



*Tree Care Professionals Serving Communities Who Care About Trees*

www.WCAINC.com

May 28, 2020

City of Lake Elsinore  
**Attn: City Clerk**  
130 South Main Street  
Lake Elsinore, CA 92530

**RE: RFB: Citywide Tree Maintenance Services**

**Due: Friday, May 29, 2020 at 2:00PM**

To whom it may concern;

Thank you for allowing West Coast Arborists, Inc. (WCA) with the opportunity to submit a proposal for tree maintenance services for the City of Lake Elsinore. WCA is a family-owned and operated company employing over 950 full-time employees providing various tasks to achieve one goal: serving communities who care about trees and landscape. 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 that will help to improve services offered. By establishing clear goals and expectations for the organization, supporting diverse teams, and exchanging frequent feedback from customers and employees. WCA's top management team has created a culture where employees become accountable for actions and results.

WCA has a 48-year track record of working for more than 300 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 Boards under license #366764. We have held this license in good standing since 1978. The license specializes in Class C61 (Tree Service) as well as Class C27 (Landscaping). We currently employ over 80 Certified Arborists and over 140 Certified Tree workers, as recognized by the Western Chapter of 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. Should we be awarded this project, we shall use full-time, in-house employees; no subcontractors will be used. Federal ID: #95-3250682.

Our employees will operate from one of our seven California Offices: Stockton Office, 3625 E. Stevenson Avenue, Stockton, CA 95205. For questions related to this proposal and who has the authority to negotiate/present please contact Victor Gonzalez, V.P. Marketing, at (714) 991-1900 or at [vgonzalez@wcainc.com](mailto:vgonzalez@wcainc.com). Martin Cortez, Area Manager, will be assigned to this project should WCA be awarded a contract. He can be reached at (714) 713-0717 or [mcortez@wcainc.com](mailto:mcortez@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

**TO ACCOMPANY BID SUBMITTAL**

**PROPOSAL FOR  
CITYWID TREE MAINTENANCE SERVICES**

Name of Bidder West Coast Arborists, Inc.  
Address of Bidder 2200 E. Via Burton  
Anaheim, CA 92806

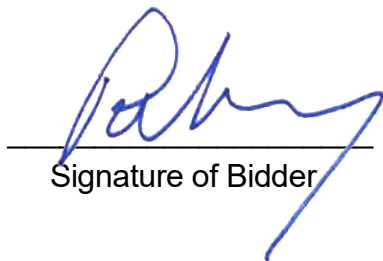
To: City of Lake Elsinore, California

The undersigned bidder, in accordance with the City's Notice Inviting Bids, hereby proposes to furnish all materials, equipment, tools, labor, and incidentals required for the above-stated project as set forth in the Plans, Specifications, and Contract documents therefore to perform all work in the manner and time prescribed therein. The attached Bid Schedule is hereby made a part of this proposal.

The undersigned bidder declares that this proposal is based upon careful examination of the work sites, Plans, Specifications, Instructions to Bidders, and all other Contract documents. If this proposal is accepted for award, bidder agrees to enter into a Contract with the City at the unit and/or lump sum prices set forth in the following bid schedule. Bidder understands that failure to enter into a Contract and furnish insurance in the manner and time prescribed will result in forfeiture to the City of the guarantee accompanying this proposal.

The undersigned bidder certifies that this proposal is made in good faith, without collusion or connection with any other person or persons bidding on the work.

The undersigned bidder understands that the City Council reserves the right to accept or reject any or all proposals or to waive formality or technicality in any proposal in the interest of the City.

