



Cost Proposal

Tree Trimming and Tree Maintenance Services

The Cost Proposal Form shall be submitted with the proposal in a separate and sealed envelope. Contractor shall include a schedule of current hourly rates for all applicable personnel and State of California Craft and Prevailing Wage Determination.

ROUTINE ANNUAL TREE TRIMMING SERVICES

<i>Routine Annual Tree Trimming</i>	\$ <u>89.00</u>	per tree
<i>Palm Tree Trimming - Any size</i>	\$ <u>89.00</u>	per tree

SERVICE REQUESTS

Tree Pruning

<i>0" to 6"</i>	\$ <u>89.00</u>	per tree
<i>7" to 12"</i>	\$ <u>115.00</u>	per tree
<i>13" to 18"</i>	\$ <u>170.00</u>	per tree
<i>19" to 24"</i>	\$ <u>235.00</u>	per tree
<i>25" to 30"</i>	\$ <u>300.00</u>	per tree
<i>31" and Over</i>	\$ <u>400.00</u>	per tree

Crown Raising/Clearance Pruning

<i>0" to 6"</i>	\$ <u>45.00</u>	per tree
<i>7" to 12"</i>	\$ <u>45.00</u>	per tree
<i>13" to 18"</i>	\$ <u>60.00</u>	per tree
<i>19" to 24"</i>	\$ <u>60.00</u>	per tree
<i>25" to 30"</i>	\$ <u>75.00</u>	per tree
<i>31" and Over</i>	\$ <u>75.00</u>	per tree

Tree Removal and Stump Grinding

Tree Removal

<i>0" to 6"</i>	\$ <u>39.00</u>	per inch DBH
<i>7" to 12"</i>	\$ <u>49.00</u>	per inch DBH
<i>13" to 18"</i>	\$ <u>49.00</u>	per inch DBH
<i>19" to 24"</i>	\$ <u>59.00</u>	per inch DBH
<i>25" to 30"</i>	\$ <u>59.00</u>	per inch DBH

City of Beaumont Request for Proposal



Tree Trimming and Maintenance Services

<i>31" and Over</i>	\$ <u>59.00</u> per inch DBH
<i>Stump Grinding</i>	\$ <u>19.00</u> per inch DBH at grade
<u>Root Pruning</u>	\$ <u>29.00</u> per LF
<u>Root Barrier Installation</u>	\$ <u>29.00</u> per LF

Tree Planting

(includes tree, materials, stakes, and planting costs)

<i>15 gallons</i>	\$ <u>225.00</u> per tree
<i>24" box</i>	\$ <u>425.00</u> per tree
<i>36" box</i>	\$ <u>1,150.00</u> per tree
<i>48" box</i>	\$ <u>2,450.00</u> per tree
<i>60" box</i>	\$ <u>6,100.00</u> per tree

Tree Watering

(young trees, water truck/operator per hour)

\$ 105.00 per hour

General Labor Rates

<i>1 Ground-person</i>	\$ <u>105.00</u> per hour
<i>1 Equipment Operator</i>	\$ <u>105.00</u> per hour
<i>1 Trimmer</i>	\$ <u>105.00</u> per hour

Day Rate Service Crew

(Boom truck to include a chip body, Low decibel chipper, 1 trimmer, 2 ground persons)

\$ 2,520.00 per 8-hour day

Specialty Equipment Day Rate

\$ 1,680.00 per 8-hour day

Emergency Services

(Fully equipped 3-person crew called in for emergency service)

<i>During normal business hours</i>	\$ <u>360.00</u> per hour
<i>After hours, weekends, holidays</i>	\$ <u>450.00</u> per hour

General Arborist Services

\$ 180.00 per hour

Plant Health Care Services

\$ 180.00 per hour

SUBMISSION CERTIFICATION

I hereby submit to the City of Beaumont the following bid proposal for work outlined in the Request for Proposal entitled "**TREE TRIMMING & TREE MAINTENANCE SERVICES.**"

By my initials below, I certify that the following documents are completed, fully executed, and included in my proposal as required in the RFP document.

mm
mm
mm
mm
mm
mm

Proposer Identification/Signature Authorization
References
List of Subcontractors
Non-Collusion Affidavit
Dept. of Industrial Relations (DIR) SB 854 Certification
Questionnaire

Contractor shall complete the Cost Proposal Form and it shall be submitted with the proposal in a **separate sealed envelope**. Contract shall include a schedule of current hourly rates for all applicable personnel and State of California Craft and Prevailing Wage Determination.

mm

Cost Proposal Form (under separate sealed envelope)

My signature on this Submittal Certification is affirmation that all items listed above are fully completed and executed and are hereby submitted with the proposal as required. I understand that failure to complete and/or submit any of the required documents may be cause for rejection of my proposal.

