. Portillo has over 18 years experience in the tree care industry.



## CERTIFIED URBAN FORESTER

The California Urban Forests Council's Certified Urban Forester program recognizes, encourages, and enhances the education, experience and professional status of urban forestry professionals, while providing agencies, organizations, and companies that utilize their services a benchmark for identifying qualified professionals. The Certified Urban Forester Program grants certification to individuals who meet both educational and professional prerequisites and have compiled with the requirements, including passing a required certification examination.

Andrew Trotter, Certified Urban Forester #103

## CERTIFIED TREE CARE SAFETY PROFESSIONAL

The Tree Care Industry Association (TCIA) accredits tree companies, develops safety and education programs, establishes standards of tree care practice and provides management information for arboricultural firms around the world. Our purpose for having Certified Tree Care Safety Professionals (CTSP) is to improve worker safety by empowering and encouraging the development of a culture of safety. Currently, WCA has the greatest number of CTSP's in the state of California and they are listed as follows:

J. Nick Alago	CTSP-250	Jason Davlin	CTSP-570	Juan Marquez	CTSP-143	Jason Pinegar	CTSP-259	Randy Thompson	CTSP-771
Robert Barr	CTSP-299	J. Alonso Garcia-Lopez	CTSP-301	Herminio Padilla	CTSP-139	Rene Portillo	CTSP-137	Robert Thompson	CTSP-755
Joseph Batola	CTSP-303	Victor Gonzalez	CTSP-761	Michael Palat	CTSP-302	Frank Quinn	CTSP-562	Andrew Trotter	CTSP-142
David Cooper	CTSP-574	Steve Hunt	CTSP-564	J. Manuel Perez	CTSP-575	H. Angel Rincon	CTSP-763	J. Charles Working	CTSP-141
Amie Dahl	CTSP-760	Veronica King	CTSP-140	Lorenzo Perez	CTSP-312	Jimmy Russo	CTSP-573		

## UTILITY LINE CLEARANCE TREE WORKERS

The State's Occupational Safety and Health Administration (Cal/OSHA) requires employers of line clearance tree trimmers and aerial lift operators to ensure that their workers have received specific training in accordance with the American National Standard's Institute Z133.2 guidelines. We have an extensive training program that aids in the continued development of our 60 Utility Line Clearance Tree Workers. A listing of names can be provided upon request.

## PEST CONTROL APPLICATOR/ DEPT. PESTICIDE REGULATION

California Agriculture Production Consultants Association (CAPCA) and the Department of Pesticide Regulation (DPR) offer licensing programs to promote and educate the applicator, thereby fostering the highest quality pest management standards while recognizing our responsibility to the public, our employees, and the environment.

Jason Davlin, #PCA-30-000170

Erick Serrano, #OAC114846

Tim Crothers, #OAC123167

## ATSSA CERTIFIED TRAFFIC CONTROL

The American Traffic Safety Services Association (ATSSA) provides quality roadway safety education and training. Their progressive and innovative approach to training and education has made them the state-recognized leader in traffic control safety. The following employees hold designated certifications:

Robert Barr, Technician #228623  
 Ramualdo Gaeta, Technician #233729  
 Victor Gonzalez, Designer #236811

Juan Marquez, Technician #228625  
 Herminio Padilla, Technician #228618  
 Jason Pinegar, Designer #236727

Rene Portillo, Supervisor #227843  
 J. Charles Working, Technician #228622

**CERTIFIED ARBORISTS**

International Society of Arboriculture Arborist Certification provides an educationally challenging program designed to upgrade the knowledge and proficiency levels in the tree care profession. Having an ISA Certified Arborist oversee the project is vital for the quality and craftsmanship of proper urban tree care. Our Arborists accumulate 10 Continuing Education Units (CEUs) annually, which help to ensure that they are keeping up with the latest research and techniques. Below is a list of our ISA Certified Arborists:



Jose Abalos	WE-8734A	Rose Epperson	WE-1045A	Richard Mahoney	WE-1171A	William Ponce	WE-6461A
J. Nick Alago	WE-4396AU	J. Alonso Garcia-Lopez	WE-8499A	Gail Manzaneda	WE-3858A	Rene Potillo	WE-2038AU
Robert Barr	WE-1401AU	Kelley Gilleran	WE-7061A	Rebecca Mejia	WE-2355A	Frank Quinn	WE-1085AU
Eugene Barrientos	WE-8701AU	Victor Gonzalez	WE-7175A	Filandro Menjivar	WE-7014AU	Jesus Raya	WE-3449A
Joseph Bartolo	WE-2034AU	James Goss	WE-1042A	Hector Montez	WE-8079AU	Adan Reynaga	WE-7786A
Carlos Bracamontes	WE-8557A	Felix Hernandez	WE-2037A	Michael Morris	WE-1095A	H. Angel Rincon	WE-8710A
Manuel Briano	WE-8791A	Jaime Hernandez	WE-5297A	Juan Ortiz	WE-8514A	Rene Rosales	WE-7941A
Wallace Burch	WE-0713A	Steve Hunt	WE-1044A	Herminio Padilla	WE-7552AU	Erick Serrano	WE-6750A
David Cooper	WE-0497A	Brian Kock	WE-0341A	Marco Padilla	WE-8621A	Randy Thompson	WE-1043A
Leonel Cortez	WE-8625A	Eleuterio Lira	WE-1906A	Michael Palat	WE-6541AUM	Robert Thompson	WE-0915AU
Jose Cortez-Torres	WE-8539AU	Austin Lopez	WE-8906A	Gerardo Perez	WE-9131A	Andrew Trotter	WE-0642AU
Jason Davlin	WE-7628A	Ignacio Lopez	WE-7329AU	Jose Perez	WE-0818A	Jefferey Williams	WE-1100A
Deborah DePasquale	WE-3812A	Jorge Magana	WE-3460A	Lorenzo Perez	WE-7443A	J. Charles Working	WE-1592A
Al Epperson	WE-0719AU	Patrick Mahoney	WE-1172A	Jason Pinegar	WE-2039AU	Sara Young	WE-6373A

*\*U denotes Utility Specialist designation  
\*M denotes Municipal designation*

**CERTIFIED TREE WORKERS**

The purpose of the ISA Tree Worker Certification is to establish a meaningful standard of skill and work quality, to establish and measure a level of training and knowledge, and to promote safe work practices. In an effort to provide the best possible urban tree care, WCA hires, trains and assigns Certified Tree Workers for our projects. This insures that a minimum level of training and knowledge for arboriculture has been obtained and that safe work practices and overall safety will be performed. We ensure continuing education and training for those Tree Workers who may wish to gain knowledge in arboriculture or who may want to become Certified Arborists. Below is a list of our Western Chapter ISA Certified Tree Workers:



Jose Abalos	1472C	Camerino Coronel	1297C	Jose Jimenez	1076C	Josafat Montoya	1788C	Daniel Rivas	1609C
Jose Aguayo	1050C	Jose Coronel	0851C	Samuel Jimenez	2033C	Michael Morris	0240C	Joel Rivera	1206C
Deifino Aguilar-Morales	1946C	Leonel Cortez	1188C	Francisco Jimenez	0375C	Rene Nunez	1141C	Adam Rodrigues	0493C
Nelson Aguirre	1460C	Jose Cortez-Torres	1770C	Juan Jimenez	0990C	Gerardo Orduno	1961C	Jose Rodriguez	0594C
Ariel Alonso	0489C	Pedro Cuevas	1001C	Demetrio Lira	1694C	Joel Ortiz	0993C	Andres Roman	1967C
Jose Alvarez	1497C	Nieves De Paz	988C	Eleuterio Lira	0426C	Juan Ortiz	1505C	Rene Rosales	1259C
Mateo Arvizu	2014C	Jorge Ouenas	1002C	Alfredo Lopez	0925C	Demetrio Oseguera	1008C	Isaias Sanchez	1073C
Miguel Avalos	1896C	J. Refugio Escamilla	1268C	Armando Lopez	1255C	Marco Padilla	1603C	Salustio Sanchez	1508C
Salvador Avelar	1278C	Faustino Espinoza	1510C	Austin Lopez	1898C	Aurelio Paz-Guzman	1191C	Enrique Sandoval	1272C
Eduardo Avila	0420C	Romualdo Gaeta	0368C	Francisco Lopez	0992C	Juan Pena-Arias	0370C	Emigdio Serrano-Perez	1856C
Manuel Barragan	1461C	Gabriel Gamino	1051C	Juan Lopez	1431C	Celestino Perez	1120C	Salomon Silva	0858C
Martin Barrera	1136C	Felix Garcia	1003C	Sergio Lopez-Rivera	1103C	Gerardo Perez	1948C	Armando Soto	1994C
Eugene Barrientos	172E	J. Socorro Garcia	1990C	Isaias Macias	1965C	Jose Juan Perez	1993C	Raul Tapia	1950C
Juan Becerra	0637C	Pedro Garcia	1921C	Miguel Macias	1024C	Jose Manuel Perez	0352C	Juan Tellez	1656C
Manuel Briano	1606C	Ramon Gomez	1984C	Jose Mancilla	1299C	Lorenzo Perez	7081C	Robert Thompson	0219C
Wallace Burch	0329C	Ventura Gomez	1190C	Eduardo Martinez	0430C	Luis Perez	1966C	Jose Vazquez	2032C
Jose Cancino	1663C	Antonio Gradilla	0971C	Joel Martinez	1087C	Rene Portillo	0579C	Julio Vega	1164C
Manuel Candelario	0577C	Raymundo Gutierrez	1074C	Hugo Mendoza-Dorantes	1447C	Francisco Ramirez	1009C	Marco Vergara	1465C
Eligio Cardoso	1070C	Fausto Guzman	1116C	Filandro Menjivar	1956C	Carlos Ramos	2015C	Francisco Villanueva	1552C
Agustin Carrillo	1097C	Felix Hernandez	0424C	Santo Menjivar	1075C	Gonzalo Regalado	0495C	Cesario Wenceslao	1011C
Ranulfo Castaneda	1923C	Pedro Hernandez	1503C	Hector Montes	1007C	Adan Reynaga	0435C	Jeffery Williams	0437C
Antonio Castellanos	0491C	Steve Hunt	0425C	Jesus Montes	1296C	Marcos Richard-Martinez	1661C	J. Charles Working	0547C
Humberto Chavarria	1498C	Carlos Ixta	1052C		0583C	H. Angel Rincon	0614C	Jaime Zamora Jr.	1919C

## WILDLIFE PROTECTION PLAN



A single violation of the Migratory Bird Treaties Act of 1918 (MBTA, 16 U.S.C. 703-711) carries with it a \$1,000 fine or 6 months in jail. The MBTA makes it unlawful to take, possess, buy, sell, purchase, or barter any migratory bird listed in 50 C.F.R. Part 10, including feathers, or other parts, nests, eggs, or products except as allowed by implementing regulations (50 C.F.R. Part 21). In addition, Sections 3505, 3503.5, and 3800 of the California Department of Fish and Game Code prohibit taking, possessing, or destroying birds, their nests or eggs. Disturbances that cause nest abandonment and/or loss of reproductive effort (e.g. killing or abandonment of eggs or young) may be considered taking and are potentially punishable by fines and/or imprisonment. The Endangered Species Act also protects listed animals; it is unusual to encounter listed species in urban setting. Avoiding violation of the taking provision generally requires that the project-related disturbances of active nests and territories be reduced or eliminated during the nesting cycle. A typical birdnesting cycle can begin in Spring and end in early Summer. WCA will make every attempt to protect all birds (including Migratory Birds), animals, and nests within trees. Listed below are steps to follow:

### STANDARD PRUNING

1. Before commencing work, a visual inspection of the entire tree will be performed. Crews will check for any sign of birds nesting within the tree and for other wildlife nearby.
2. Should there be any sign of bird nesting or other wildlife within or near a tree, the Foreman will further check to see if it is an active or inactive nest.
3. If the nest is inactive, the crew will prune the tree around the nest location without disturbing its shelter and protection from weather elements and potential predators. The Foreman will notify the Agency's Inspector about the existing nest.
4. If the nest is active, the Foreman will attempt to prune the tree around the nest location without disturbing its shelter and protection from weather elements and potential predators. If this cannot be done, the Foreman will notify his Area Manager, Customer Service Representative and the Agency's Inspector. A request for further direction will be made to the Inspector.

### WHEN FINDING A BIRD OR NEST

1. If you find a young bird that has been displaced from its nest and appears to be healthy, carefully place the bird back in its nest.
2. If the entire nest has fallen, try to place it back where it came from. If you cannot reach the nest, leave the bird where you found it so that its mother can take care of it. If the bird is in an unsafe location (on the street or sidewalk) place it in a safer location, close enough so that its mother can still find it.
3. If you find a bird that is need of assistance, place it in a clean cardboard box lined with either a clean towel or paper towels. Be sure to place air holes in the box before you place the bird inside.
4. Do not attempt to feed the bird and do not force it to drink.
5. Contact your Customer Service Representative who will in turn contact the nearest wildlife rehabilitation facility, or the State of California Department of Fish and Game as soon as possible.

David Cooper      CWP 538  
Michael Palat      CWP 575

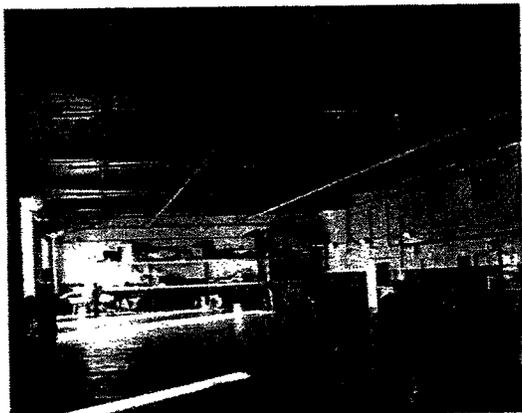
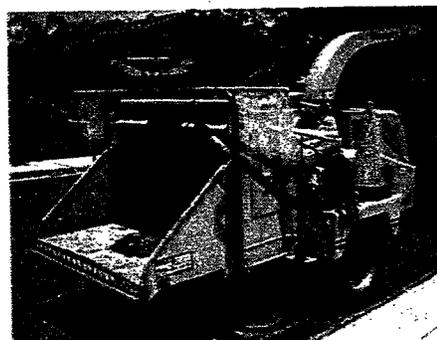
Rene Portillo      CWP 567  
Jimmy Russo      CWP 579

Randy Thompson      CWP 581  
Andrew Trotter      CWP 533

## INTRODUCTION

Our modern fleet consists of over 600 vehicles that undergo daily inspection by each driver. All equipment is kept serviced and free of graffiti at all times and is painted and detailed on a regular basis. We have a credit line of \$2 million dollars for the acquisition of new equipment.

WCA's policy is that all employees hold a valid, insurable Driver's License. We are enrolled in the DMV's Employee Pull Notice Program which provides us with a means of promoting driver safety through ongoing review of the driving records of commercial drivers. Our company has been assigned CHP Carrier Number CA688562 in the California Highway Patrol's Management Information System of Terminal Evaluation Records (MISTER), which is an automated file pertaining to the motor carriers operating in the State of California. MISTER gives the CHP immediate access to emergency information about our company and enhances the CHP's capability to monitor the overall safety operations of our company.

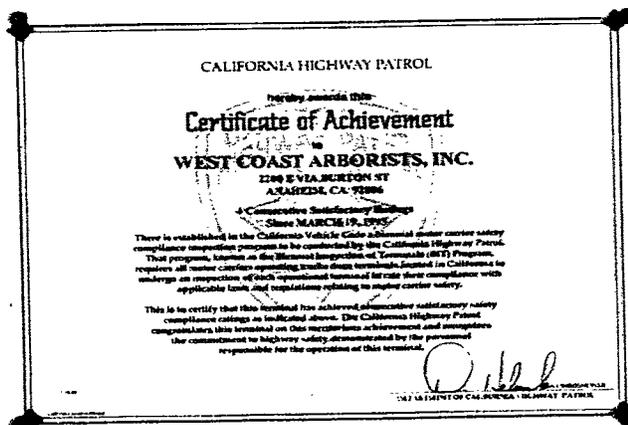


## EQUIPMENT MAINTENANCE FACILITY

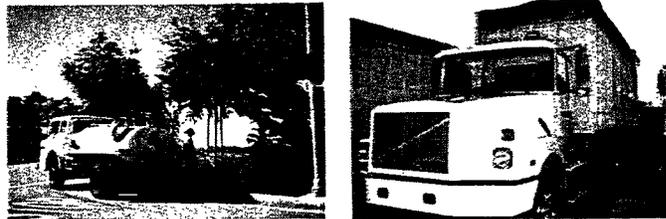
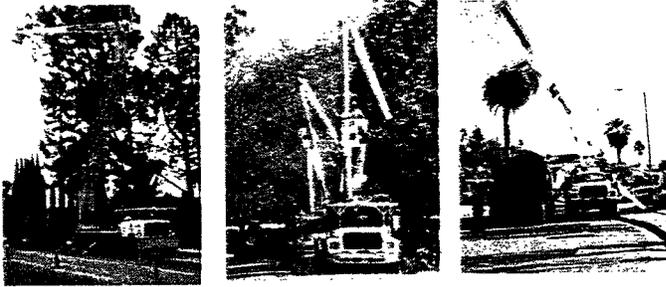
- We have a state-of-the-art full service Maintenance Department at our corporate headquarters
- WCA has 32 full-time mechanics on staff, 6 saw mechanics and a full-time Preventive Maintenance Manager
- 90-day detailed inspections are performed by the WCA Maintenance Department
- Aerial lift safety inspections occur annually

## CHP BIENNIAL INSPECTION OF TERMINALS CERTIFICATION

We have successfully been awarded the CHP Biennial Inspection Award of Recognition for the fourth inspection in a row. This inspection has assisted our company in instituting several safety programs, as well as our Preventative Maintenance Program utilized by our in-house fleet department. The inspection reviews our vehicle maintenance and repair records, our procedural methods and policies for vehicle maintenance and operations. This certification ensures that our vehicles operate safely.