  
\_\_\_\_\_  
Signature of Bidder

Patrick Mahoney, President  
\_\_\_\_\_  
Printed Name of Bidder

**TO ACCOMPANY BID SUBMITTAL**

**CITYWIDE TREE MAINTENANCE SERVICES BID SCHEDULE**

BIDDER: West Coast Arborists, Inc.  
(Contractor Name)

ITEM NO.	CODE	DESCRIPTION OF ITEMS	UNIT	UNIT PRICE
1.		Grid Tree Trimming	EACH	\$84.00
2.		Service Request Trimming	EACH	\$234.00
3.		Tree Raising	EACH	\$49.00
4.		Palm Tree Trimming	EACH	\$84.00
5.		Palm Tree Skinning / Shaping	EACH	\$204.00
6.		Palm tree seed pod only removal	EACH	\$84.00
7.		Tree and Stump Removal	DSH per INCH	\$44.00
8.		Tree only Removal	DSH per INCH	\$34.00
9.		Stump only Removal	DSH per INCH	\$20.00
10.		Plant 15-gallon tree with root barrier	EACH	\$174.00
11.		Plant 15-gallon tree without root barrier	EACH	\$154.00
12.		Plant 24" box tree with root barrier	EACH	\$344.00
13.		Plant 24" box tree without root barrier	EACH	\$324.00
14.		Plant 36" box tree with root barrier	EACH	\$754.00
15.		Plant 36" box tree without root barrier	EACH	\$724.00
16.		Plant 48" box tree with root barrier	EACH	\$1,124.00
17.		Plant 48" box tree without root barrier	EACH	\$1,054.00
18.		Root Pruning	LINEAR FOOT	\$24.00

ITEM NO.	CODE	DESCRIPTION OF ITEMS	UNIT	UNIT PRICE
19.		Right of Way/street clearance	EACH	\$84.00
20.		Crew Rental – per person	HOUR	\$90.00
21.		Emergency Crew Rental – per person	HOUR	\$110.00
22.		Specialty Equipment Rental	HOUR	\$150.00
23.		Arborist Services (report writing)	HOUR	\$150.00
24.		GPS Inventory and continuous updates	NO CHARGE	INCLUDED

All work to be done in accordance with City of Lake Elsinore Ordinances, Standard Specifications for Public Works Projects (if applicable), and Specifications set forth in this bid package (See Annual Tree Maintenance Contract, Exhibit A thereto for the Specifications.) The budget for the project is flexible and is dependent upon the City Council approved tree maintenance budget. Historically, that budget is approximately \$100,000 annually. The City does not guarantee a specific dollar amount for work within the scope of this project.



## SIGNATURE PAGE

### **IF A SOLE OWNER OR SOLE CONTRACTOR, SIGN HERE:**

1.Name under which business is conducted

N/A \_\_\_\_\_

2.Place of Business

N/A \_\_\_\_\_  
(Street and Number)

N/A \_\_\_\_\_  
(City, State, and Zip Code)

N/A \_\_\_\_\_  
(Telephone Number)

2.Signature of proprietor \_\_\_\_\_ N/A

### **IF A PARTNERSHIP, SIGN HERE:**

1.Name under which business is conducted

N/A \_\_\_\_\_

2.Place of Business

N/A \_\_\_\_\_  
(Street and Number)

N/A \_\_\_\_\_  
(City, State, and Zip Code)

N/A \_\_\_\_\_

(Telephone Number)

3.Name of each member of Partnership (indicate character of each partner, either general or special [limited])

N/A

4.Signature (Signature must be made by a general partner)

N/A

**IF A CORPORATION, SIGN HERE:**

1.Name under which business is conducted

West Coast Arborists, Inc.

2. Place of Business

2200 E. Via Burton

(Street and Number)

Anaheim, CA 92806

(City, State, and Zip Code)

(714) 991-1900

(Telephone Number)

3.Name of each officer of corporation (indicate office)

Patrick Mahoney, President

Richard Mahoney, Secretary

Rose Epperson, Treasurer

4. Signature of officer authorized to sign for the Corporation

Patrick Mahoney, President

(Impress Corporate Seal here):

**TO ACCOMPANY BID SUBMITTAL**

**NON-COLLUSION DECLARATION**

I, Patrick Mahoney, do hereby declare that I am the President  
(Printed Name) (Title)

of West Coast Arborists, Inc., the party making the foregoing bid for  
(Company Name)

*maintenance work in the City of Lake Elsinore referred to as:*

**CITYWIDE TREE MAINTENANCE SERVICES**

and that the bid is not made in the interest of, or on behalf of, and 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.