Business Name West Coast Arborists, Inc.

Authorized Signature *Patrick Mahoney*

Print Name Patrick Mahoney

Title President

Date 04/03/24

Contact Phone Number 714-991-1900

REFERENCES

Contractor should have at least three (3) similar and separate California municipal tree maintenance contracts which have been successfully completed within the last five (5) years. Each project shall be of comparable size and scope to this project (descriptions of these projects and contact persons must be provided with bid submission).

1. Name of Agency: City of Indio
Mailing Address: 100 Civic Center Mall, Indio, CA 92201
Contact Person: Jose Vasquez Contact Phone: 760-218-0947
Email Address: jvasquez@indio.org
Term of Contract: 2006 - Current Contract Amount: \$ 645,000
2. Name of Agency: City of Coachella
Mailing Address: 53462 Enterprise Way, Coachella, CA 92236
Contact Person: Maritza Martinez Contact Phone: 760-501-8111
Email Address: mmartinez@coachella.org
Term of Contract: 2012 - Current Contract Amount: \$ 600,000
3. Name of Agency: City of Palm Desert
Mailing Address: 73-510 Fred Waring Dr., Palm Desert, CA 92260
Contact Person: Randy Chavez Contact Phone: 760-346-0611
Email Address: rchavez@cityofpalmdesert.org
Term of Contract: 2011 - Current Contract Amount: \$ 1,300,000
4. Name of Agency: City of Palm Springs
Mailing Address: 425 N. Civic Center Dr., Palm Springs, CA 92262
Contact Person: Kenneth Kershaw Contact Phone: 760-323-8283
Email Address: kenneth.kershaw@palmspringsca.gov
Term of Contract: 2018 - Current Contract Amount: \$ 800,000



NON-COLLUSION AFFIDAVIT

(Per California Public Contract Code Section 7106)

**TO BE EXECUTED BY
BIDDER AND SUBMITTED WITH BID**

State of California
County of Orange

}
} ss.

Patrick Mahoney, being first duly sworn, deposes and says
that he or she is President (title) of
West Coast Arborists, Inc., (legal name of proposing contractor)

the party making the foregoing bid and that the bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the bid is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the bid are true; and, further, that the bidder has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

04/02/24

Patrick Mahoney, President



DEPT OF INDUSTRIAL RELATIONS NOTICE
(SENATE BILL 854)

Senate Bill 854 was signed into law on June 20, 2014 and established a new public works contractor registration program which collects fees to fund compliance monitoring and enforcement, determines prevailing wage and public works coverage, and hears enforcement appeals.

All contractors and subcontractors intending to bid or perform work on public works projects are required to register, and annually renew, online for the program. This is a Department of Industrial Relations (DIR) fee paid directly to the State of California. As of March 2024, the annual registration fee for public works contractors is \$400.00.

Contractors on small projects are exempt from public works registration and electronic certified payroll reporting requirements.

Small Project Exemption:

Contractors who work exclusively on small public work projects are not required to register as a public works contractor or file electronic certified payroll reports for those projects. However, contractors are still required to maintain certified payroll records on a continuous basis and provide them to the Labor Commissioner's Office upon request.

The small project exemption applies to public works projects that do not exceed:

- \$25,000 new construction, alteration, installation, demolition or repair
- \$15,000 for maintenance

The City is required to fill out a form alerting the DIR of the services you are providing to within five (5) days after Notice of Award. Detailed information is needed to complete this form; therefore, you will be required to provide certain information needed to complete the DIR form.

Proposer's DIR No. 1000000956 Federal ID No. 95-3250682

Proposer is not registered with the DIR, but agrees to immediately register if awarded the contract _____ (initials)



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Setting the Gold Standard
by partnering with over 300 communities