# EQUIPMENT



## EQUIPMENT LIST SUMMARY

- Prius 22
- Pick Up Trucks 170
- Aerial Lift Devices 170
- Arrowboards 35
- ATVs 2
- Back Hoes 1
- Brush Chippers 112
- Cranes 4
- Dump Trucks 101
- Flat Beds 14
- Forklifts 3
- Stump Grinders 28
- Loaders 35
- Rubber Track Loader 1
- Root Pruners 2
- Rolloff Trucks 27
- Saw Mill 1
- Log Skidder 1

## EMPLOYEE TRAINING PROGRAM

West Coast Arborists, Inc. provides an extensive in-house training curriculum for all employees to broaden their knowledge of the arboriculture field of study. Included in this training are the ISA standards, both Treeworker and Arborist study programs, and a variety of Tree Care Industry Association home study programs. We also offer training courses to our staff in areas of customer service satisfaction, maintaining professional conduct, and Qualified Line Clearance Trimmer Training.



## SAFETY PROGRAM



Safety standards are top priority at West Coast Arborists, Inc. Our line of work demands that all work is performed in a manner that provides the maximum safety to the general public as well as our employees. Our crews are instructed to follow the safety standards of ANSI Z133.1 as well as Cal-OSHA requirements. We have one of the most extensive safety training programs in the industry. We provide our employees with state-of-the-art training tools and instructional sessions company wide. Our insurance carriers and Cal-OSHA have recognized us repeatedly for outstanding safety training efforts. We have a full time Safety Trainer that is professionally trained in the field of horticulture. He brings several years experience to the company as well as expertise in training new and existing employees. He administers I.S.A. certification training, in-house crew leader training programs, and new hire orientation training.

## SAFETY TRAINING

- **Bi-weekly Tailgate Safety Meetings** - for each crew.
- **Safety Team** - a ten person committee that reviews and discusses safety procedures, problems and incentives.
- **Injury & Illness Prevention Program** - integral to overall safety program.
- **On the Job Training Programs** - New employees are assigned a "buddy" with experience to assist them.
- **Training with Video** - Programs included are Professional Tree Care, Electrical Hazards, Aerial Rescue, Chipper Safety, Chain Saw Safety and Pruning Technique. Video presentations in cooperation with Tree Care Industry Association.
- **Leadership Training Programs** - Continued training and study, utilizing the Crew Leader Home Study Program, available through Tree Care Industry Association.
- **Certification Training** - Continued study sessions are held in preparation for the International Society of Arboriculture Certification Programs.
- **Safety Incentive Programs** -
  - Safety Bonus Program rewards employees on a company-wide, quarterly basis for time without accidents.
  - Christmas Bonus Program enables employees to earn credit for safe operations throughout the year.
  - Crew lunches are provided for work-groups with outstanding safety practices and records.
  - Safety Lottery is held monthly which recognizes individuals with outstanding safety records.



## QUARTERLY SAFETY SESSIONS

Our safety sessions are designed to incorporate ANSI Z133.1 safety standards, Cal-OSHA safety standards, and common safe work procedures within our industry. Each session is presented in English and Spanish to ensure a clear technical understanding of the material being covered. Upon completion of the safety session our employees undergo an examination of the topic covered in order to gauge their comprehension and retention of the material. Each session includes a roundtable discussion on current safety issues and program content. Some of our existing programs are as follows:

### SAFE & EFFICIENT CHAINSAW OPERATION

- How to select a chain saw
- Personal Protective Equipment
- Chain Saw Safety Features
- Transporting the chain saw
- Starting Techniques
- How to Properly Hold a chain saw
- Cutting Techniques
- Reactive Forces
- How to Avoid Kickback

### DECISION DRIVING

- Critical Types of Accidents
- Seeing
- Hearing
- Feeling
- Decision-Making Process
- 5 Step Sequence
- Following Distance
- Look Ahead Capacity
- Size Up the Whole Scene
- Stopping Distance
- Decision Space
- Following Distance

### ELECTRICAL HAZARD AWARENESS PROGRAM

- Safety Standards for Line Clearance Trimming
- Electrical Hardwire Recognition
- Recognizing Electrical Hazards
- Aerial Rescue Techniques
- Work Practices Around Electrical Conductors



**Safe and Efficient Chainsaw Operation**  
*Operacion segura y eficiente de una motosierra*

QUARTERLY SAFETY MEETING  
*Junta Trimestral de Seguridad*

## Decision Driving

West Coast Arborists, Inc.  
QUARTERLY SAFETY MEETING



SAFETY

### Electrical Hazard Awareness Program

*Programa de reconocimientos de peligros electricos*

Quarterly Safety Meeting

## QUARTERLY SAFETY SESSIONS (continued)

### PREVENTATIVE MAINTENANCE

- Daily Vehicle Inspection
- Aerial Lifts
- Roll Offs
- Dump Trucks
- Loaders
- Chippers
- Stump Grinders

### SIX STAR SERVICE - REMOVALS

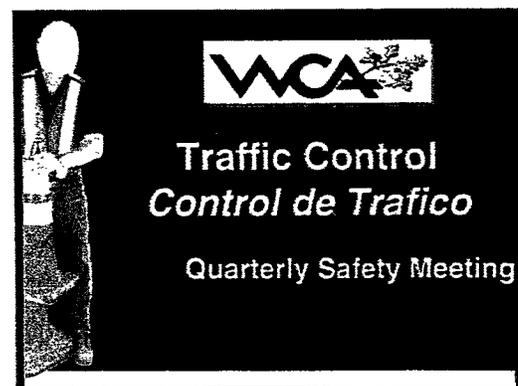
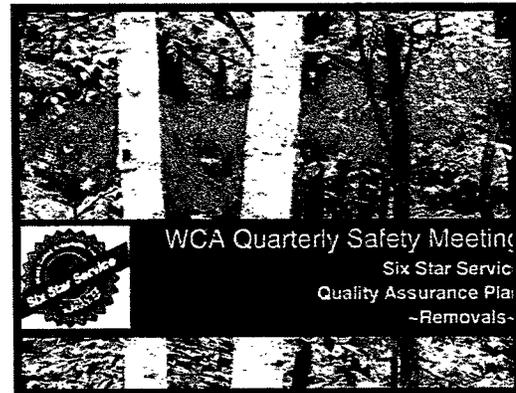
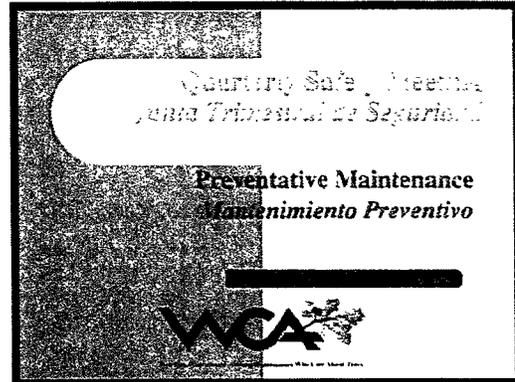
- Planning
- Protecting
- Proper Cuts
- Action
- Clean Up
- Final Inspection

### CPR & FIRST AID

- Emergency Action Steps
- Cuts & Bruises
- Choking & Abdominal Thrust
- Rescue Breathing
- Cardio-Pulmonary Resuscitation
- Transportation Guidelines

### TRAFFIC CONTROL

- General Information
- Planning
- Working in Residential areas, Schools & Parks
- Lane Closures
- Vehicle Parking & Pedestrian Safety
- Special Conditions, Median & Flagger Control



## CUSTOMER SERVICE TRAINING

At West Coast Arborists, Inc., we pride ourselves on Quality Customer Service and community outreach. This training session is the fundamental building block of our success. We train our employees on how to handle themselves with professionalism and respect toward residents. The outline is as follows:

### ADDRESSING CONCERNED CUSTOMERS

#### Customer Contact:

- Courtesy is shown to customers at all times and under all circumstances.
- Understand the reason(s) for customer dissatisfaction.
- Remain calm during stressful situations.
- Exhibit genuine concern for quality and customer satisfaction at all times.

#### Keys to Dealing with a Concerned Customer:

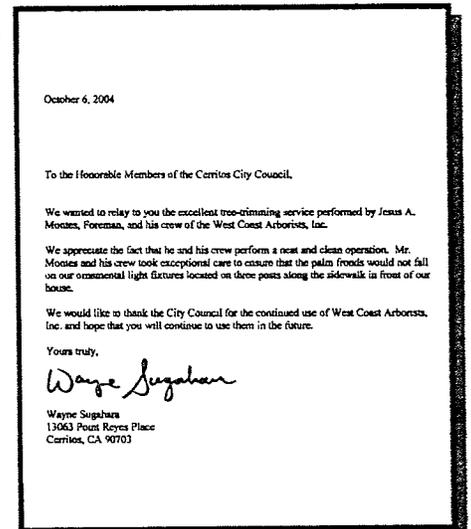
- First impressions are key, the resident will remember the first person they contact.
- Stay calm at all times.
- Have confident eye contact.
- Know when to retrieve your foreman.

#### While Speaking with a Concerned Customer:

- Do not interrupt the customer.
- Focus on his/her concern, do not get distracted.
- Respond to accusations without being defensive.
- Use a smile, always look interested and concerned.
- Keep the tone of your voice level, do not get excited.
- Always offer to help the customer (i.e. get the foreman).
- Never blame WCA or fellow employees for the problem.
- Empathize with residents - put yourself in their shoes.

#### Major Reasons for Customer Complaints:

- They feel victimized - we are encroaching on **their property**.
- We schedule a time to meet with them and do not follow through.
- We do not pay attention to their request (i.e. one resident asked an employee to stay off his newly planted lawn, the resident turned around and the employee strutted directly across the lawn).
- Brush is left in the yard (Quality Control is one of our greatest concerns).
- **They perceive you as disrespectful.**
  - Discourtesy is often unintentional.
  - Treat every customer as if he/she is your relative.



**Incidental Damage:**

If at anytime property is damaged adhere to the following procedure:

- Retrieve foreman to show them the damage.
- Foreman will notify the resident if he/she is home.
- If the resident is not home the foreman must leave a WCA card with instructions to call the office.
- Notify the Claims Coordinator immediately after notifying the resident.
- Always be courteous and apologetic.
- Property is to be left in the same condition as before you entered it.

**ARBORICULTURE TRAINING PROGRAMS**

At West Coast Arborists, Inc. we pride ourselves on professional knowledge within our industry. We have over one hundred thirty International Society of Arboriculture certified personnel. We offer several training programs to ensure continuing education of our staff. Our full time Safety Trainer, Mr. Rene Portillo, is also a Certified Arborist. He brings several years experience to his position and is an integral part of our training program. He administers ISA certification training (arborist and treeworker), in-house crew leader training, and bi-weekly foreman's meeting training.



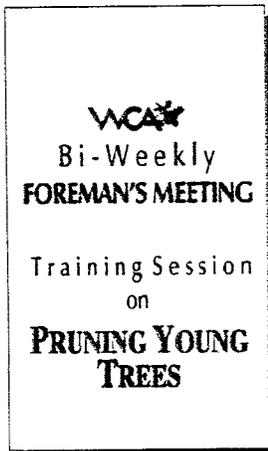
This training session has been pivotal in the success of our arboricultural training. We believe if our crew performs these six steps then they have been successful in proper pruning. These guidelines incorporate ANSI A300, Western Chapter International Society of Arboriculture, and specifications set forth by the City. The stations are as follows:



- Station #1 - Proper Cuts
- Station #2 - Shape All Trees
- Station #3 - Don't Top Trees
- Station #4 - Raising
- Station #5 - Thinning
- Station #6 - Final Inspection

We hold monthly Foreman's meetings to communicate important company information as well as educate the Foremen on consistent safety procedures in the following areas:

- |                             |                                  |
|-----------------------------|----------------------------------|
| • Best Management Practices | • Interoffice Communication      |
| • Know the Work Zone        | • Pruning Young Trees            |
| • Tree Hazard Evaluation    | • Recycling                      |
| • Communication             | • Safety                         |
| • Employee Management       | • Traffic Control                |
| • Job Briefing              | • Tree Inventory                 |
| • Job Management            | • Vehicle Maintenance            |
| • Jobsite Evaluation        | • Chipper Safety and Maintenance |



## INJURY & ILLNESS SAFETY PROGRAM

### SAFETY MANAGEMENT RESPONSIBILITY

West Coast Arborists, Inc. is committed to maintaining an effective Injury and Illness Prevention Safety Program. While safety has been a longstanding part of our company operations, our formal Safety Program is revised as necessary and fully implemented. All major elements of our Safety Program are updated as needed for refinements and improvements. As a minimum, the Safety Program is reviewed annually. Primary responsibility for implementation, management and administration of the Safety Program is vested with the Field Operations Manager. Policy administration and technical oversight is delegated to the Safety Trainer.

### HAZARD IDENTIFICATION PROCESS

Facility and process reviews are excellent management tools for keeping informed on overall work conditions. Our system for identifying and evaluation workplace hazards, including scheduled periodic inspections to identify unsafe conditions and work priorities is as follows:

- WCA's Insurance Carrier conduct safety program audits annually in January to ensure consistent and effective program maintenance.
- WCA Supervisors conduct monthly location safety audits (self-inspections). A standard checklist is used to facilitate these inspections.
- Employees are encouraged to bring hazardous conditions to the attention of their supervisors/managers or top management through the use of a safety suggestion box. These suggestions are reviewed and responded to by our Safety Committee.
- Facility inspections are reported to and evaluated by the Safety Committee. Serious hazards are reported and acted upon immediately; minor conditions are addressed through our standard facility maintenance process. Results of finding and corrective actions are shared with employees at safety meetings, through bulletin boards, or at safety talks.

### EMPLOYEE SAFETY TRAINING

It is in our Company's best interest to make every reasonable effort and available means to keep our personnel trained and informed in safe work practices. Safety training is provided initially as part of the employees' personnel orientation process and subsequently by the employee's supervisor. Key elements of our company's safety training program include:

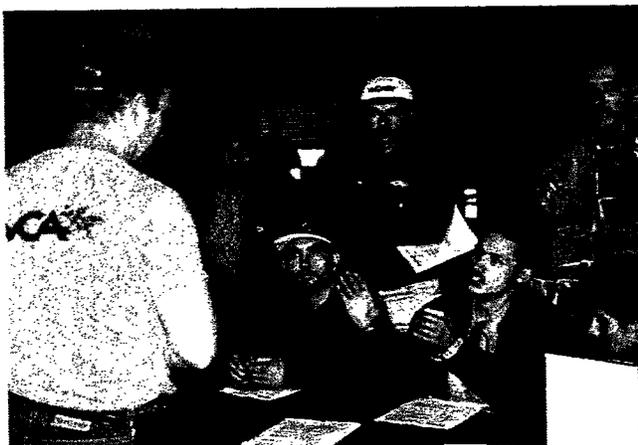
- Review of the company's safety policy during initial employee orientation.
- Review of the company's safety rules and safe work practices with the employee by their Supervisor prior to the commencement of work.
- Supervisory and management training as part of the Safety Committee meetings and/or through special sessions and seminars.
- Documentation of formal safety education and training as part of our Company's Employee Training Program.