I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE FOREGOING IS TRUE AND CORRECT.

Patrick Mahoney, President

(Printed Name)



(Signature)

5/28/2020

(Date)

**TO ACCOMPANY BID SUBMITTAL**

**LIST OF REFERENCES**

**CITYWIDE TREE MAINTENANCE SERVICES**

**REFERENCES**

The following are the names and telephone numbers for five (5) public agencies for which BIDDER has performed similar work within the past three (3) years:

- 1.) City of Murrieta, Geroge Moring, Parks Maintenance Supv. (951) 461-6112
- 2.) City of Corona, Moses Cortez, Parks & Landscape Supv. (951) 817-5728
- 3.) City of Indio, Paul Stalma, Parks Supervisor (760) 347-1058
- 4.) City of Temecula, Rodney Tidwell, (951) 694-6411
- 5.) City of Redlands, Erick Reeves, (909) 798-7583



# CITY OF LAKE ELSIORE

## CITYWIDE TREE MAINTENANCE SERVICES

WCAINC.COM • 800.521.3714 • LIC #366764 • DIR #1000000956



*Setting the gold standard.*



Tree  
Pruning



Tree  
Removal



Tree  
Planting



GPS Tree  
Inventory



Emergency  
Response



Plant  
Health Care



ISA  
Certified



1

# CORPORATE CAPABILITIES

**WEST COAST ARBORISTS, INC. (WCA)** is a family-owned and operated union company employing nearly 1,000 full-time employees providing tree maintenance and management services. We are proudly serving over 275 municipalities and public agencies. We provide superior and safe tree care operations seven days a week, 24 hours a day throughout California and Arizona.

## COMPANY INFORMATION

President: Patrick Mahoney  
Organization Type: Corporation  
Established: 1972  
Federal Tax ID: 95-3250682  
DIR Registration: 1000000956  
Members of Laborers' Union: LiUNA!

## CORPORATE OFFICE

2200 E. Via Burton St.  
Anaheim, CA 92806

## REGIONAL OFFICES

Fresno, CA  
Indio, CA  
Pinole, CA  
Phoenix, AZ  
**Riverside, CA**  
Sacramento, CA  
San Diego, CA  
San Jose, CA  
Stockton, CA  
Ventura, CA

## CONTRACT ADMINISTRATION

Victor Gonzalez, Vice President  
Corporate Office  
Phone (714) 991-1900  
Fax (714) 956-3745  
Email: [vgonzalez@wcainc.com](mailto:vgonzalez@wcainc.com)

## FIELD MANAGEMENT

Martin Cortez, Area Manager  
21718 Walnut Ave.  
Grand Terrace, CA 92313  
Phone (714) 396-9544  
Fax (909) 783-6515  
Email: [mcortez@wcainc.com](mailto:mcortez@wcainc.com)

**EMERGENCY RESPONSE 24/7**  
866-LIMB-DOWN

## OUR VISION

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. It is our goal and vision to lead the industry in state-of-the-art urban tree care and management services.

*Tree care professionals serving  
communities who care about trees.*

## 100% CUSTOMER SATISFACTION

Customer satisfaction is our top priority. We guarantee your complete satisfaction with every facet of our services. Our dedication to customer service has earned WCA a reputation unrivaled 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 customer's valuable 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 issue.