City of Beaumont

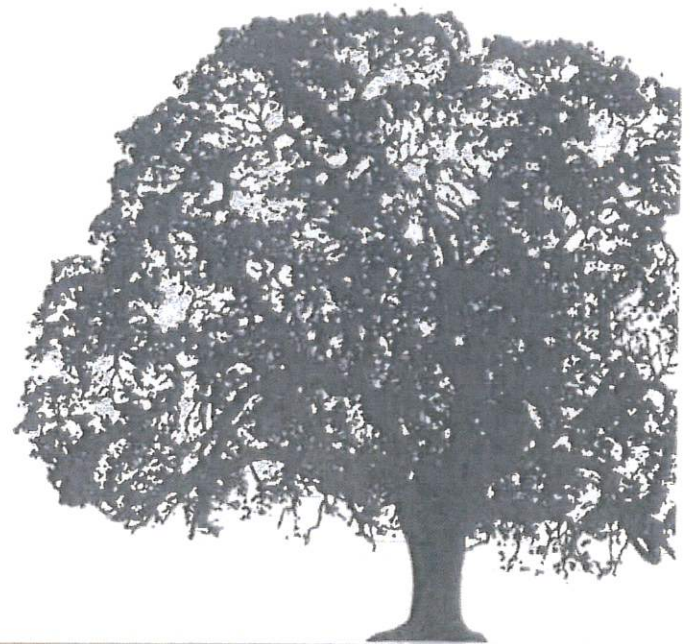
RFP – Tree Trimming and Tree Maintenance Services

GROWING:
Greenspace
Communities
Environment

ROOTED IN:
Safety
Experience
Technology



West Coast Arborists, Inc.
WCAINC.COM • (800) 521-3714
LIC #366764 • DIR #1000000956





Tree Care Professionals Serving Communities Who Care About Trees

www.WCAINC.com

April 2, 2024

City of Beaumont
Attn: Doug Story, Director of Community Services
550 E. 6th Street
Beaumont, CA 92223

RE: RFP - Tree Trimming and Tree Maintenance Services
Due: Friday, April 5, 2024 at 11:00AM

To whom it may concern;

Thank you for allowing West Coast Arborists, Inc. (WCA) the opportunity to submit a proposal for tree maintenance services for the City of Beaumont. WCA is a family-owned and operated company employing over 1,200 full-time employees providing various tasks to achieve one goal: serving communities who care about trees. We have reviewed, understand, and agree to the terms and conditions described in this RFP. We also hereby acknowledge that we meet the minimum requirements and responded to each of these requirements to the best of our ability.

WCA's corporate values include listening to customers and employees to help improve services offered. By establishing clear goals and expectations for the organization, supporting its diverse teams, and exchanging frequent feedback from customers and employees, we are able to provide 'gold standard' tree care services. WCA's top management team has created a culture where employees become accountable for actions and results. Our Tree Care Industry Association (TCIA) company-wide accreditation is evidence of the commitment WCA has to our safety and training programs, customer satisfaction and our capacity to maintain industry standards.

WCA has a 51-year track record of working for more than 350 California and Arizona municipalities as well as other various agencies. Our company has been in business since 1972 and is licensed by the California State Contractors License Board under license #366764. We have held this license in good standing since 1978. The license specializes in Class C61 (Tree Service), Class C27 (Landscaping), Class C49 (Tree and Palm), and Class C31 (Traffic Control). We currently employ over 95 Certified Arborists and over 155 Certified Tree workers, as recognized by the International Society of Arboriculture. WCA is also registered with the Department of Industrial Relations (DIR) for Public Works projects, our registration number is 1000000956. All work will be performed in-house; no subcontractors will be used.

Our employees will operate from our Indio Office located at 43712 Jackson St, Indio, CA 92201. For questions related to this proposal and who has the authority to negotiate/present please contact Victor Gonzalez, V.P. Business Development, at (714) 991-1900 or at vgonzalez@wcainc.com. Isaac Garza, Area Manager, will be assigned to this project should WCA be awarded a contract. He can be reached at (714) 396-9544 or igarza@wcainc.com.

Sincerely,

Patrick Mahoney, President

West Coast Arborists, Inc.

2200 E. Via Burton Street • Anaheim, CA 92806 • 714.991.1900 • 800.521.3714 • Fax 714.956.3745

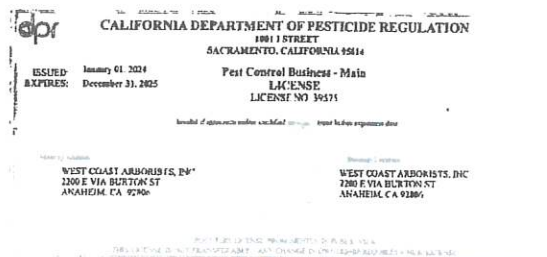
Corporate Capabilities

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/D49, C49, C27, C31, C21, A & B
- Over \$8,500,000 line of credit available
- Annual financial audits available upon request
- Bonded by ARCH, an A+ rated company
- 1,200+ employees
- 350+ contracts with public agencies
- 95+ Certified Arborists
- 155+ Certified Tree Workers
- Drug-free workplace
- 14,000 sq. ft. company-owned Headquarters (Anaheim)
- Department of Agriculture Nursery license
- Avg. 712,000 trees **pruned** annually over past 3 years
- Avg. 46,000 trees **removed** annually over past 3 years
- Avg. 20,000 trees **planted** annually over past 3 years
- Avg. 250,000 trees **inventoried** annually over past 3 years
- Fully insured with insurance up to \$25 million
- Federal Tax ID #95-3250682, current on all taxes and filings with state and federal government
- Sales volume over \$190 million annually
- Fleet of approximately 1,600 pieces of equipment