## SAFETY COMMUNICATIONS

Safety communications are critical to providing employees with instructional updates about our company safety program. It also provides an avenue by which employees can provide feedback and input which is useful in developing new safety programs. Our system for communication with employees on Occupational Health and Safety matters includes:

- Periodic memos or other correspondence to employees from the company President, Safety Team and/or Safety Trainer.
- Safety slogan announcements which are posted on the employee's bulletin board and reiterated at Safety Meetings.
- Safety Suggestion Box which allows employees to offer anonymous comments and suggestions related to health or safety matters without the fear of reprisals.
- Injury free work days are posted in production areas acknowledges the safety performance of the general employee team.
- Safety materials are posted on bulletin boards and/or in employee lunchrooms.
- WCA Supervisors conduct periodic safety meetings (bi-weekly), providing employees with on-going opportunities for discussing safety issues.
- Formal safety reviews are conducted monthly, as part of our Safety Committee Meetings.
- The company's Injury and Illness Prevention Safety Program addresses regulated safety issues and promotes employee involvement and input.
- Safety incentives are maintained to encourage positive behavior of employees. These include:
  - *Employee of the Month Program - which incorporates safety criteria in the selection process.*
  - *Safety Lottery - which allows eligible employees from each shift to participate in a monthly drawing based upon their accident free experience.*
  - *Quarterly Drawings - for all employees achieving accident free performance for a three (3) month period.*
  - *Safety Suggestion Award - to recognize employee suggestions which are selected for improving safety or health in the workplace.*



## SAFETY PROGRAM CONFORMANCE

Pro-active management includes Supervisory leadership and control to change unproductive activities. Conformance with safety policies, rules and regulations is a necessary component of our Safety Program which is monitored by all Supervisors. Our system for ensuring that all employees comply with safe and healthful work practices includes the following activities:

- Employee safety responsibilities are communicated during initial orientation by use of our Company Safety Rules and Safe Work Practices.
- Safety rules and regulations are reviewed with employees by Supervisors and part of the documented Employee Safety Training Process.
- Safety and Health Committee members review all safety matters pertaining to policy, administration or program development.
- Documented verbal warnings and reprimands are issued and carried out by Supervisors.
- Supervisors understand and enforce safety rules as a part of their job, and handle these no differently than any other work rule enforcement. This process may involve coaching, counseling, verbal or written reprimands and discipline in the form of suspension and/or termination.



## SAFETY COMMITTEE

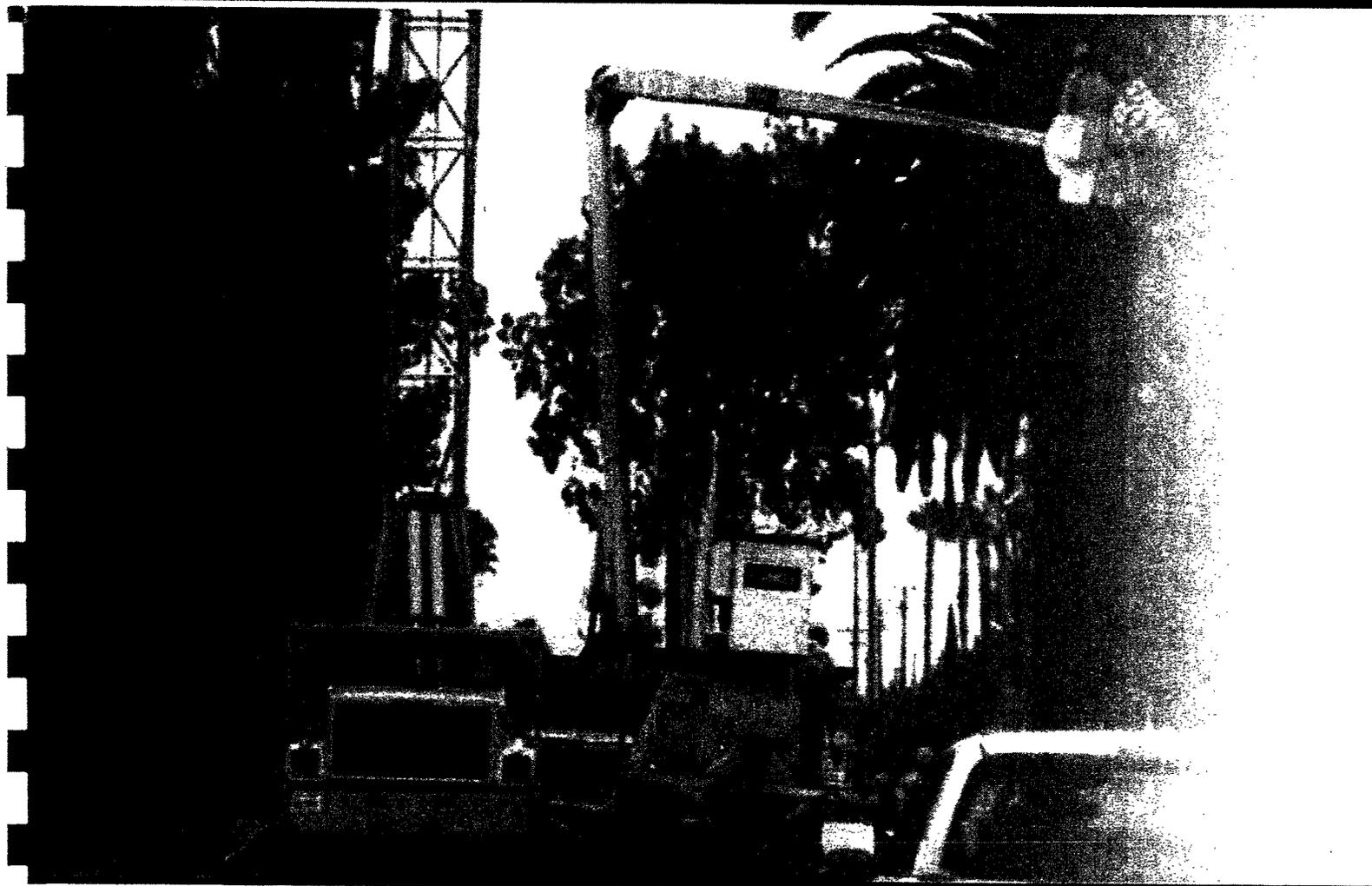
Safety Committees are the core of most effective and viable Safety Programs. These are crucial to providing policy oversight, reviewing program effectiveness and initiating program changes or corrections. Our Company's Safety Committee serves as the leadership group for evaluating and addressing all safety and health matters. In conforming to Cal-OSHA requirements, the Safety and Health Committee carries out various safety management duties, including, but limited to:

- Scheduling and conducting periodic worksite inspections. Results of such inspections are submitted to the Safety Committee members and discussed through resolution by the Chairperson.
- Reviewing causes of incidents resulting in injury, illness or adverse exposure.
- Investigating any alleged hazardous conditions brought to the attention of any Safety Committee member by Supervisors or employees.
- Evaluating suggestions for achieving improvements in safety or health matters.
- Sponsoring special safety campaigns and other informational program activities.

The above activities are undertaken by our Company to ensure that a safe and healthful working environment is provided for all employees. The safety and health of our employees continues to be the first consideration in the operation of our business.



## 2. TECHNICAL



**OBJECTIVE**

As a full-service tree maintenance company WCA is qualified and prepared to provide the most effective and efficient means of the tree care services. All work performed will adhere to industry ISA and ANSI standards. Descriptions of some of the most common services are provided below.

**PRINCIPLE**

The results of using this pro-active tree maintenance strategy are long term reduced costs, increased public safety, content residents, and an increased value of an essential City asset. Prior to commencement of work, WCA will post door hangers informing residents of the work that is to be performed. These notices will be delivered within the time specified by the City.

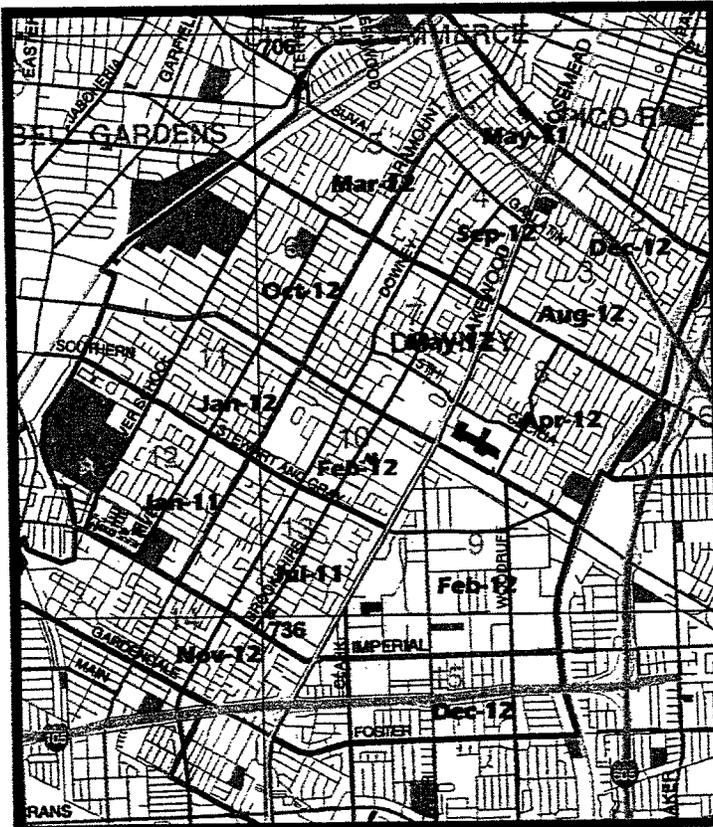
The objectives of tree pruning are:

- Reduce the risk of failure
- Provide clearance
- Reduce shade and wind resistance
- Maintain health
- Influence flower or fruit production
- Improve a view
- Improve aesthetics

WCA crews working in the City of Fullerton



**BENEFITS OF A GRID PRUNING PROGRAM**



We can assist the City with updating or establishing grids for a long-term pruning program. Maintenance should be performed throughout the entire fiscal year on a consistent basis. Regardless of the amount of a community's tree management budget, systematic tree maintenance reduces costs in the long term.

**Improved Public Relations:** Citizens can be informed in advance when their trees are scheduled for service. This is a pro-active approach to manage the community's urban forest.

**Equal Service:** Every citizen receives service whether requested or not. Maintenance is not dependent on a formal request or individual. This helps reduce the need for "emergency" or "service request" pruning, and can prevent liability problems (such as dead or weak branches).

**Preventive Maintenance:** All city trees receive routine maintenance; problems are corrected before they reach crisis levels.

**Improved Health:** Grid/area pruning improves the health of the tree population through routinely pruning weakened or pest infested branches and developing sound and vigorously growing crowns.

**Maintain a Capital Asset:** The urban forest is one of the Cities most valuable and overlooked capital assets. By investing in the systematic maintenance concept the City is maintaining its overall and real financial value to the community.

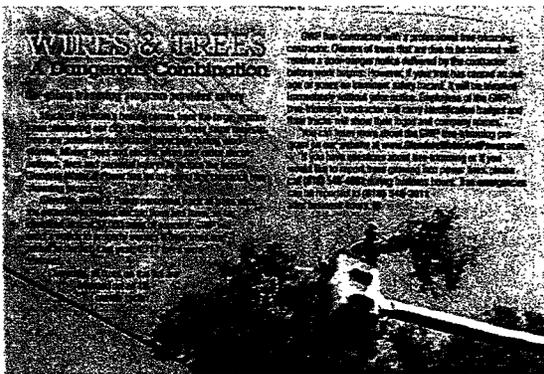
**Reduced Liability:** Due to the efficiency of grid trimming, all trees are serviced in a timely manner reducing liability exposure.

**Efficient Record Keeping:** The Foreman is able to update tree characteristic information on trees that our crew maintains in the City over the trim cycle period. Records are maintained for current status and returned to the City for their files.

**CLEARANCE PRUNING**

In addition to providing complete pruning operations, our highly trained staff will also perform clearance pruning services, which consist of removing branches to provide a fourteen (14) foot clearance from the top of the curb when practical, or as specified by the City. This operation also involves clearing limbs or branches away from wires, lights, building, and/or traffic signal devices. Also, we will remove all trunk sprouts and suckers and clear limbs to provide for pedestrian travel. All work will be performed in accordance with I.S.A. Standards, ANSA A300 Standards and City specifications.

**UTILITY LINE CLEARANCE**



An on-going trimming program provides safety when it come to tree and utility lines. Trees that interfere or have the probability of interfering with utility lines will be trimmed in a manner to achieve the required clearances as specified by the City in accordance with the California Public Utilities Commission. In addition to abiding by the clearance specifications set forth in General Order 95, utility line clearance pruning will be performed to protect the current health and condition of the tree and to maintain its symmetry. Limbs overhanging primary conductors will be removed, and natural pruning techniques that utilize the

least number of cuts will be made to direct growth away from the utility lines.

**SMALL TREE CARE**

We support the City's belief that proper pruning and care during the early stages of the tree's life will save money in the future, and create a safer, more beautiful, healthy, easy-to-maintain tree. We believe that tree care that is performed early will affect its shape, strength and life span. Our specialized Small Tree Care Team consists of certified personnel trained to perform the following:

- Selective structural pruning
- Removal of dead, interfering, split and/or broken limbs
- Pre-conditioning the water retention basin built around the tree
- Staking or re-staking
- Adjusting tree ties
- Adjusting trunk protectors
- Weed abatement



As the trees we plant mature, it is apparent that the trees and adjacent parkways will require certain maintenance needs. Therefore WCA will work with City staff to establish a Small Tree Care Maintenance Program to address the tree and parkway maintenance requirements on an individual basis. Each tree is inspected to determine specific needs and maintenance activities are then performed accordingly.

#### PALM TREE SKINNING

Palm tree skinning consists of the removal of dead frond bases (only), at the point they make contact with the trunk without damage to the live trunk tissue.

#### REMOVAL OPERATIONS

Removals will be completed per monthly lists compiled and submitted by the City or on an "as needed" basis after the trees have been marked. With a minimum of forty-eight hours advanced notice, WCA will inform Underground Service Alert (USA) of the location of work for the purpose of identifying any and all utility lines.

The removal process consists of lowering limbs delicately onto the ground to prevent any hardscape damage. Immediately following the removal, the stump will be ground down in accordance with ANSI Z133 Standards.

#### ROOT PRUNING

We strongly recommend against any root pruning, however, should you want to proceed, we recommend that it should not be done any closer than 3 times the diameter of the trunk. Roots will be pruned to a depth of approximately 12 inches by cleanly slicing through the roots, so as not to tear or vibrate the root causing damage to the tree. The excavated area will be backfilled and debris will be hauled away.

#### TREE REPLANTING

We can replace trees that have been removed and plant new trees in accordance with City specifications. Trees will be planted by lists compiled and submitted monthly or on an "as-needed" basis. We are prepared financially and logistically to acquire and purchase selected tree species for tree planting in the City.

We have the capability to send notices via U.S. Mail informing residents of the work that is to be performed if requested by the City. These notices can include a photo of the new tree that is to be planted or the residents may view the specie at [www.WCAINC.com](http://www.WCAINC.com). At a minimum of forty-eight hours in advance we will inform Underground Service Alert (USA) of the location of work for the purpose of identifying any and all utility lines.

Once the City approves the trees to be planted, we will plant in accordance with ISA Standards, ANSI A300 Standards and City specifications. A well-trained planting team will perform the soil preparation and installation of the tree.

TREE WATERING

Tree watering will be performed by a full-time, WCA team member on various routes, and young trees when requested by the City. This team will also be responsible for reporting special care needs to the Small Tree Care Team. This could include reporting weeds, soil that has settled, and/or staking and tying needs.

EMERGENCY RESPONSE



West Coast Arborists has an Area Manager on call 24 hours a day, 7 days a week, including holidays. The toll free number is 866-LIMB-DOWN (866-546-2369). This number will be provided to the City, Police Department and Fire Department. We will be prepared for emergency calls on a 7-day, 24-hour basis. Our emergency response team will do what is necessary to render the hazardous tree or tree-related condition safe until the following workday.

CREW RENTAL

There are many services that we provide to agencies that don't necessarily involve tree maintenance. Because of our commitment to customer satisfaction and our vast amount of resources, which includes specialty equipment, and qualified personnel, WCA responds to various miscellaneous requests. Some examples of these services are flag hanging, holiday light installation, changing ballpark lights, and miscellaneous use of our aerial towers and cranes. These types of services are performed on a crew rental basis, which consists of any number of men with necessary equipment. Special tree trimming projects are also performed under an hourly crew rental.



Holiday lighting project in the City of Mission Viejo

SPECIALTY EQUIPMENT RENTAL

Should the City encounter projects that may require specialty equipment, we have the ability to dispatch one of our Hi-Ranger aerial towers with a reach of 95 feet and/or one of our high-capacity cranes with a reach of more than 100 feet. We also have a number of roll-off boxes, trucks and loaders for special projects requiring hauling of debris.

CONSULTING ARBORIST/INSPECTION

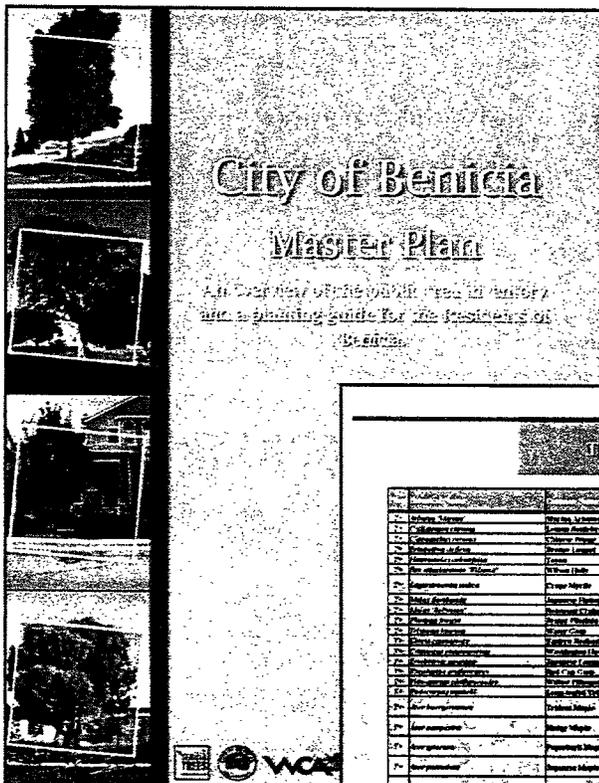
The need for special reporting is increasing. We have a full-time Consulting Arborist on staff that can prepare detailed arborist reports, tree evaluations and site inspections based on your specific needs. Reporting can be generated on as little as one tree to an entire urban forest population and is handled on a case-by-case basis.