**80+ ISA Certified  
Arborists**



**45+ Years Experience  
(Similar Size & Scope)**



**950+ Qualified  
Employees**



**Less than 2% turnover  
ratio for service staff**



**Local Office  
Riverside**



**1250+ Fleet of  
Modern Equipment**



## 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 & C27
- Over \$8,500,000 line of credit available
- Bonded by CBIC, an A+ rated company
- 950+ employees
- 275+ contracts with public agencies
- 80+ Certified Arborists
- 140+ Certified Tree Workers
- Drug-free workplace
- 14,000 sq. ft. company-owned Headquarters (Anaheim)
- Department of Agriculture Nursery license
- Avg. 500,000 trees **pruned** annually over past 3 years
- Avg. 18,000 trees **removed** annually over past 3 years
- Avg. 14,000 trees **planted** annually over past 3 years
- Avg. 250,000 trees **inventoried** annually over past 3 years
- Fully insured with insurance up to \$10 million
- Federal Tax ID #95-3250682, current on all taxes and fillings with state and federal government
- Sales volume over \$110 million annually
- Fleet of approximately 1,250 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)



## State of California Department of Industrial Relations

### Contractor Information

Legal Entity Name  
Corporation  
Active

1000000956

07/01/19

06/30/22

2200 E. VIA BURTON ANAHEIM 92806 CA United States of America

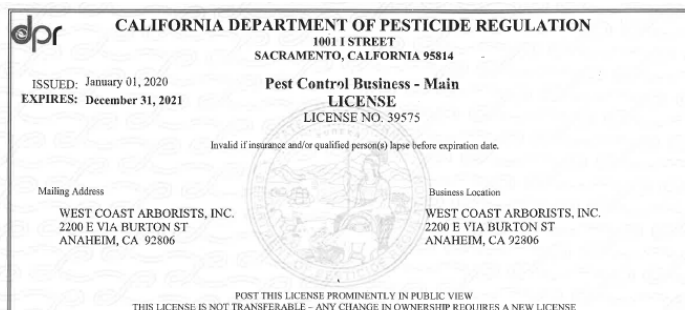
2200 E. VIA BURTON ANAHEIM 92806 CA United States of America

vgonzalez@wcainc.com

License Number (s)

CSLB:366764

WEST COAST ARBORISTS, INC.





# 2

## STAFF QUALIFICATIONS



**Staff members have diverse educational backgrounds including accounting, business administration, engineering, and forestry.**

### INTRODUCTION

West Coast Arborist's (WCA) is a company comprised of a management team and a safety committee. Staff members have diverse educational backgrounds including accounting, business administration, engineering and forestry.

### 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 performing work, leading a crew, or career advancement. The work performed on this contract is routine, recurring and usual. The work includes watering, trimming, pruning, planting, removal and replacement of trees and plants, and servicing of irrigation. The rates included in the Cost Proposal are based on the current prevailing wage determination for "Tree Maintenance (Laborer)."

### CERTIFICATION

WCA encourages its employees to get certified through the International Society of Arboriculture, in an effort to raise 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.

### CREW EVALUATION

WCA employees are evaluated through an internal mechanism supervised by our Management Team. Each employee performs their 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 Mahoney, President



Rose Epperson, Vice President



Chris Crippen, VP IT



Andy Trotter, VP Field Operations



Jason Pregar, Regional Manager



Richard Mahoney, Vice President

Debbie DePasquale, VP Contract Services

Victor Gonzalez, VP Marketing

Randy Thompson, VP Operations



## UPPER MANAGEMENT TEAM

From marketing, contract administration, field and fleet management, to information technology, our Upper Management Team 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.

## PROJECT TEAM

### MARTIN CORTEZ, AREA MANAGER

**ISA Board Certified Master Arborist #WE 8539A • TCIA Certified Treecare Safety Professional #1770C • TLC Wildlife Aware**

Mr. Cortez has been with WCA since 2006. Martin has worked as a groundman and trimmer. In time, his efforts were recognized as he's experienced a number of promotions: from Crew Leader to Foreman to Supervisor to now being the Area Manager of Riverside County and beyond. Today, Martin is responsible for field operations and management of crews. He is also involved in scheduling, evaluation and production of street tree maintenance.