Active Memberships:

Tree Care Industry Association (TCIA)
International Society of Arboriculture (ISA)
League of California Cities (LCC)
California Parks & Recreation Society (CPRS)
Association of California Cities |
–Orange County (ACCOC)
Maintenance Superintendents Association (MSA)
California Landscape Contractors Association (CLCA)
Street Tree Seminar (STS)
California Urban Forest Council (CaUFC)
American Public Works Association (APWA)



**CONTRACTORS
STATE LICENSE BOARD
ACTIVE LICENSE**



License Number **366764**

Entity **CORP**

Business Name **WEST COAST ARBORISTS INC**

Classification(s) **C61/D49 C27 A C21 B C31 C49**

Expiration Date **12/31/24**

www.csfb.ca.gov



Department of Industrial Relations

Contractor Information

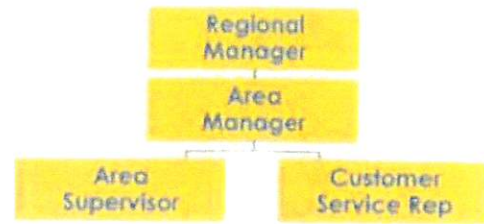
Organization: WEST COAST ARBORISTS INC
Legal Entity Type: Corporation
Status: Active
Registration: Registered
Expiration: 12/31/24
Registration Number: 366764
Working Area: Tree Care
Physical Address: 2200 E VIA BURTON ST, ANAHEIM, CA 92806
Mailing Address: 2200 E VIA BURTON ST, ANAHEIM, CA 92806
Phone Number: (714) 944-1111
Fax Number: (714) 944-1112
Email: info@wca-arborists.com

Registration History

Effective Date	Expiration Date
12/31/24	12/31/24
12/31/23	12/31/23
12/31/22	12/31/22
12/31/21	12/31/21
12/31/20	12/31/20
12/31/19	12/31/19
12/31/18	12/31/18
12/31/17	12/31/17
12/31/16	12/31/16
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12/31/09	12/31/09
12/31/08	12/31/08
12/31/07	12/31/07
12/31/06	12/31/06
12/31/05	12/31/05
12/31/04	12/31/04
12/31/03	12/31/03
12/31/02	12/31/02
12/31/01	12/31/01

Meet the Team: Project Team

Project Team Structure



MIKE PALAT

Regional Manager/V.P.

Mr. Palat has been with WCA since 2003. He brought several years' experience in both utility and urban forestry working with ArcView and GPS as well as field experience. As a Regional Manager, he is responsible for field operations and oversees Area Managers in Southern California & Arizona. Mr. Palat has over 20 years in the tree care industry and is the current Chairman of the San Diego Regional Urban Forests Council. As an ISA Board Certified Master Arborist, Mike has extensive knowledge and experience in the science, practice, and management of the urban forest as it relates to the arboriculture industry. This credential includes completing continued education units (CEUs) each year.

- ISA Board Certified Master Arborist #WE-6541BUM
- B.S. Parks & Recreation Management, minor in Environmental Science
- ISA Tree Risk Assessment Qualified
- TCIA Certified Treecare Safety Professional (CTSP) #302
- Certified Wildlife Protector #575



ISAAC GARZA

Area Manager

Isaac has over 15 years' experience in the arboriculture industry. He started in the municipal sector and joined WCA in 2019 to manage our Desert Cities region. As an Area Manager Isaac manages crews in the field. Ensures company work and safety policies are being followed. Provides guidance to Supervisors in completing safety and crew evaluations. Maintains contact and communications with City Inspectors or assigned representatives to schedule and plan work. Accounts for all crew paperwork and assists in any billing concerns or issues.

- ISA Certified Arborist #WE-8689a
- ISA Tree Risk Assessment Qualified
- TCIA Certified Treecare Safety Professional (CTSP) #3312
- TCIA Electrical Hazard Awareness Program



GABRIEL RUIZ

Project Supervisor

As Site Supervisor, Gabriel is a full-time employee and speaks fluent English. Gabriel started his career with WCA in 2012 and has a broad knowledge of arboriculture and tree maintenance for municipalities. He is responsible for reviewing the day's activities, assisting the Area Manager in scheduling, and ensuring proper safety procedures are being followed. As Supervisor, he will communicate with City officials and other interested parties on a daily basis. Report and resolve malfunctions, damage, or industrial injury. He also assists in employee training programs, maintaining records, and filing daily reports and receipts.