DATA ENTRY

Due to the large amount of information we process, we have a full-time Data Entry department that is capable of taking on extra projects. Projects of this nature include inputting of work history performed by City crews or conversion of data to assimilate into ArborAccess.

# MASTER STREET TREE PLAN

The trees in each City are a valuable aesthetical and economical resource. The goal of the Master Street Tree Plan is to develop an effective tree care program consistent with the City's objectives and to provide options to minimize costs. These are intended to protect the value of existing trees and provide a method of enhancement for the future. Preservation of urban trees is improved with the assistance of modern data management. Accurate analysis of the present tree population permits forecasting for future maintenance activities. This element of the project considers the intent for the community development, the physical condition of the forest, and the existing tree site environment. Survey results and discussion in this report focus on physical and environmental conditions with additional maintenance considerations. WCA's custom method of collecting tree data results in a wealth of information. In your City, as in most communities, there is no shortage of special considerations for applying collected data to recommendations. The fundamental basis for tree management in your City is the preservation of the urban forest and maintaining the desired character of the community. The Master Street Tree Plan also entails incorporating the existing species and recommending new ones based on the conditions exclusive to that site. This is beneficial for future development, tree planting opportunities and tree grant requirements.



### Tree Inventory Methodology

**Tree Identification:** All trees are identified by their botanical and common names. Stumps and vacant planting sites are also designated here.

**Diameter Range:** Tree diameters were inventoried in the following ranges: 0-6 inches, 7-12 inches, 13-18 inches, 19-24 inches and >30 inches.

**Height Range:** Height is estimated from the ground to the top of the crown, or from the ground to the front base in the case of palms. The height ranges are 1-15 feet, 16-30 feet, 31-45 feet, 46-60 feet and >60 feet.

**Canopy Range:** Canopy is estimated across the perimeter of the dripline. The canopy ranges are 1-15 feet, 16-30 feet, 31-45 feet, 46-60 feet and >60 feet.

**Conditions:** During data collection the condition of the tree was recorded. Conditions are based on findings on the date of inventory and are susceptible to change at any time.

**Good:** The tree appears to be healthy and has been pruned relatively well in the past. There are signs of new flushes of growth.

**Fair:** The tree is healthy in most respects, but may appear stunted in comparison to other trees such as topping, may have caused a weakened structure, a lack of nutrients or the presence of pest infestations.

**Poor:** The tree has serious structural defects, such as decay, severe insect or disease problems, large and/or numerous dead limbs, or other serious structural defects.

**Remove:** The tree is dead or dying and should be removed as soon as possible.

**Stump:** A vacant planting site.

**Utility Dynamics:** The presence of overhead utility lines is indicated by Yes/No. Overhead lines cause problems for urban trees because the trees must be pruned to minimum clearance from the lines to avoid interference. Most trees do not respond well to the severe heading back commonly used on trees situated beneath utilities. The healthiest trees will result from a selection of spaces having a mature height less than that of the primary overhead utility lines. Heavy pruning is not required for secondary and other utilities because these lines are rarely a limiting factor on crown development.

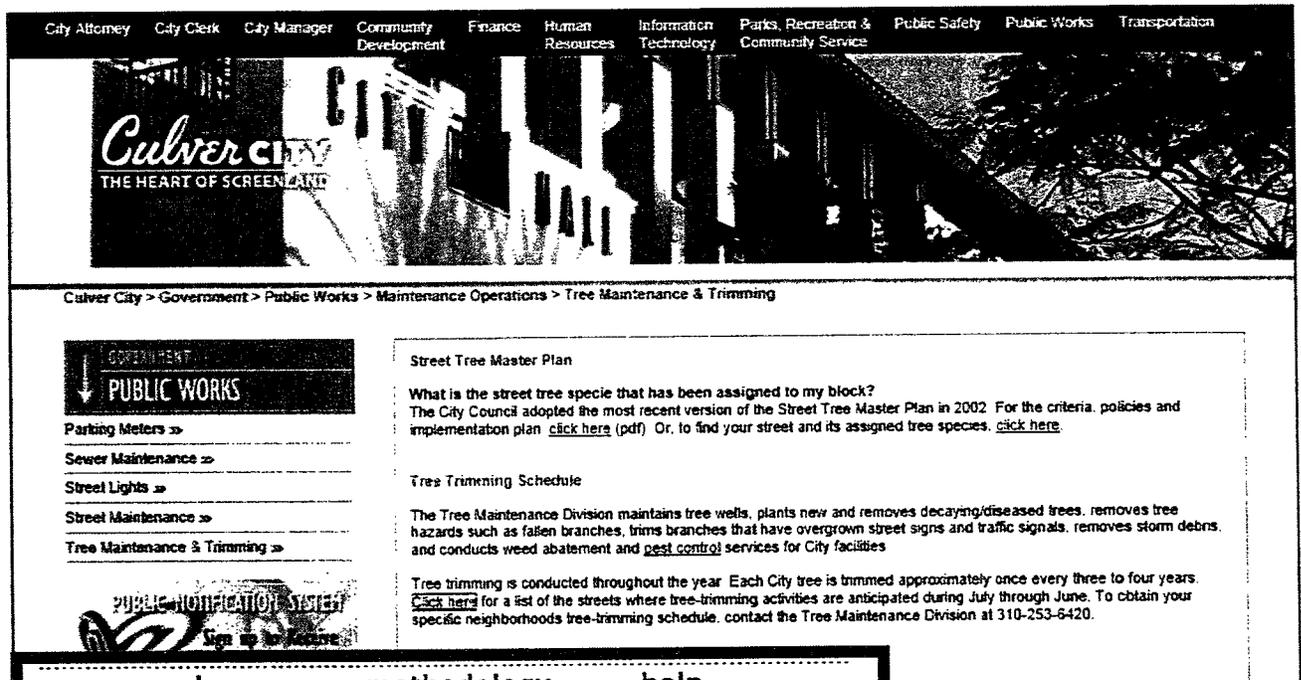
### Tree Palette

ID	Species	Common Name	Height	Canopy	Condition	Utility	Notes
1-1	Acacia saligna	Black Wattle	14	14	Good	Yes	
1-2	Adiantum species	Maui Fern	14	14	Good	Yes	
1-3	Albizia julibrissin	Silk Tree	14	14	Good	Yes	
1-4	Alnus incana	Common Alder	14	14	Good	Yes	
1-5	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-6	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-7	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-8	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-9	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-10	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-11	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-12	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-13	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-14	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-15	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-16	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-17	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-18	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-19	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-20	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-21	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-22	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-23	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-24	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-25	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-26	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-27	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-28	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-29	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-30	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-31	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-32	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-33	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-34	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-35	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-36	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-37	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-38	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-39	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-40	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-41	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-42	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-43	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-44	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-45	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-46	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-47	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-48	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-49	Alnus glutinosa	Black Alder	14	14	Good	Yes	
1-50	Alnus glutinosa	Black Alder	14	14	Good	Yes	

WEBPAGE DEVELOPMENT

Understanding the City's strive to expand and automate its service to the citizens by use of the City's website, WCA can establish and maintain informational pages on our website relative to the City's tree division & operation. A link on the City's website would interface with our website and the information displayed can include the following:

- Photos of tree species found within the City and currently listed on the City's tree palette
- Species Frequency Reports including DSH, and Height reports from the inventory
- Maps of the City, and zones
- Tree trimming specifications
- Tree planting specifications
- Tree Ordinance
- Contact information with e-mail addresses



home    methodology    help

Welcome to the City of Culver City's online tree inventory.  
 For a complete understanding of the inventory methodology, [click here](#).

- > [Find My Street](#)
- > [Tree Pruning Schedule](#)
- > [Species Frequency Report](#)
- > [Top 25 Species](#)
- > [Top 10 Species](#)
- > [Trunk Diameter Frequency Report](#)
- > [Height Frequency Report](#)
- > [Frequently Asked Questions](#)
- > [Urban Forestry Links](#)
- > [Return to the Urban Forest Home Page](#)

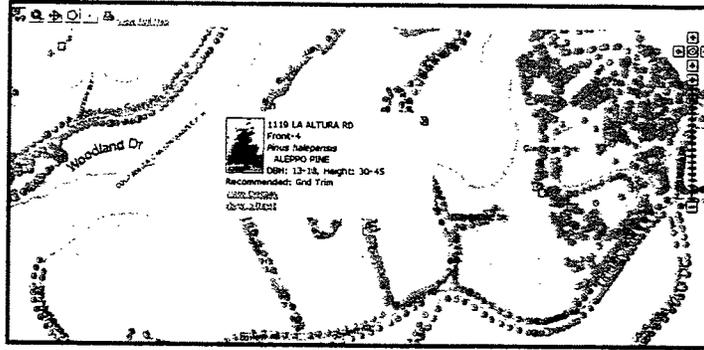


We can complete the Webpage Development component at an hourly rate. Annual maintenance of the website will be included in the annual software maintenance agreement.

## ARBORACCESS ONLINE: TREE INVENTORY SOFTWARE

### BENEFITS

- Ease of Use
- Database View
- Tree Detail Form
- Searching Database
- Track Order Management
- Map View
- Compatibility Upgrades



INVENTORY SOFTWARE

### ARBORACCESS ONLINE

ArborAccess Online is an Internet driven program that was developed by tree care professionals at West Coast Arborists and was based on the tree maintenance needs of our customers. The user-friendly program allows customers to store, retrieve, update, delete and add tree records and work histories. The information contained in ArborAccess Online is live data that can also be linked directly to a GIS program, such as ArcView, for geo-coding purposes and can assist your agency in meeting GASB34 requirements. The information management possibilities for data integration are endless for urban forestry management programs that use similar management methods and resources.

### COMPUTER SOFTWARE SPECIFICATIONS

The software program organizes your tree inventory and provides an interface that is easy to use and understand. By utilizing ArborAccess Online and incorporating tree maintenance, the tree inventory is automatically updated with each billing cycle. This process eliminates the hassle of dual inputting by the City and WCA. There are several features that can be generated to assist you with ordering and tracking work, resident requests, maintenance scheduling, and budget projections. In addition, ArborAccess Online provides an unlimited resource of information on your City's urban forest.

### SOFTWARE TRAINING

Our IT Department is based out of our corporate office in Anaheim, CA. Local satellite offices are located throughout the state of California in: Stockton, San Jose, Fresno, Ventura, Riverside, and San Diego. Each office has the ability to provide software training to customers. We are available to provide training sessions on-site at the customer's discretion. On-site training is proven to be effective as it provides a guided hands-on experience. We also offer periodic customer workshops for larger groups who can also earn International Society of Arboriculture continuing education credits (CEU's) for Certified Arborists and Tree Workers. Additionally, unlimited telephone and or email technical support is available to answer questions and aid city staff in the use of the software system. The success of any urban forest program depends on the proper management of information. Software training and support is included in the cost associated with the inventory data collection.

### BILLING

West Coast Arborists has a state-of-the-art invoicing system that is updated on a daily basis. Progress billings will be submitted to the City on a bi-weekly basis, unless otherwise requested. Invoices will reflect an amount complete for the billing period, along with a year-to-date total for that job. Each billing will include a listing of completed work by address, tree species, work performed and appropriate data acceptable to the City. This information will be supplied in hardcopy and immediately accessible on ArborAccess Online. Job balances reflecting the percent of completion for each job can be viewed on ArborAccess Online.

## LIST TRACKING SYSTEM

The List Tracking Report is a useful tool in the management of incoming work. This report allows us to track specific jobs as they are ordered by the City. Proper use of this system enables the City and WCA to track the completion of work that is ordered. Also, projected work schedules and trim cycles may be calculated on real time by reviewing how long the project took in the past.

List Name	Work Type	Crew	Created By	Create	Sent	Complete	Sites
Gnd #34 2011	WCA Trim	WCA	ontanonick	9/4/2011	9/4/2011		1120
QCT STUMP LIST FY 1112	WCA Removal	WCA	mikem	9/2/2011			0
QCT SR TRIM LIST FY 1112	WCA Trim	WCA	mikem	9/2/2011			21
QCT REMOVAL LIST FY 1112	WCA Removal	WCA	mikem	9/2/2011			23
Gnd #12 2011	WCA Trim	WCA	ontanonick	8/8/2011	8/8/2011		1542
SEP STUMP LIST FY 1112	WCA Removal	WCA	mikem	8/1/2011	9/2/2011		1
SEP REMOVAL LIST FY 1112	WCA Removal	WCA	mikem	8/1/2011	9/2/2011		56
SEP SR TRIM LIST FY 1112	WCA Trim	WCA	mikem	8/1/2011	9/2/2011		41
AUG REMOVAL LIST FY 1112	WCA Removal	WCA	mikem	7/11/2011	8/1/2011	8/11/2011	25
AUG STUMP LIST FY 1112	WCA Removal	WCA	mikem	7/11/2011	8/1/2011	8/23/2011	13

## SAMPLE MANAGEMENT TOOLS:

### DETAILED TREE SITE CHARACTERISTICS

The state-of-the-art technology provides a valuable tool to urban forestry professionals by displaying tree site specifics along with a representative photograph of the species type and a recommended maintenance field. ArborAccess' built-in quality control features assist in data accuracy. As maintenance is performed, the work history is automatically updated via downloads that accompany bi-weekly invoices. This process assists the City in elimination of dual-inputting and helps keep the tree inventory current.



[view more details](#)  
[show map and 360° panorama](#)  
[print](#)

**Street:** 705 FOOTHILL RD /N  
**Species:** *Phoenix canariensis*, CANARY ISLAND DATE PALM  
**DBH/Height:** 31+/45-60  
**Parkway Size:** Unknown

**WCA Work History**

Date	Work Type	Amount	Job#	Species (if removed)
11/1/2010	Prune - Crew	Hourly	16437	
7/28/2010	Date Palm Pruning	\$125.00	16437	
8/4/2009	Date Palm Pruning	\$125.00	14161	
7/29/2008	Date Palm Pruning	\$125.00	12286	
10/16/2007	Date Palm Pruning	\$125.00	10808	
11/9/2006	Date Palm Pruning	\$125.00	9523	
12/6/2005	Date Palm Pruning	\$125.00	8307	
10/31/2005	Prune - Crew	Hourly	8307	
9/22/2003	Date Palm Trim	\$125.00	6057	
8/14/2002	Date Palm Trim	\$125.00	5141	

## ACCURATE MAINTENANCE RECORDS

Accurate maintenance records for each location can assist the City with liability claims. Providing a detailed history of the maintenance performed at each location can display the effort the City puts forth in maintaining its urban forest. By linking the tree maintenance to the tree inventory it eliminates the task of having to go through the data entry process because the records are updated concurrently with each billing cycle. In order to maintain accurate maintenance records, it is imperative that work requests are pulled from the system prior to the work

### ACCURATE MAINTENANCE RECORDS

Accurate maintenance records for each location can assist the City with liability claims. Providing a detailed history of the maintenance performed at each location can display the effort the City puts forth in maintaining its urban forest. By linking the tree maintenance to the tree inventory it eliminates the task of having to go through the data entry process because the records are updated concurrently with each billing cycle. In order to maintain accurate maintenance records, it is imperative that work requests are pulled from the system prior to the work being performed, otherwise inventory accuracy is not guaranteed.