- ISA Certified Tree Worker Climber #WE-11568T
- WCA Qualified Arborist

Executive Staff

From marketing, contract administration, field and fleet management, to information technology, our Executive Staff is involved in the day-to-day operations supporting each Project Team and customer to ensure the highest quality of tree care is being achieved in the industry.



Patrick Mahoney
President



Richard Mahoney
Secretary



Rose Epperson
Treasurer



Andrew Trotter
V.P. – Field Operations



Chris Crippen
V.P. – I.T.



Victor Gonzalez
V.P. – Business
Development



Debbie DePasquale
V.P. – Internal Operations



Ernesto Macias
V.P. – Risk Management



Nick Alago
V.P. – SoCal Region



Michael Palat
V.P. – SoCal Region



Jason Pinegar
V.P. – NorCal Region

CLIENT REFERENCES

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 Agency's entire urban forest.

CITY OF INDIO

SINCE 2006



WCA currently maintains the City's landscape maintenance districts consisting of over 10,000 street trees. These trees are maintained on an annual 3-5 year maintenance cycle. All palm tree species are trimmed annually and removals are based on an as needed basis. WCA is a supporter and participant in the City's annual Arbor Day celebration.

Contact: Jose Vasquez, Parks & Facilities Manager

100 Civic Center Mall, Indio, CA 92201 ~ (760) 218-0947 ~ jvasquez@indio.org

ANNUAL BUDGET: \$645,000

CITY OF COACHELLA

SINCE 2012



WCA has partnered with the City of Coachella to provide tree trimming and maintenance services citywide and in the landscape maintenance districts. The palm trees throughout the coachella valley requires specific maintenance including sterilized equipment and special care when handling the various palm types. In addition to providing tree planting and removal services, WCA recently partnered with the City for the AMPlifying the Urban Forest project which included planting trees from a CalFire grant that the City received.

Contact: Maritza Martinez, Public Works Director

53462 Enterprise Way, Coachella, CA 92236 ~ (760) 501-8111 ~ mmartinez@coachella.org

ANNUAL BUDGET: \$600,000

CITY OF PALM DESERT

SINCE 2011



WCA provides arboricultural services for the City of Palm Desert which includes palm pruning during May through July and hardwood tree pruning for the City and Housing Authority trees during the spring and/or fall season. WCA also provides tree pruning at the Desert Willow Golf Course.

Contact: Randy Chavez, Landscape Supervisor – Public Works

73-510 Fred Waring Dr., Palm Desert, CA 92260 ~ (760) 346-0611 ~

rchavez@cityofpalmdesert.org

ANNUAL BUDGET: \$1,300,000

CITY OF PALM SPRINGS

SINCE 2018



WCA provides citywide tree maintenance services for the City of Palm Springs including tree pruning, removal, palm pruning, tree watering, tree replacement and emergency response services as-needed.

Contact: Kenneth Kershaw, Parks Maintenance Supervisor

425 N. Civic Center Dr., Palm Springs, CA 92262 ~ (760) 323-8283 ~

kenneth.kershaw@palm Springsca.gov

ANNUAL BUDGET: \$800,000

FIRM EXPERIENCE

Listed below are current contracts valued over \$2,000,000 annually.

Customer	Duration	Annual Contract Amount
County of Los Angeles	Since 2015	\$14,800,000
City & County of San Francisco	Since 2017	\$6,200,000
City of Riverside	Since 2018	\$4,400,000
City of Long Beach	Since 2016	\$3,400,000
City of Fresno	Since 2001	\$3,400,000
Riverside Public Utilities	Since 1997	\$3,400,000
City of Anaheim/Anaheim Utilities	Since 2007	\$3,300,000
City of Corona	Since 2010	\$3,000,000
City of Industry	Since 2020	\$3,000,000
County of Orange - Parks	Since 2014	\$3,000,000
City of Sacramento - Parks	Since 2016	\$2,800,000
City of San Diego	Since 2015	\$2,700,000
City of Ontario	Since 1998	\$2,700,000
City of Sacramento	Since 2015	\$2,500,000
City of Glendale	Since 2015	\$2,500,000
Glendale Water & Power	Since 2015	\$2,500,000
City of Santa Clarita	Since 2008	\$2,400,000
City of Beverly Hills	Since 2000	\$2,300,000
City of Fullerton	Since 1998	\$2,300,000
City of Santa Ana	Since 2015	\$2,000,000

Root Pruning

We strongly recommend against any root pruning, however, should the City elect to proceed, we recommend that it be done no 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 with native soil and debris will be hauled away. This is performed under the hourly rate.