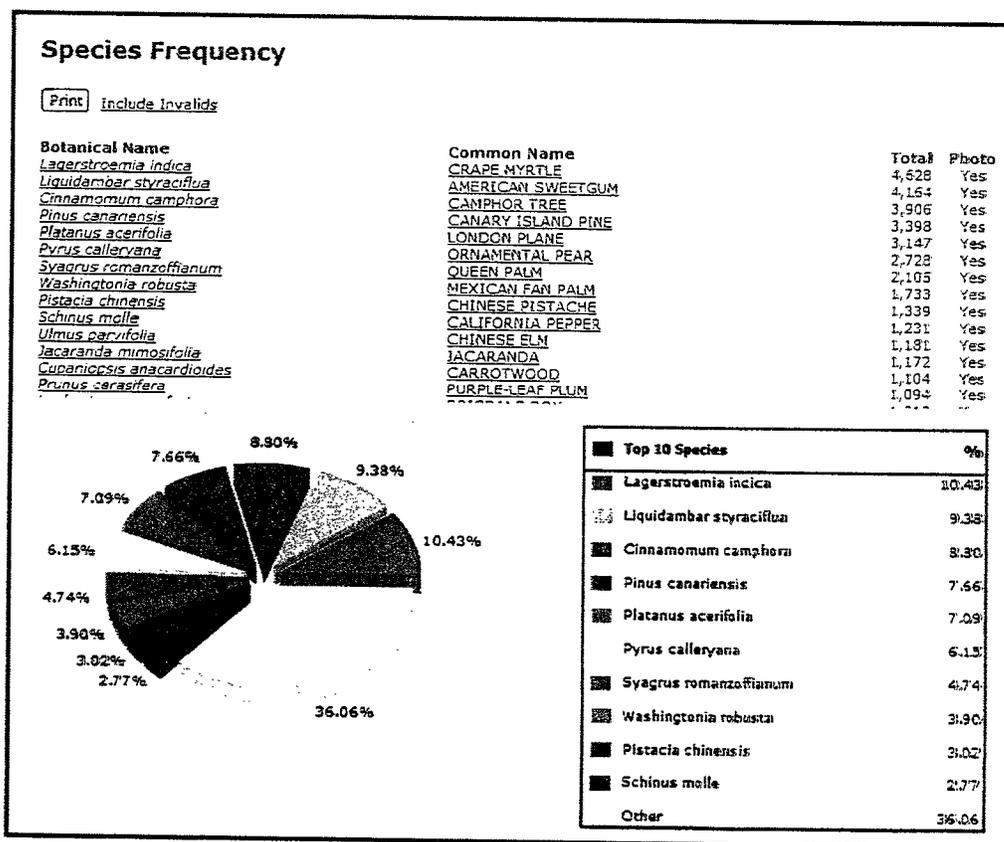
### DETAILED REPORTING OPTIONS

#### REPORTING FEATURES

Several types of reports can be generated within ArborAccess, depending on the type of information needed. Some report samples are:

- Inventory
- Work Summary
- View Invoices
- Job Balance
- Greenwaste
- Work History
- DBH Frequency

The Species Frequency Report can assist your agency in identifying the tree population within the urban forest. This type of information is valuable in the event of an insect infestation, deadly disease, or even estimating future maintenance costs. In addition, an analysis can be performed to evaluate the history of the performance of a particular species within your City.



**MUNICIPAL EXPERIENCE: GPS TREE INVENTORIES**

- |                                   |                               |                                      |
|-----------------------------------|-------------------------------|--------------------------------------|
| Agoura Hills                      | Fillmore                      | Rosemead                             |
| Anaheim                           | Fontana                       | Rossmoor                             |
| Anaheim Resort Hotel District     | Goleta                        | San Dimas                            |
| Artesia                           | Highland                      | San Fernando                         |
| Azusa                             | Imperial Beach                | San Gabriel                          |
| Bellflower                        | Indio                         | San Juan Capistrano                  |
| Beverly Hills                     | Irwindale                     | San Ramon                            |
| Brentwood                         | La Mirada                     | Santa Barbara                        |
| Buena Park                        | Laguna Hills                  | Santa Maria                          |
| Calabasas                         | Lakewood                      | Santa Monica                         |
| California Villas HOA             | Los Angeles Convention Center | Santee                               |
| Palm Desert                       | Madera                        | Seal Beach                           |
| Camarillo                         | Menlo Park                    | Solana Beach                         |
| Carlsbad                          | Mission Viejo                 | Spectrum Property Services (Ventura) |
| Carpentaria                       | Morgan Hill                   | Temecula                             |
| Catalina Island Company           | Newport Beach                 | Tempe, Arizona                       |
| Claremont                         | Ontario                       | Torrance                             |
| Claremont Unified School District | Padre Dam MWD (Santee Lakes)  | Tracy                                |
| Coronado                          | Paramount                     | Tulare County                        |
| Costa Mesa                        | Placentia                     | Tustin                               |
| Covina                            | Pleasanton                    | Upland                               |
| Culver City                       | Port of Long Beach            | Ventura                              |
| Dana Point                        | Poway                         | Vista                                |
| Diamond Bar                       | Rancho Mirage                 | Walnut                               |
| Dublin                            | Redlands                      | Westminster                          |
| El Cajon                          | Redondo Beach                 | Yorba Linda Assessment               |
| Emeryville                        | Riverside                     |                                      |
| Encinitas                         | Rolling Hills Estates         |                                      |

**MUNICIPAL EXPERIENCE: TEXT-BASED TREE INVENTORIES**

- |                               |                           |                                     |
|-------------------------------|---------------------------|-------------------------------------|
| Alhambra                      | La Verne                  | Pomona                              |
| Azusa Unified School District | Lawndale                  | Rancho Palos Verdes                 |
| Azusa Water & Power           | Leisure Village Camarillo | Rialto                              |
| Brea                          | Lomita                    | Santa Fe Springs                    |
| Cerritos                      | Manhattan Beach           | Santa Paula                         |
| Chino Hills                   | Maywood                   | Soledad                             |
| Commerce                      | Montclair                 | Temple City                         |
| Downey                        | Monterey                  | Vernon                              |
| El Segundo                    | Monterey Park             | West Covina                         |
| Fountain Valley               | Moorpark                  | West Covina Unified School District |
| Glendale                      | Norco                     | Whittier                            |
| Hollister                     | Norwalk                   | Yorba Linda Parks                   |
| Inglewood                     | Ojai                      |                                     |
| La Puente                     | Pico Rivera               |                                     |

## CURRENT CONTRACT WORK EXPERIENCE

West Coast Arborists understands the challenge that many cities face to reduce the cost of tree maintenance services, while increasing the level of performance. Utilizing our services as a valuable, cost-effective resource, cities are able to provide better services to their community. These contracts cover a range of services from providing emergency response to maintaining the City's entire urban forest.

### City of Newport Beach

Since 1993



WCA provides complete tree maintenance services. After an in depth study of the City's General Services Department, the City reviewed and agreed to seek out cost saving measures while maintaining an expected level of service to the community. Under this contract, we prune approximately 8,000 trees annually and perform other various services including but not limited to removals, planting and emergency urban forestry services.

Annual Budget: \$1,000,000

Contact: Dan Sereno, Parks & Trees Superintendent

Address: 592 Superior Ave., Newport Beach, CA 92663

Phone: (949) 644-3069

Email: [jconway@newportbeachca.gov](mailto:jconway@newportbeachca.gov)

### City of Fullerton

Since 1998



As part of the tree care service, WCA updates the City's own tree inventory. As part of this program, we collect and provide to the City an automated record of the work completed and submit it to the City for updates. Together, we are able to prune trees more efficiently, while the City is able to maintain accurate work records and monitor predictable tree trimming schedules and guarantee the residents and businesses top quality tree care.

Annual Budget: \$900,000

Contact: Dennis Quinlivan, Landscape Maintenance Superintendent

Address: 116 S. Basque Ave., Fullerton, CA 92633

Phone: (714) 738-6805

Email: [dennis@ci.fullerton.ca.us](mailto:dennis@ci.fullerton.ca.us)

### City of Huntington Beach

Since 1995



We provide complete urban forestry management for the more than 60,000 trees, including tree pruning, removals, planting, and emergency services. In an effort to maintain a sustainable urban forest, we also provide inventory updates to the City's own inventory database. We have performed successfully in the City for four years.

Annual Budget: \$985,000

Contact: Randy Menzel, Tree Supervisor

Address: P.O. Box 190, Huntington Beach, CA 92648

Phone: (714) 596-4316

Email: [rmenzel@surfcity-hb.org](mailto:rmenzel@surfcity-hb.org)

City of Anaheim

Since 2007

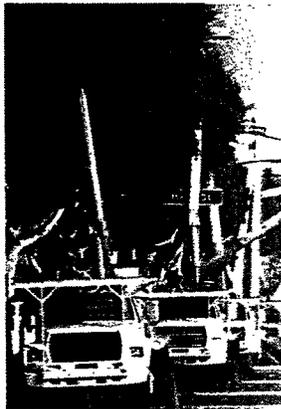


The City of Anaheim maintains their large tree population of 102,014 by utilizing the Call Management feature on ArborAccess, our inventory and management system. Since they began utilizing this feature there has been 12,329 records input into the system. These records are based on resident inquiries. During the 08/09 fiscal year 12,329 call records were input alone.

Annual Budget: \$1,500,000  
 Contact: Dan Debassio, Public Works Superintendent  
 Address: 1426 East Vermont, Anaheim, CA 92805  
 Phone: (714) 765-4461  
 Email: ddebassio@anaheim.net

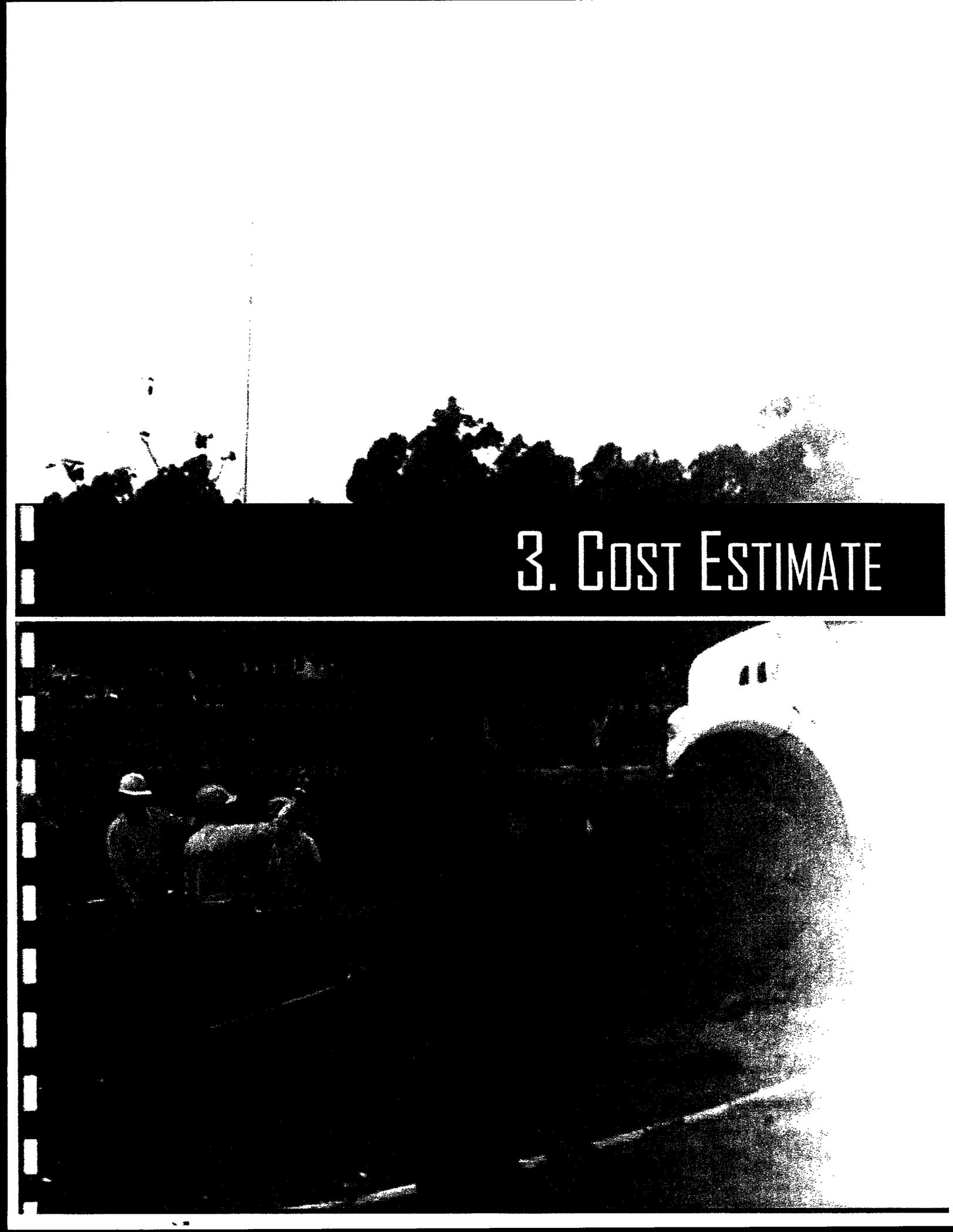
City of Tustin

Since 1993



WCA has operated in the City of Tustin since 1993. The City and WCA has formed a successful corporate partnership. We provide complete urban forestry management for more than 15,000 City-owned trees, including tree pruning, removals, planting, and emergency services.

Annual Budget: \$390,000  
 Contact: Pat Madsen, Landscape Supervisor  
 Address: 300 Centennial Way, Tustin, CA 92780  
 Phone: (714) 573-3023  
 Email: pmadsen@tustinca.org



# 3. COST ESTIMATE

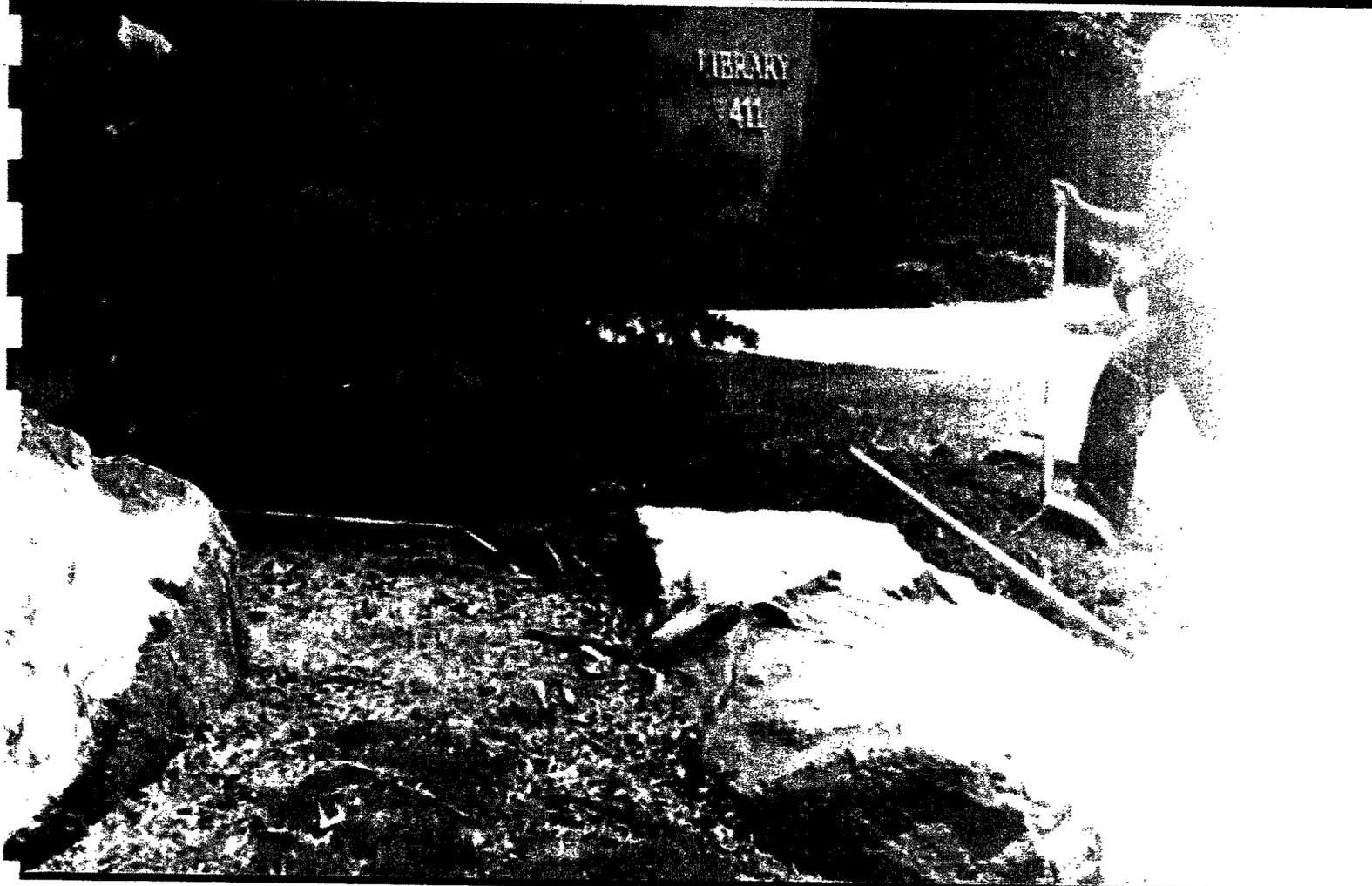
*Cost Estimate*

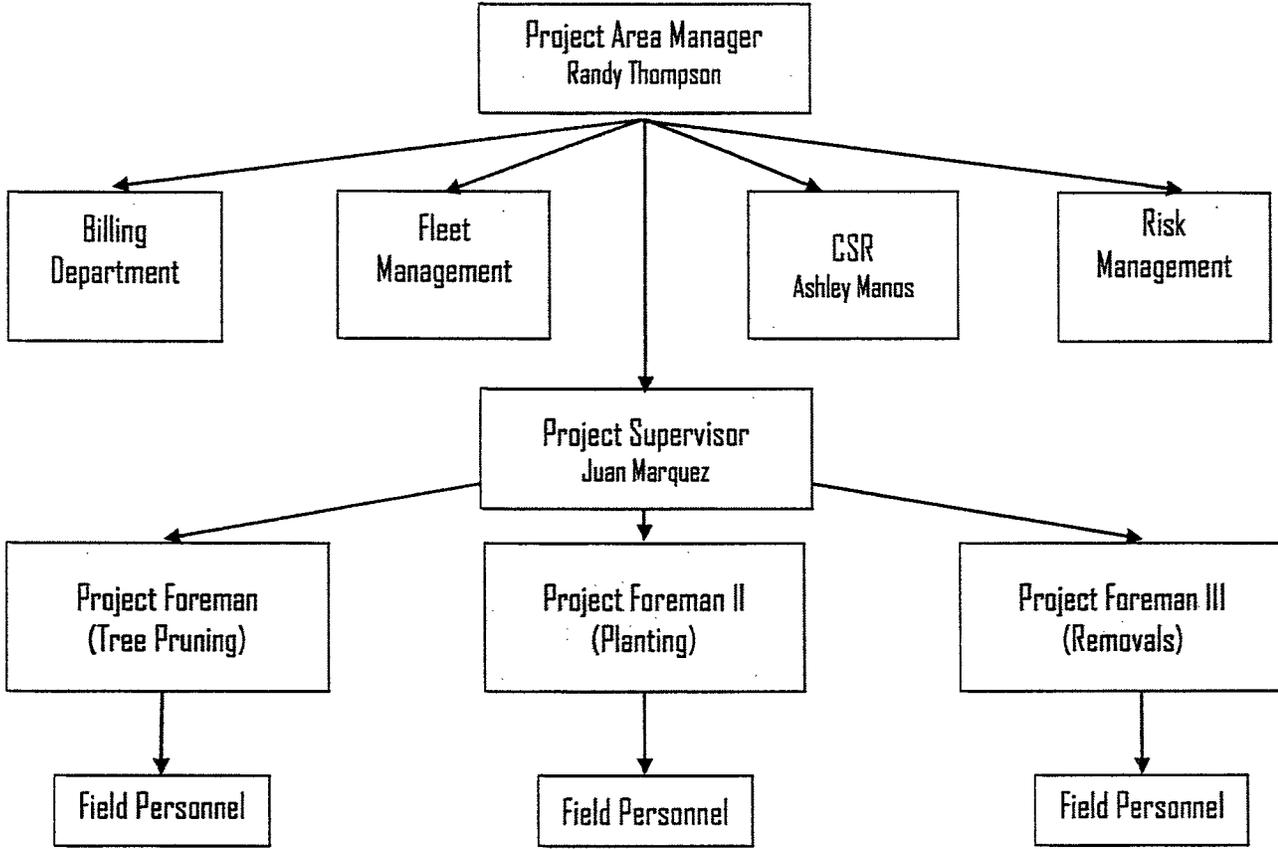
Please refer to the separate sealed envelope.

**COST ESTIMATE**



## 4. MANAGEMENT PLAN





STAFF QUALIFICATIONS (PROJECT TEAM)

# STAFF QUALIFICATIONS (PROJECT TEAM)

## RANDY THOMPSON

Area Manager, Orange County



### Professional Registration

ISA Certified Arborist #WE-1043A

TCIA, Certified Tree Care Safety Professional, #771

Wildlife Training Institute, Certified Wildlife Protector #581

Mr. Thompson has been with WCA since 1978. He has over 30 years experience in the arboriculture field. He is responsible for estimating, scheduling, contract administration, personnel and daily operation. He is responsible for field operations, customers service, and management of crews throughout Orange County. Through his employment he has gained valuable experience in computer estimating, tree inventory systems, and costing programs which are essential in the efficient operation of tree crews.

## JUAN MARQUEZ

Site Supervisor, Orange County County



As Site Supervisor, Mr. Marquez is a full-time employee and speaks fluent English. He is responsible for reviewing the day's activities, assisting the Area Manager in scheduling, and insuring proper safety procedures are being followed. As Supervisor, Mr. Marquez is to communicate with city officials and other interested parties on a daily basis. Report and resolve malfunctions, damage, or industrial injury. He assists in employee training programs, maintains records, and files daily reports and receipts.

## ASHLEY MANOS

Customer Service Representative, Orange County



As the CSR (Customer Service Representative), Ms. Manos is responsible for providing support to the Area Manager, Site Supervisor and crew. The CSR is to act as a liaison between the company and it's clients as well as the general public. The CSR is responsible for responding to Customer Service inquires and facilitating contracting functions, such as: mapping, underground service alert, data entry, field book preparation, list preparation, public relations, errands, etc.

## INTRODUCTION

West Coast Arborists includes with its comprehensive tree maintenance program a well defined quality control plan that incorporates certified personnel assigned to this project, safety, pruning specifications and guidelines, equipment, hours of operation, public relations, traffic control, work descriptions and communication systems. We believe in following this plan to help ensure the quality of work and the level of service expected.

## PROJECT AREA MANAGER

The Project Area Manager for this contract will be Mike Palat, he holds ISA Certified Arborist number WE-6541AUM. Mr. Palat will provide exclusive field supervision and crew management to the City for the length of the contract. They will be the central point of contact with the City and will work cooperatively with City staff, local residents and business owners. Our Project Area Managers have successfully worked with several cities and established a familiarity with the community and logistics of each City respectively.

## Daily Supervision

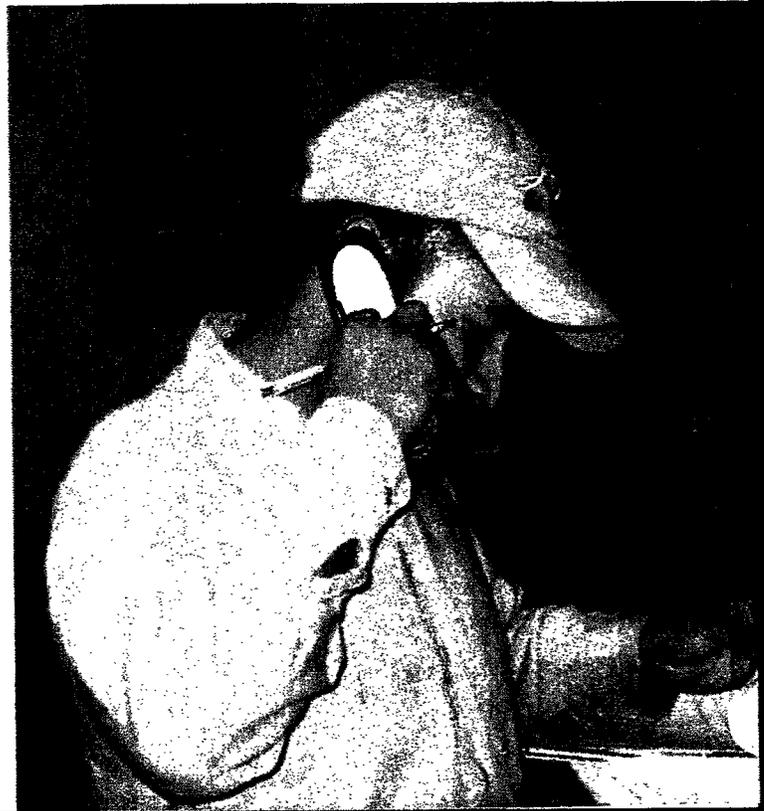
Daily supervision will consist of, but is not limited to:

- Report to the City Inspector with location of crew and maintain an open line of communication
- Supervise crew personnel to insure proper pruning standards are followed in a safe manner
- Traffic control setup and maintenance of coned area
- Insure City streets are left free of any debris at end of each work day
- Maintain record of work completed each day
- Maintain good public relations at all times
- Immediate notification to City Inspector upon damage of personal property including a plan for corrective measures to take place within 48 hours

## Weekly Supervision

Weekly supervision will consist of, but is not limited to:

- Weekly inspection of work completed
- Meeting with the City to review work schedule and progress
- Insure standards of pruning are performed in accordance with specifications provided by the City
- Maintain open communication with City Inspector and field crew





## PROJECT WORK FORCE

- WCA is a professional organization and employs only the highest standard of tree care professionals
  - All employees will comply with any applicable laws of the State, County, City and/or political subdivision of such state without limitations while under contract
  - WCA does not discriminate against employees or applicants because of race, color, religion, sex, pregnancy, national origin, ancestry, age, marital status, or physical handicap
  - Equal opportunity will be extended to all persons in all aspects of the employer-employee relationship, including but not limited to hiring, transfer, promotion, training, compensation, layoff, recall or termination
- Employment decisions comply with all applicable laws prohibiting discrimination and comply with Title VII of the Civil Rights Act of 1992 and all federal, state and municipal laws pertaining thereto
  - Any employee who is found to be incompetent, troublesome, disorderly or otherwise objectionable, or who fails or refuse to perform work properly and acceptable, will immediately be removed from working on this project

## HOURS OF WORK AND OPERATION

All regular tree care will be performed between the hours of 7:00 a.m. and 5:00 p.m., Monday through Friday. In accordance with the City's specifications, we are prepared to perform work during the weekend and evenings. With our large number of employees, we are able to create special weekend teams and night teams that are accustomed to performing during those shifts. Oftentimes these special shifts help to alleviate traffic and pedestrian congestion that may otherwise occur during normal business hours.

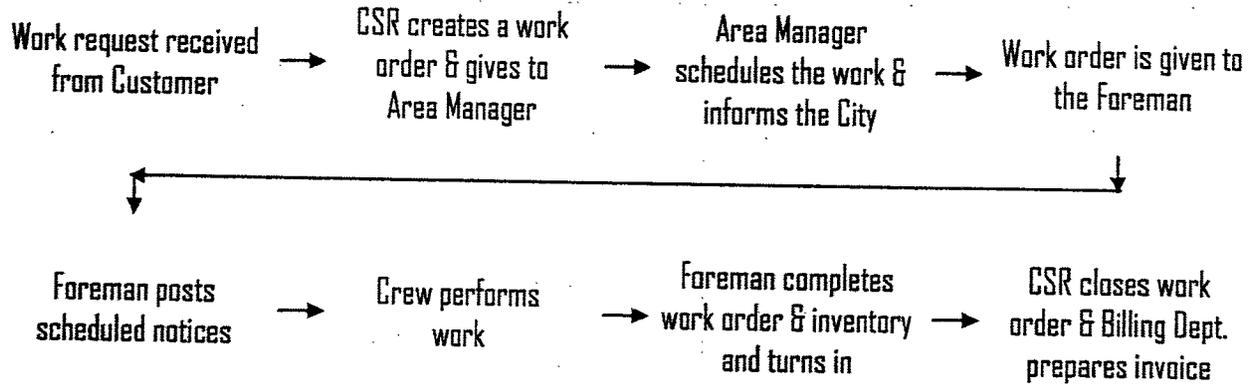
## SCHEDULING OF WORK

The project shall conform to the City's schedule of performance. We recommend equal distribution of work throughout the course of the fiscal year. West Coast Arborists, Inc. will notify the City of any changes in the start date of each tree maintenance operation at least 24 hours in advance, weather permitting. Our company tracks lists according to work type and prioritizes accordingly. West Coast Arborists, Inc. will provide door hangers that explain the tree maintenance process (acceptable to the City) and distribute the notifications to citizens prior to the start of pruning operations in said area. Work shall be conducted in a cooperative manner as to cause the least amount of possible interference with or annoyance to others. Service request pruning is done on an "as needed" basis and is performed to rectify and immediate problem, a full trim will be completed during the grid pruning cycle. The Area Manager is responsible for scheduling the work, a detailed workflow process is shown on the following page, outlining how work is processed and scheduled

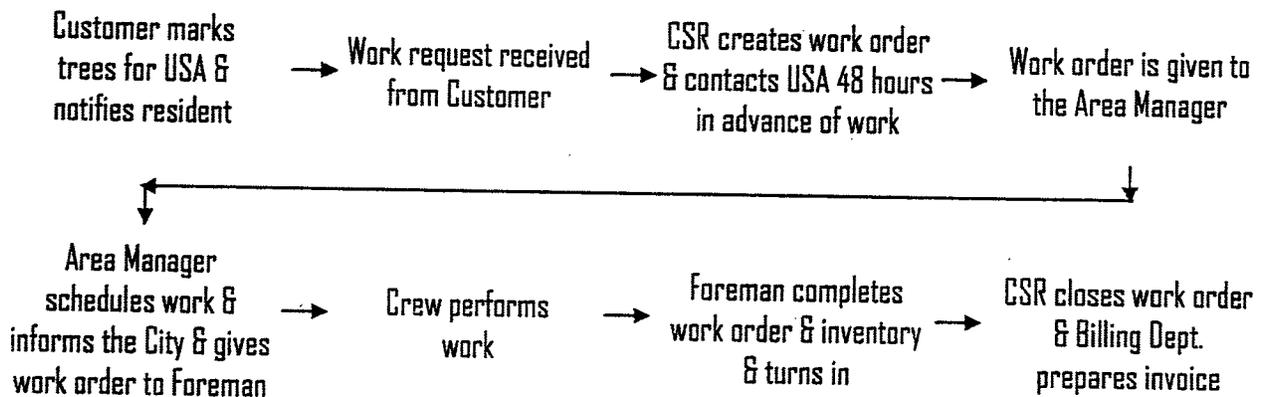
**THE WORKFLOW PROCESS**

When work is ordered from WCA we follow standard procedures for each. Shown below are flowcharts for pruning, removals and planting:

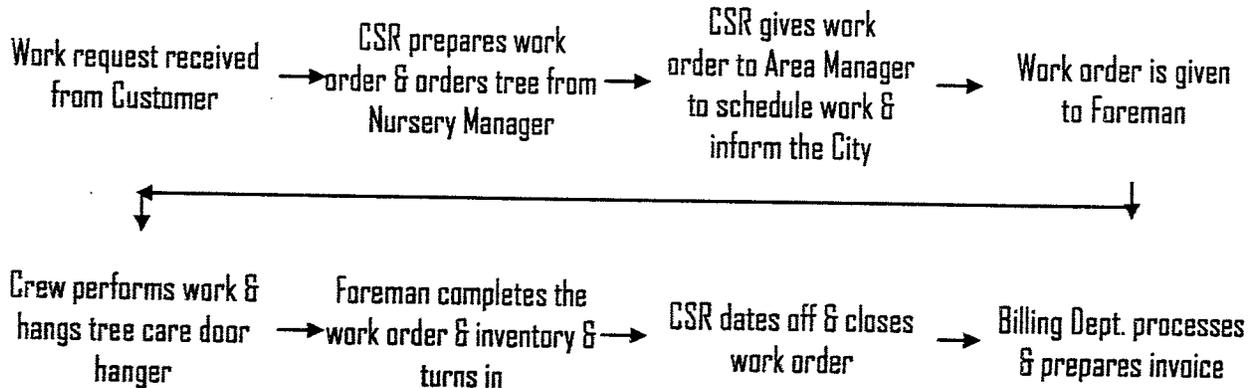
**GRID PRUNING FLOWCHART**



**REMOVAL FLOWCHART**



**PLANTING FLOWCHART**



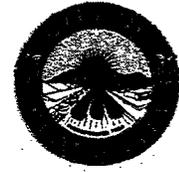
## PUBLIC NOTIFICATION

Prior to commencement of grid pruning, WCA will prepare a sample door hanger notice and present it to City staff for approval. Upon approval, we will have the pruning door hangers printed and post them within twenty-four (24) hours prior to the commencement of work, or as directed by the City. Tree planting door hangers will be hung after the tree has been planted. When requiring a response pertaining to tree planting, we will send a letter along with a return postcard to the resident and respectfully request their input. The City should notify WCA if they would like a mailer sent. We will print all notices (and photos for tree planting operations) and distribute them to the residents utilizing a mail addressing software program. Each notice will be sent utilizing City letterhead and envelopes. For special projects and/or routine maintenance, we can also submit a press release to the community newspaper for a more comprehensive outreach. We understand the City may modify the procedure to which to notify residents.

## COMMUNICATION SYSTEMS

- WCA uses a technologically modern and reliable communications system
- NEXTEL® Digital Radio/Blackberry® email and Internet issued to Area Managers and management team
- NEXTEL® Digital Radio issued to Foremen for maintaining communication with the City and WCA office
- Unlimited access to voicemail message boxes that immediately page the NEXTEL® Digital Phone Systems

Another recent achievement that affects job performance and efficiency includes WCA's introduction of Sprint's HTC EVO View 4G Tablet™ that will be used by all of Management and the Field Foremen for the purpose of inputting data such as tree inventory, daily work records, timesheets, photos, and billing information. It will also be used as a navigational device and a communication device. This alleviates the need to handwrite all data, reduces time required to deliver data to the corporate or regional offices, and improves customer service and response time.