Tree and Stump Removal Operations

With a minimum of 48 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, if ordered to do so and with proper USA notification. Our standard stump grinder is the Vermeer SC802. This stump grinder is ideal for any size job and can be used to grade large stumps. We also use the Dosko SC69 stump grinders. These are intended to remove tree stumps and exposed root systems close to ground level. Tree removal and stump removal are to be charged separately in accordance with the contract.



Tree Planting

We can replace trees that have been removed and plant new trees in accordance with the City's specifications. We are prepared financially and logistically to acquire and purchase selected tree species for tree planting. At a minimum of 48 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. 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, when requested by the Agency. 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

We are prepared for emergency calls 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 Agency, Police Department and/or Fire Department. Our emergency response team will do what is necessary to render the hazardous tree or tree-related condition safe until the following workday.

IMPLEMENTATION, QUALITY CONTROL & SAFETY

Implementation Plan

To ensure the quality of work and the level of service expected, WCA abides by a well-defined quality control plan that incorporates the following:

- Certified personnel
- Safety
- Pruning specifications and guidelines
- Sound equipment
- Public relations
- Proper traffic control
- State-of-the-art communication systems

Special shifts including weekends and evenings can be arranged in accordance with the Agency's specifications.

Area Manager: Isaac Garza

ISA Certification #: WE-8689A

TCIA CTSP #3312

ISA Tree Risk Assessment Qualified

The project Area Manager will be the central point of contact and will work cooperatively with Agency staff, local residents and business owners, etc. The Area Manager will provide overall field supervision and crew management.

Daily Management

Daily management will consist of, but not be limited to:

- Email notification complete with location, crew, equipment type, and work description
- Supervise crew personnel to insure proper pruning standards are followed in a safe manner
- Traffic control setup and maintenance of work zone
- Ensure work area is left free of debris at the end of shift
- Maintain record of work completed each day
- Maintain good public relations at all times
- Provide immediate notification to Agency Inspector upon damage of personal property including a plan for corrective measures to take place within 48 hours

Weekly Management

- Weekly management will consist of, but is not limited to:
- Weekly inspection of work completed
- Meet with the Agency to review work schedule and progress
- Insure standards of pruning are performed in accordance with Agency specifications
- Maintain open communication

Workflow Timelines

GRID PRUNING FLOWCHART

(Within 30-day Completion)



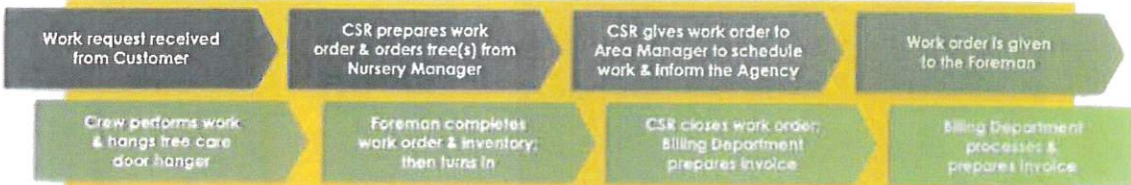
REMOVAL FLOWCHART

(Within 15-day Completion)



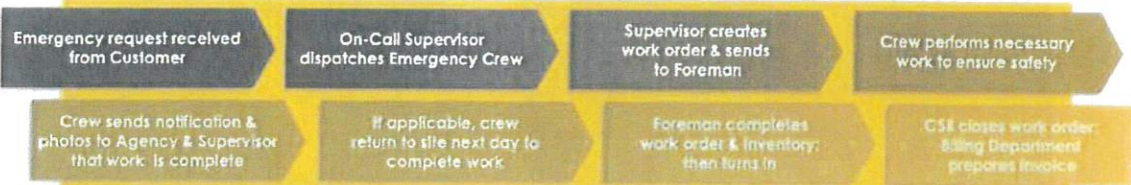
PLANTING FLOWCHART

(Within 15-day Completion)