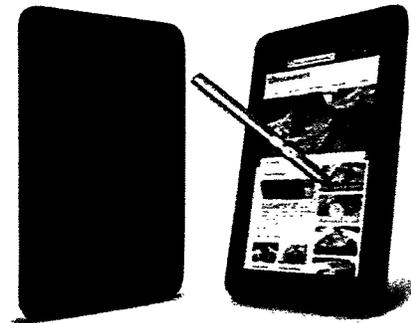


### CITY OF PLACENTIA TREE MAINTENANCE NOTICE

The City of Placentia has awarded the pruning of parkway trees to West Coast Arborists, a private contractor. The contractor will be pruning trees in front of your property within the next couple of days.

Between the hours of 7:00 am and 5:00 pm there will be No Parking Signs posted due to the danger of falling limbs. Please do not park on the street until after 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 operation. Your cooperation is very much appreciated.

If you should have any questions or concerns regarding this matter, feel free to call the Parks Division, the City of Placentia at (714) 238-2422, or West Coast Arborists at (800)521-3714.



### PERMITS AND LICENSING

WCA will procure a City Business License and any "no-fee" permits prior to commencement of work. Permits (i.e., encroachment, traffic control, etc.) requiring fees will be charged back to the agency.

### RIGHT-OF-WAY

All work will be performed in the public right-of-way. Employees will not utilize private property for eating, coffee breaks or any other reason or use water or electricity from such property without prior written permission of owner.

### COOPERATION AND COLLATERAL WORK

WCA will give right to operate within the project area to the City workers and contractors, utility companies, street sweepers, and others as needed in a cooperative effort to minimize interference in daily operations.

### PROJECT SITE MAINTENANCE

Work site will be left free of debris at the end of each workday. We will not discharge smoke, dust, or any other air contaminants in quantities that violate the regulations of any legally constituted authority.

### PROTECTION OF PUBLIC AND PRIVATE PROPERTY

WCA will provide all safety measures necessary to protect the public and worker within the work area. We will maintain good public relations at all times. The work will be conducted in a manner which will cause the least possible interference or annoyance to the public.

### PUBLIC CONVENIENCE AND SAFETY

WCA will comply with any and all local sound control and noise level rules, regulations, and ordinances which apply to any work performed in the City. All work will cease by 5:00 pm or as directed by the City. Emergency services will be excluded from these time restraints.

### TRAFFIC CONTROL

Traffic control procedures will be set-up in accordance with the Work Area Traffic Control Handbook (W.A.T.C.H.) and State of California Manual of Traffic Controls as well as the City Traffic and Safety Operating Rules. WCA will make adequate provisions to insure the normal flow of traffic over the public streets and park roads. Every effort will be made to keep commercial driveways and passageways open to the public during business hours. High visibility arrowboard(s) will be used when needed. Prior to use, the City will approve traffic safety equipment and devices. Pedestrian and vehicular traffic shall be allowed to pass through the work areas only under conditions of safety and with as little inconvenience and delay as possible. Unless the work area is totally barricaded or otherwise kept safe, at least one worker will serve to coordinate safe operations on the ground at all times when work operations are in progress.



**CUSTOMER SERVICE DEPARTMENT**

As we work with or near the public, WCA is mindful that we will most likely be the first person the public contacts. We have seven (7) full-time Customer Service Representatives throughout our operation. Each is trained in the best approach in addressing concerned residents. When speaking with a resident it is important not to disrupt them, be honest, respectful and calm. Always smile and keep the tone of your voice level. Empathizing with the residents (placing yourself in their shoes) helps to resolve the matter more quickly.



West Coast Arborists' Claims Coordinator

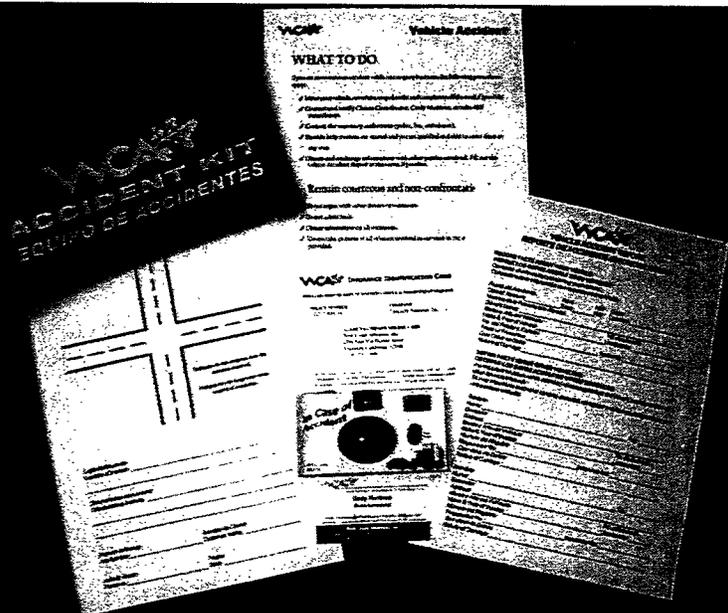
Should there be any property damage, we adhere to specific procedures to resolve the problem. The Foreman on the job site will notify the resident and the Inspector immediately.

**Complaints and Damage Resolution**

If the resident is not at home, then we will leave a WCA card with instructions to call our Claims Coordinator in our corporate office. The ultimate goal at each work site is to leave the property in the same condition as before we entered it. West Coast Arborists, Inc. will notify the City Representative immediately upon damage of personal property including plans for corrective measures to take place within 48 hours.

All WCA vehicles are equipped with an Accident Kit should anything happen during the work day. Each kit has an Incident Report, an Accident Report, an Injury Report, a camera, First Aid instructions and protocol for contacting the corporate office. A computerized log of all incidents is maintained to include the date, time of occurrence, location, problem and action to be taken pursuant thereto or reasoning for non-action.

West Coast Arborists' Accident Kit that is in each company vehicle



Any activities found by the City to be unacceptable will be rectified immediately. All other complaints will be abated or resolved within twenty-four (24) hours of the occurrence. We have teams specifically assigned for handling damage to properties, both private and public. Through our communication system, we have the ability to dispatch either of these teams and have them respond immediately to the site for proper repair. We pride ourselves on professional workmanship to avoid these types of incidents, however, should one occur, we take all appropriate measures to resolve the matter in a timely and efficient manner.

**PRUNING STANDARDS**

West Coast Arborists, Inc. will perform all tree maintenance in accordance with the Standards adopted by the American National Standard for Tree Care Operations (ANSI A300) and the Best Management Practices, a supplement from the International Society of Arboriculture Pruning Standards. Final pruning cut will be made without leaving stubs. Cuts will be made in a manner to promote fast callous growth. Representative photographs depicting "before and after" trimming are included in this proposal. West Coast Arborists, Inc. will clean all job sites when work is completed, including the raking of leaves, twigs, etc. from the lawn and parkway and the sweeping of streets. All resulting debris will be removed from the work site daily and properly disposed of at the end of each work day.



WCA crews in action at our state's Capital building

Benefits of proper tree pruning include reduced risk of branch and stem breakage, better clearance for vehicles and pedestrians, improved health and appearance, enhanced view, increased flowering. When improperly performed, pruning can harm the tree's health, stability, and appearance. Several consequences occur when pruning is not performed at all. These consequences include development of low limbs; weak, co-dominant stems; defects such as included bark; and accumulation of dead branches. Formation of co-dominant stems and defects such as included bark can lead to increased risk of breakage.

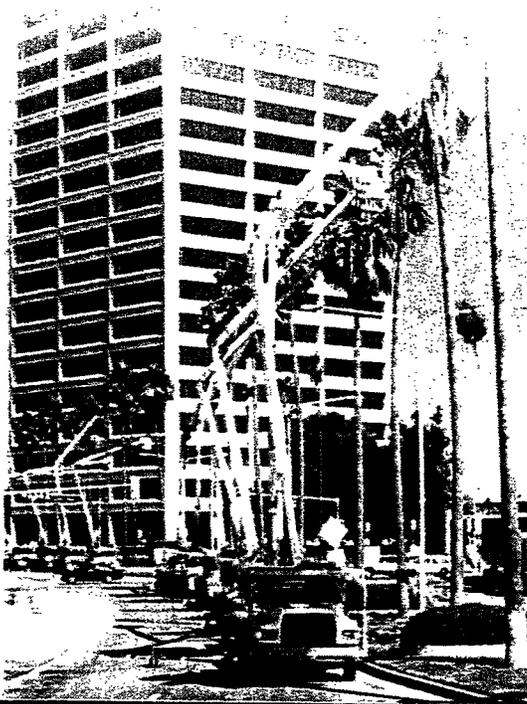
No tree should be pruned without first establishing clearly defined objectives. Seven main objectives are described, along with pruning types that help meet those objectives. These objectives serve as examples and can be expanded or shortened to meet site conditions and customer expectations. Even with proper pruning cuts, if the wrong branches-or too many branches-are removed, nothing of merit has been accomplished.

**Objectives of pruning:**

- Reduce risk of failure
- Provide clearance
- Reduce shade and wind resistance
- Maintain health
- Influence flower or fruit production
- Improve a view
- Improve aesthetics



Nine pruning types are used in arboriculture to achieve the objective of the tree's owner or manager. Pruning types include structural, cleaning, thinning, raising, reducing, restoring, and pollarding. Pruning palms and conifers and pruning for utility line clearance are other types of pruning.



**ASSEMBLY BILL 939 (AB939)**

The management of solid waste has become a major issue in California and throughout the country. Not only are we producing an increasing amount of solid waste each year, but we are running out of places to put it. Because of the concern about water and air pollution associated with landfills, the opportunities to develop additional disposal capacity are limited.

To address these issues, the Governor of California signed into law on September 29, 1989, Assembly Bill 939 (AB 939). The law fundamentally restructured the state's approach to solid waste management. AB 939 established an integrated waste management hierarchy in the following order of importance:

- Source reduction
- Recycling and composting
- Environmentally safe transformation and land disposal of solid wastes

AB 939 requires that each California county and incorporated city prepare a Source Reduction and Recycling Elements (SRRE) report which shows how they will meet solid waste diversion goals of 50 percent by the year 2000 and beyond.

West Coast Arborists, Inc., offers a multitude of waste diversion opportunities to cities including mulch, compost, firewood and logs to lumber. In an effort to provide cities with valued information pursuant to AB 939 requirements, we provide immediate reporting capabilities through ArborAccess at no additional cost.

**SAMPLE RECYCLING REPORT**

<b>City of Placentia</b>				<b>Green Waste Recycling Report</b>	
<b>From 7/1/2011 to 4/25/2012</b>				<b>Job # All</b>	
<b>Date</b>	<b>Job #</b>	<b>Truck</b>	<b>Recycling Site</b>	<b>Material</b>	<b>Weight in Tons</b>
07/08/11	19284	D77	CVT RECYCLING	PALM	4.57
07/15/11	19511	D110	CVT RECYCLING	BRUSH	4.51
07/19/11	19511	D110	CVT RECYCLING	BRUSH	4.55
07/20/11	19511	D110	CVT RECYCLING	BRUSH	4.61
07/22/11	19511	D110	CVT RECYCLING	BRUSH	4.26
08/01/11	19511	D110	CVT RECYCLING	CHIP	6.06
08/03/11	19285	R17	TIERRA VERDE INDUSTRIES IRVINE	BRUSH	11.05
08/03/11	19511	D110	CVT RECYCLING	CHIP	4.99
08/04/11	19511	D110	CVT RECYCLING	CHIP	3.57
08/05/11	19511	D110	CVT RECYCLING	CHIP	3.85
08/12/11	19511	D51	CVT RECYCLING	BRUSH	5.69
08/16/11	18401	R20	TIERRA VERDE INDUSTRIES IRVINE	BRUSH	10.19
08/16/11	18401	R20	WCA IRVINE	LOGS	10.00
08/17/11	18401	R20	TIERRA VERDE INDUSTRIES IRVINE	BRUSH	10.64
08/17/11	18401	R20	WCA IRVINE	LOGS	10.00
08/17/11	18401	R20	WCA IRVINE	STUMP GRIND DEBRIS	10.00
08/19/11	19285	R17	WCA IRVINE	MIXED	8.00
08/22/11	19285	D62	CVT RECYCLING	BRUSH	6.38
08/22/11	19511	A133	WCA PLACENTIA YARD	CHIP	2.00

**RECYCLING PROGRAM**

WCA's commitment to be a socially responsible corporate partner to our customers and communities is exemplified in our Recycling Program. With the steadily-increasing concern for the ecological health of our communities, WCA has embarked on a landfill diversion process where all material is taken to recycling facilities where it is used in the production of soil amendments. We are committed to taking all recyclable materials removed from the trees trimmed for the duration of this project to a recycling center for processing. Verification of amounts recycled will be obtained and reported by WCA via ArborAccess for the purpose of meeting the goals of the State for reducing landfill usage.

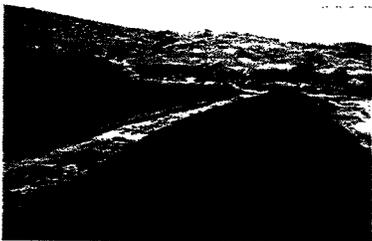
**RECYCLED PRODUCTS:**

**MULCH**



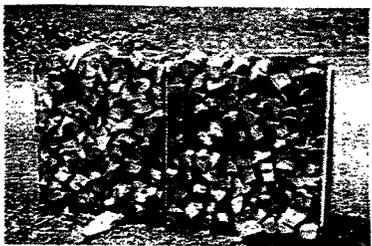
Mulch is made from coarse ground branches and leaves. It should be spread on the ground at a rate of six to twelve inches for best effect. Fresh mulch will deplete nitrogen from the surface of the soil which will reduce unwanted weeds. Once the mulch has decayed, it returns nitrogen which helps build the quality of soil for plants. A large amount of tree debris is processed by WCA and used in large scale mulching projects for establishing native plants in open space areas.

**COMPOST**



Compost is made from fine ground branches, leaves or other organic material. When mixed with oxygen and water, the organic material will decay or "compost." A finished compost is excellent for turning into the top layer of soil and will add nitrogen and increase the water holding capacity of soil. You can make compost at home in a pile in your yard or in a bin that you make or purchase. Large scale composting is done at regional recycling facilities.

**FIREWOOD**



Firewood is traditionally the most common use of large branches and logs. Firewood is used to heat homes during winter months. WCA takes logs to a yard in Irvine where a firewood retailer splits and resells the firewood to local residents.

**LOGS TO LUMBER**



Currently WCA is looking for new and better ideas for the use of tree logs. An old idea with a new approach is converting city trees into usable lumber. WCA worked on a twelve month trial program with the California Department of Forestry and Fire Protection to create an environmentally sound and socially responsible alternative to importing lumber from other areas, reducing our demand on trees from natural forests. WCA has demonstrated its wood, hand-crafting ability by offering sturdy and beautiful wooden benches for city use, exemplifying our commitment to the environment.

## GENERAL BUSINESS STATEMENT

West Coast Arborists, Inc., is committed to successfully completing each project in accordance with the specifications, budget, schedule and with the highest quality of service. Our customers' satisfaction is a direct result of our means to carry out each project. Listed below are some of our corporate capabilities, which not only provide a sense of comfort and confidence to our customers, but also assure them of our continuous ability to carry out the duties of managing their urban forest.

- In business continuously and actively since 1972
- Contractor's License C61 & C27
- Over \$2,000,000 line of credit available
- Bonded by CBIC, an A+ rated company
- Approximately 600 employees
- Over 45 Certified Arborists
- Over 100 Certified Treeworkers
- Over 200 contracts with public agencies
- Prune an average of 500,000 trees annually over past 3 years
- Remove an average of 18,000 trees annually over past 3 years
- Plant an average of 14,000 trees annually over past 3 years
- Inventory an average of 250,000 trees annually over past 3 years
- Drug-free workplace
- Award winning staff
- 14,000 sq. ft. Headquarters located in Anaheim, *company-owned*
- Nursery license through the Department of Agriculture
- Fully insured with insurance up to \$5 million
- Federal Tax ID #95-3250682, current on all taxes and filings with state and federal government
- Sales volume over \$50 million annually
- Retained earnings of over \$7 million
- Fleet of approximately 700 modern vehicles
  - over 170 aerial towers
  - over 101 dump/chipper trucks
  - over 27 roll off trucks
- Active member
  - International Society of Arboriculture (ISA)
  - Maintenance Superintendents Association (MSA)
  - California Landscape Contractors Association (CLCA)
  - Tree Care Industry Association (TCIA) Listed below are key statistics regarding our operations.
  - Street Tree Seminar (STS)

Evidence of Insurance

Certificate of Insurance

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON YOU THE CERTIFICATE HOLDER. THIS CERTIFICATE IS NOT AN INSURANCE POLICY AND DOES NOT AMEND, EXTEND, OR ALTER THE COVERAGE AFFORDED BY THE POLICIES LISTED BELOW. POLICY LIMITS ARE NO LESS THAN THOSE LISTED, ALTHOUGH POLICIES MAY INCLUDE ADDITIONAL SUBLIMITS/LIMITS NOT LISTED BELOW.