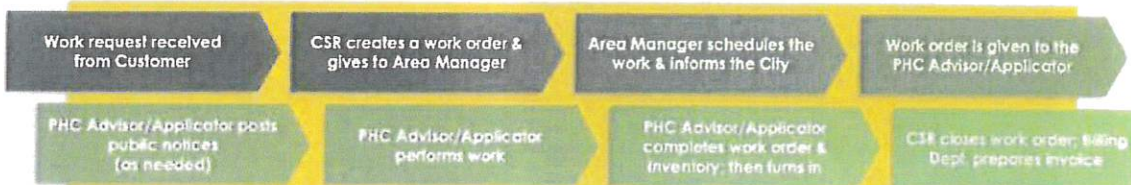


EMERGENCY FLOWCHART

(Within 1-3 hour Response / 24-hour Completion)



PLANT HEALTH CARE FLOWCHART



Quality Control

Feedback

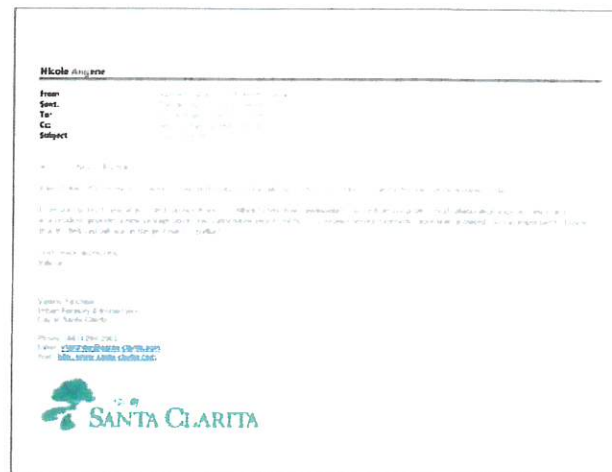
WCA regularly receives and tracks feedback from customers and residents as a means to acknowledge good performance and provide prompt resolution for any negative comments. Every month, a summary of the feedback is then reviewed by the management team.

Customer Service Department

As we work with, or near, the public, we are mindful that we will most likely be the first person the public contacts. We have a full-time Customer Service Department with each Customer Service Representative (CSR) trained in addressing concerned residents and bystanders.

Complaints & Damage Resolution

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.



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. We will notify the Agency Representative immediately upon damage of private property including plans for corrective measures to take place within 48 hours.

Any activities found by the Agency 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.

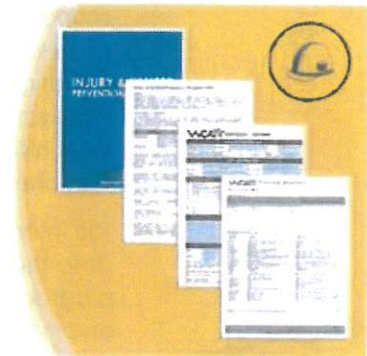
Protection of Public and Private Property

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 disturbance.

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.

Our Training and Safety team members are tasked with completing field evaluations of crews and members are on-site to coach and train employees on safe practices. Employees receive performance evaluations at 90 days, 6 months, then annually (or as-needed) after their first year. All employees are provided copies of WCA's Injury & Illness Prevention Program.



Traffic Control

Traffic control procedures will be set-up in accordance with the Work Area Traffic Control Handbook (WATCH) and State of California Manual of Traffic Controls as well as the Agency 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 Agency will approve traffic safety



SAFER ROADS SAVE LIVES

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.



*WCA is dedicated to
health and safety for
trees, employees,
and the community.*

Billing

WCA, Inc. operates a modern invoicing system that is updated on a daily basis. Progress billings will be submitted to the Customers 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 customer. This information will be supplied in hardcopy and immediately accessible on ArborAccess. Job balances reflecting the percent of completion for each job can be viewed on ArborAccess.

Sample Management Tools: Detailed Tree Site Characteristics

The advanced technology provides a valuable tool to urban forestry professionals by displaying specific tree site information 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 updated and accompanied with bi-weekly invoices. This process eliminates the need for dual-inputting and helps keep the tree inventory current and accurate.



Maintenance Records

Accurate maintenance records for each location oftentimes can assist the Agency with liability claims. Maintaining a detailed history of the work performed at each location demonstrates good faith in preserving its urban forest. It is imperative that work requests are pulled from the system prior to the work being performed, otherwise inventory accuracy is not guaranteed.

EQUIPMENT LIST

Equipment

Our modern fleet undergoes daily inspection prior to use to ensure efficiency and safety. All equipment is routinely serviced, painted, and detailed. All equipment used during the duration of this project will meet state and federal safety requirements and have all up-to-date certifications, as required.

CHP Biennial Inspection of Terminal Certification

We have successfully been awarded the CHP Biennial Inspection Award of Recognition. 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.