This is to Certify that

WEST COAST ARBORISTS, INC

2200 EAST VIA BURTON

ANAHEIM

CA 92806

NAME AND ADDRESS OF INSURED



Liberty Mutual

is, at the issue date of this certificate, insured by the Company under the policy(ies) listed below. The insurance afforded by the listed policy(ies) is subject to all their terms, exclusions and Conditions and is not altered by any requirement, term or condition of any contract or other document with respect to which this certificate may be issued.

TYPE OF POLICY	EXP DATE		POLICY NUMBER	LIMIT OF LIABILITY	
	<input type="checkbox"/> CONTINUOUS	<input type="checkbox"/> EXTENDED			
WORKERS COMPENSATION STATUTORY	<input checked="" type="checkbox"/> POLICY TERM	7/1/2012	WA2-66D-039499-071	COVERAGE AFFORDED UNDER WC LAW OF THE FOLLOWING STATES: CA	EMPLOYERS LIABILITY Bodily Injury by Accident \$1,000,000 Each Accident Bodily Injury By Disease \$1,000,000 Policy Limit Bodily Injury By Disease \$1,000,000 Each Person
COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> OCCURRENCE <input type="checkbox"/> CLAIMS MADE		7/1/2012	TB2-661-039499-011	General Aggregate Products / Completed Operations Aggregate Each Occurrence Personal & Advertising Injury Other FIRE DAMAGES \$100,000	\$2,000,000 \$2,000,000 \$1,000,000 \$1,000,000 Per Person / Organization Other MEDICAL PAYMENTS \$5,000
AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> OWNED <input checked="" type="checkbox"/> NON-OWNED <input checked="" type="checkbox"/> HIRED		7/1/2012	AS7-661-039499-031		Each Accident—Single Limit \$1,000,000 B.I. And P.D. Combined Each Person Each Accident or Occurrence Each Accident or Occurrence
OTHER Umbrella Excess Liability		7/1/2011 7/1/2012	TH7-661-039499-041		\$5,000,000 PER OCCURRENCE/AGGREGATE
ADDITIONAL COMMENTS					

\* If the certificate expiration date is continuous or extended term, you will be notified if coverage is terminated or reduced before the certificate expiration date.

NOTICE OF CANCELLATION (NOT APPLICABLE UNLESS A NUMBER OF DAYS IS ENTERED BELOW) BEFORE THE STATED EXPIRATION DATE THE COMPANY WILL NOT CANCEL OR REDUCE THE INSURANCE AFFORDED UNDER THE ABOVE POLICIES UNTIL AT LEAST 30 DAYS NOTICE OF SUCH CANCELLATION HAS BEEN MAILED TO:

Liberty Mutual Insurance Group

Evidence Only

Certificate Holder

2200 E Via Burton  
Anaheim

CA 92806

*Elaine Ulan*

Elaine Ulan

Los Angeles / 0603 AUTHORIZED REPRESENTATIVE  
818 W 7th Street, Suite 850 0564408  
Los Angeles CA 90017 213-624-1171 6/15/2011  
OFFICE PHONE DATE ISSUED

This certificate is executed by LIBERTY MUTUAL INSURANCE GROUP as respects such insurance as is afforded by those Companies NM 772 07-10 LDI COI 268896 02 11



**366764** Entity **CORP**

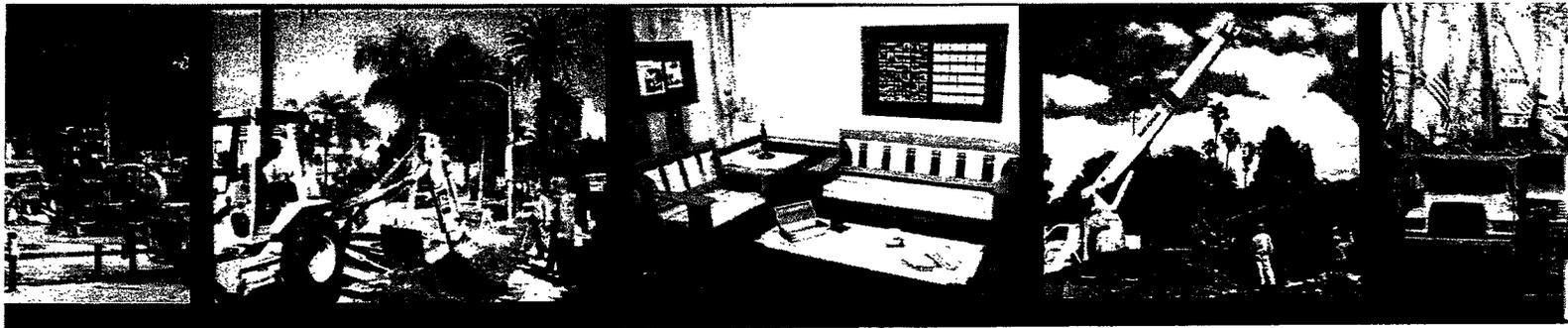
Business Name **WEST COAST ARBORISTS INC**



Classification(s) **C61/D49 C27**

Expiration Date **12/31/2012** [www.cslb.ca.gov](http://www.cslb.ca.gov)

**CORPORATE CAPABILITIES**



## OFFICE LOCATIONS

**SAN JOSE**  
390 Martin Ave.  
Santa Clara, CA 95050

**FRESNO**  
5424 N. Barcus Street  
Fresno, CA 93722

**RIVERSIDE**  
21718 Walnut Ave.  
Grand Terrace, CA 92313

**ANAHEIM**  
**(CORPORATE HEADQUARTERS)**  
2200 E. Via Burton  
Anaheim, CA 92806

**SAN DIEGO**  
8524 Commerce Avenue, Suite B  
San Diego, CA 92121

**STOCKTON**  
436 W. Scotts Avenue  
Stockton, CA 95203

**VENTURA**  
11405 Nardo Street  
Ventura, CA 93004

**WEST COAST  
ARBORISTS**



# Exhibit " B "

Tree Care Professionals Serving Communities Who Care About Trees

www.WCAINC.com



## State Of California CONTRACTORS STATE LICENSE BOARD ACTIVE LICENSE



License Number **366764**

Entity **CORP**

Business Name **WEST COAST ARBORISTS INC**

Classification(s) **C61/D49 C27**

Expiration Date **12/31/2012**

[www.cslb.ca.gov](http://www.cslb.ca.gov)



**Certificate of Insurance**

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON YOU THE CERTIFICATE HOLDER. THIS CERTIFICATE IS NOT AN INSURANCE POLICY AND DOES NOT AMEND, EXTEND, OR ALTER THE COVERAGE AFFORDED BY THE POLICIES LISTED BELOW. POLICY LIMITS ARE NO LESS THAN THOSE LISTED, ALTHOUGH POLICIES MAY INCLUDE ADDITIONAL SUBLIMIT/LIMITS NOT LISTED BELOW.

**This is to Certify that**

WEST COAST ARBORISTS, INC

2200 EAST VIA BURTON

ANAHEIM

CA 92806

NAME AND ADDRESS OF INSURED



**Liberty Mutual**

is, at the issue date of this certificate, insured by the Company under the policy(ies) listed below. The insurance afforded by the listed policy(ies) is subject to all their terms, exclusions and Conditions and is not altered by any requirement, term or condition of any contract or other document with respect to which this certificate may be issued.

TYPE OF POLICY	EXP DATE		POLICY NUMBER	LIMIT OF LIABILITY	
	<input type="checkbox"/> CONTINUOUS	<input type="checkbox"/> EXTENDED			
<b>WORKERS COMPENSATION STATUTORY</b>	7/1/2012		WA2-66D-039499-071	COVERAGE AFFORDED UNDER WC LAW OF THE FOLLOWING STATES: CA	
				<b>EMPLOYERS LIABILITY</b>	
				Bodily Injury by Accident <b>\$1,000,000</b> Each Accident	
				Bodily Injury By Disease <b>\$1,000,000</b> Policy Limit	
				Bodily Injury By Disease <b>\$1,000,000</b> Each Person	
<b>COMMERCIAL GENERAL LIABILITY</b> <input checked="" type="checkbox"/> OCCURRENCE <input type="checkbox"/> CLAIMS MADE	7/1/2012		TB2-661-039499-011	General Aggregate <b>\$2,000,000</b>	
				Products / Completed Operations Aggregate <b>\$2,000,000</b>	
				Each Occurrence <b>\$1,000,000</b>	
				Personal & Advertising Injury <b>\$1,000,000</b> Per Person / Organization	
				Other FIRE DAMAGES \$100,000	
				Other MEDICAL PAYMENTS \$5,000	
<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> OWNED <input checked="" type="checkbox"/> NON-OWNED <input checked="" type="checkbox"/> HIRED	7/1/2012		AS7-661-039499-031	Each Accident—Single Limit <b>\$1,000,000</b> B.I. And P.D. Combined	
				Each Person	
				Each Accident or Occurrence	
				Each Accident or Occurrence	
				Each Accident or Occurrence	
<b>OTHER</b> Umbrella Excess Liability	7/1/2011 7/1/2012	TH7-661-039499-041	\$5,000,000 PER OCCURRENCE/AGGREGATE		

**ADDITIONAL COMMENTS**

RE: All jobs performed by the named insured during the policy term.  
Per form CG 2010 0704, City of Placentia is additional insured under the General Liability policy if required by a written contract with the Named Insured, but only for the coverages and limits provided by the policy and the additional insured endorsement.

\* If the certificate expiration date is continuous or extended term, you will be notified if coverage is terminated or reduced before the certificate expiration date.

**NOTICE OF CANCELLATION:** (NOT APPLICABLE UNLESS A NUMBER OF DAYS IS ENTERED BELOW.) BEFORE THE STATED EXPIRATION DATE THE COMPANY WILL NOT CANCEL OR REDUCE THE INSURANCE AFFORDED UNDER THE ABOVE POLICIES UNTIL AT LEAST 30 DAYS NOTICE OF SUCH CANCELLATION HAS BEEN MAILED TO:

Liberty Mutual Insurance Group

City of Placentia

401 East Chapman Avenue

Placentia

CA 92670

*Elaine Ulan*

Elaine Ulan

Los Angeles / 0603 AUTHORIZED REPRESENTATIVE  
818 W 7th Street, Suite 850 0564408  
Los Angeles CA 90017 213-624-1171 6/15/2011  
OFFICE PHONE DATE ISSUED

This certificate is executed by LIBERTY MUTUAL INSURANCE GROUP as respects such insurance as is afforded by those Companies NM 772 07-10

**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.**

**WAIVER OF TRANSFER OF RIGHTS OF RECOVERY  
AGAINST OTHERS TO US**

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM  
GARAGE COVERAGE FORM  
TRUCKERS COVERAGE FORM  
MOTOR CARRIER COVERAGE FORM

**SCHEDULE**

**Premium:**

**Name of Person or Organization :** Any person or organization for whom you perform work under a written contract if the contract requires you to obtain this agreement from us, but only if the contract is executed prior to the injury or damage occurring.

The TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US condition is amended by the addition of the following:

We waive any right of recovery we may have against the person or organization shown in the Schedule above because of payments we make for injury or damage arising out of your operations of a covered auto done under contract with that person or organization. This waiver applies only to the person or organization shown in the Schedule above.

Policy No: AS7-661-039499-031    Issued By: Liberty Insurance Corporation  
Effective Date: 7/1/2011  
Expiration Date: 7/1/2012  
Sales Office:

Endt Serial No:

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

## DESIGNATED INSURED

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM  
GARAGE COVERAGE FORM  
MOTOR CARRIER COVERAGE FORM  
TRUCKERS COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by this endorsement.

This endorsement identifies person(s) or organization(s) who are "insured's" under the Who Is An Insured provision of the Coverage Form. This endorsement does not alter coverage provided in the Coverage Form.

### SCHEDULE

**Name of Person(s) or Organizations(s): Any person or organization whom you have agreed in writing to add as an additional insured but only to coverage and minimum limits of insurance required by the written contract agreement, and in no event to exceed either the scope of coverage or the limits of insurance provided in this policy.**

Each person or organization indicated above is an "insured" for Liability Coverage, but only to the extent that person or organization qualifies as an "insured" under the Who Is An Insured provision contained in SECTION II of the Coverage Form.

This endorsement is executed by the company below designated by an entry in the box opposite its name

Premium

Effective Date: 7/1/2011

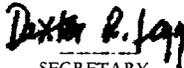
Expiration Date: 7/1/2012

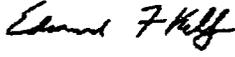
For attachment to Policy No. AS7-661-039499-031

Audit Basis:

Issued to: West Coast Arborists Inc

LIBERTY MUTUAL INSURANCE COMPANY  
 LIBERTY MUTUAL FIRE INSURANCE COMPANY  
 LIBERTY INSURANCE CORPORATION  
 LM INSURANCE CORPORATION  
 THE FIRST LIBERTY INSURANCE CORPORATION

  
SECRETARY

  
PRESIDENT

Countersigned by.....  
Authorized Representative

Issued:

Sales Office and No.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

## ADDITIONAL INSURED – OWNERS, LESSEES OR CONTRACTORS – SCHEDULED PERSON OR ORGANIZATION

This endorsement modifies insurance provided under the following:

### COMMERCIAL GENERAL LIABILITY COVERAGE PART

#### SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s):	Location(s) Of Covered Operations
Any owner, lessee, or contractor for whom you have agreed in writing prior to a loss to provide liability Insurance.	
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.	

**A. Section II – Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by:

1. Your acts or omissions; or
2. The acts or omissions of those acting on your behalf;

in the performance of your ongoing operations for the additional insured(s) at the location(s) designated above.

**B.** With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

**This insurance does not apply to "bodily injury" or "property damage" occurring after:**

1. All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the location of the covered operations has been completed; or
2. That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

This endorsement is executed by the company below designated by an entry in the box opposite its name

Premium

Effective Date: 7/1/2011    Expiration Date: 7/1/2012

For attachment to Policy No.: TB2-661-039499-011

Audit Basis:

Issued to: West Coast Arborists Inc

- LIBERTY MUTUAL INSURANCE COMPANY
- LIBERTY MUTUAL FIRE INSURANCE COMPANY
- LIBERTY INSURANCE CORPORATION
- LM INSURANCE CORPORATION
- THE FIRST LIBERTY INSURANCE CORPORATION

*Dexter P. Jorg*  
SECRETARY

*Edward F. Kelly*  
PRESIDENT

Countersigned by.....

Authorized Representative

Issued:                      Sales Office and No.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

## ADDITIONAL INSURED – OWNERS, LESSEES OR CONTRACTORS – COMPLETED OPERATIONS

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

### SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s):	Location And Description Of Completed Operations
Any owner, lessee, or contractor for whom you have agreed in writing prior to a loss to provide liability insurance.	Any location listed in such agreement.
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.	

Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury" or "property damage" caused, in whole or in part, by "your work" at the location designated and described in the schedule of this endorsement performed for that additional insured and included in the "products-completed operations hazard".

This endorsement is executed by the company below designated by an entry in the box opposite its name

Premium	[ ] LIBERTY MUTUAL INSURANCE COMPANY
	[ X ] LIBERTY MUTUAL FIRE INSURANCE COMPANY
	[ ] LIBERTY INSURANCE CORPORATION
Effective Date: 7/1/2011      Expiration Date: 7/1/2012	[ ] LM INSURANCE CORPORATION
For attachment to Policy No.: TB2-661-039499-011	[ ] THE FIRST LIBERTY INSURANCE CORPORATION

Audit Basis:

Issued to: West Coast Arborists Inc

*Dexter R. J. [Signature]*  
SECRETARY

*Edward F. Kelly [Signature]*  
PRESIDENT

Countersigned by.....  
Authorized Representative

Issued:

Sales Office and No.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

## WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US

This endorsement modifies insurance provided under the following:  
COMMERCIAL GENERAL LIABILITY COVERAGE PART

### SCHEDULE:

**NAME OF PERSON OR ORGANIZATION:** Any person or organization with whom you have agreed in writing to waive any right of recovery prior to a loss.

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

The TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US Condition (Section IV - COMMERCIAL GENERAL LIABILITY CONDITIONS) is amended by the addition of the following:

We waive any right of recovery we may have against the person or organization shown in the Schedule above because of payments we make for injury or damage arising out of your ongoing operations or "your work" done under a contract with that person or organization and included in the "products-completed operations hazard". This waiver applies only to the person or organization shown in the Schedule above.

This endorsement is executed by the company below designated by an entry in the box opposite its name

Premium

Effective Date: 7/1/2011

Expiration Date: 7/1/2012

For attachment to Policy No.: TB2-661-039499-011

Audit Basis:

Issued to: West Coast Arborists Inc

- LIBERTY MUTUAL INSURANCE COMPANY
- LIBERTY MUTUAL FIRE INSURANCE COMPANY
- LIBERTY INSURANCE CORPORATION
- LM INSURANCE CORPORATION
- THE FIRST LIBERTY INSURANCE CORPORATION

  
SECRETARY

  
PRESIDENT

Countersigned by.....

Authorized Representative

Issued:

Sales Office and No.