Telematics (GPS)

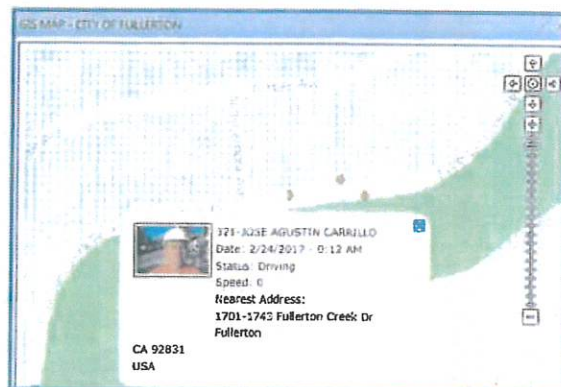
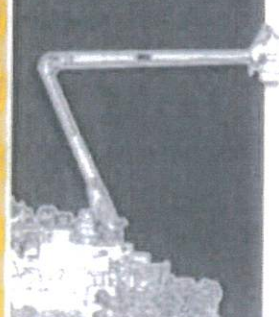
WCA has partnered with Geo-Tab to provide GPS units on all vehicles and equipment. This investment has given us and our customers the following benefits:

- Provide faster response times and more efficient routing allowing us to service more customers
- Lower operational costs by optimizing our fleet size, reducing labor, overtime, and insurance, and minimizing costly vehicle repairs
- Decrease fuel use by monitoring fleet fuel economy and saving on unnecessary fuel expenditures
- Reduce emissions by helping drivers improve their habits such as speed and idle time, and reducing total miles driven which will significantly reduce harmful greenhouse gas emissions
- Improve dispatching with landmarks and driving directions, GPS units helps us to better dispatch so that we can service more customers, faster
- Recover stolen vehicles reducing liability costs which can be passed on to customers

Equipment List Summary

Pick Up Trucks	389
Aerial Lift Devices	358
95ft Aerial Devices	18
Dump Trucks	224
Flat Beds	45
Field Service Trucks	32
Arrowboards	98
ATVs	24
Stump Grinders	67
Loaders	96
Rubber Track Loader	1
Root Pruners	2
Roll off Trucks	54
Saw Mill	3
Log Skidder	4
Back Hoes	1
Brush Chippers	159
Cranes	6
Toyota Prius	8
Toyota Yaris	9
Ford CMAX	4

Modern fleet
consisting of
1600+
pieces of
equipment.



WILDLIFE, GREEN WASTE & COMMUNITY

Wildlife Protection

We have a full-time Biologist, Lissette Rios, on staff whose responsibilities include writing reports, pre-work bird assessments, and training crews on current bird nesting laws as well as BMPs for tree maintenance. The protection of birds, especially during nesting season, is critical to providing responsible tree maintenance and her experience, training and skilled eye have proven to be a great asset to our team. Our safety and training department has committed to working with wildlife preservation associations and played a key role in the establishment of the Tree Care for Birds and Other Wildlife BMP that is used in the tree care industry.



Green Waste

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.

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 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 is traditionally the most common use of large branches and logs. Firewood is used to heat homes during winter months. WCA takes logs to our yard, and these are then chopped into usable firewood.

Arbor Day Advocates

WCA participates in over 100 Arbor Day and other community events annually by providing educational presentations, tree plantings and sponsorships. As a community partner, we understand the importance of teaching youth about the benefits of trees not only to better our environment but to ensure our urban forests are maintained for years to come.

Community Involvement

WCA participates in Arbor Day and other community events annually by providing educational presentations, tree plantings and sponsorships. As a community partner, we understand the importance of teaching youth about the benefits of trees not only to better our environment but to ensure our urban forests are maintained for years to come. WCA has a designated "Grants Team" to work with agencies to obtain grants for tree planting and growing the urban forest.



Partnering with the Arizona Sustainability Alliance to engage K-12 educators in urban forestry.

Community Campaigns

WCA has partnered with *Invest From the Ground Up* and the Western Chapter International Society of Arboriculture to plant trees across California under their newest initiative – Cool Parks. With a generous grant from CAL FIRE, the Cool Parks team is working alongside partner cities and nonprofits to bring **2500** trees to California's disadvantaged and low-income communities, organize a CA Tree Team workshop, and engage residents to learn and care about the trees in their city.

Prior to the "Cool Parks" campaign, WCA participated in the CIRCLE (California Initiative to Reduce Carbon and Limit Emissions) campaign since its launch in October of 2016. Each round of tree planting events has provided thousands of trees to communities across California. The trees planted have the potential to sequester millions of pounds of CO₂.

These events are valuable to California communities by generating thousands of volunteers, improving air quality, and educating the local community about proper tree planting techniques. Together, we can grow the urban forest for a more sustainable future.