### MANUEL PEREZ, SUPERVISOR

**ISA Certified Arborist #WE 0818A • ISA Certified Treeworker #WE 352C • CTSP Certified Tree Care Safety Professional #575**

As Site Supervisors, Manuel 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 ensuring proper safety procedures are being followed. As Supervisors, they will communicate with City officials and other interested parties on a daily basis. Report and resolve malfunctions, damage, or industrial injury. They also assist in employee training programs, maintain records, and file daily reports and receipts.

### REINA GODOY, CUSTOMER SERVICE REPRESENTATIVE (CSR)

As the CSR (Customer Service Representative), Reina is responsible for providing support to the Area Manager, Site Supervisors and crew. She is to act as a liaison between the company and its clients as well as the general public. Esther is responsible for responding to customer service inquiries and facilitating contracting functions, such as: mapping, underground service alert, data entry, field book preparation, list preparation, etc.

### ERNESTO MACIAS, SAFETY MANAGER/ UNION LIAISON

Ensures safety company-wide which includes the development, implementation and review of the company's in-house training programs, crew safety audits, and the company's Injury & Illness Prevention Program.

### TIM CROTHERS, PLANT HEALTH CARE MANAGER

**ISA Board Certified Master Arborist WE 7655 BUM • DPR Qualified Applicator #145321 • QAL Categories B&D**

WCA's PHC program is managed in-house; there is no subcontracting. Staff is licensed by the CA Dept. of Pesticide Regulation. Our program goes beyond standard chemical applications as we expanded our services to include an Integrated Pest Management program. Inspection, diagnosis and treatments are available as needed.



Martin Cortez, Area Mgr.

Reina Godoy, Customer Svc.

Manuel Perez, Supv.

Ernesto Macias, Risk Mgr.

Tim Crothers, PHC Mgr.

Our ISA Certified Tree Workers go through specialized testing that proves they are competent to work in trees in a safe manner that protects themselves as well as the general public. We also qualify our employees to operate in a safe and efficient manner that meets and exceeds the industry standards, these programs are WCA Qualified Level 1 Tree Trimmer, WCA Qualified Level 2 Tree Trimmer, WCA Qualified Level 3 Tree Trimmer, WCA Qualified Big Boom Operator, WCA Qualified Loader Operator, WCA Qualified Roll-Off Driver. We also qualify all drivers that operate our vehicles by conducting 2 driving test and entering them into the California DMV pull program that monitors their driving record to ensure safe driving operators.

**Certification Training** - Continued study sessions are held in preparation for the International Society of Arboriculture Certification Programs.

**Pictured left:** Sample Safety Improvement Action Plan Form & Safety Rules and Safe Work Practices review sheet.

**900+**  
Employees

# LiUNA!

In partnership with the Laborer's International Union of North America (LiUNA!).  
**Higher Standards + Exemplary Training = Superior Employees**

## ISA Certified

**81**

Arborists

**5**

Board Certified Master Arborists

**142**

Tree Workers

WCA staff is trained to design and implement Traffic Control Plans.

**ATSSA**



**1**

Certified Urban Forester

**74**

WCA Certified Utility Line Clearance Workers

**18**

ISA Certified Utility Specialists

**25**

TCIA Certified Tree Care Safety Professionals

**8**

ISA Municipal Specialist

**1**

Nursery in Placentia & Dedicated Manager

**6**

Information Technology Specialists

**75**

Fleet Mechanics

**16**

NCCCO Certified Crane Operators

## Unique Capabilities

**PHC**

WCA has developed an exemplary Plant Health Care Program that goes beyond standard chemical applications.

CALIFORNIA DEPARTMENT OF PESTICIDE REGULATION

**1**

Advisor

**10**

Applicators



**WILDLIFE PROTECTION**

WCA's VP of Field Operations is a key contributor in identifying and developing the first ever Best Management Practices guidelines for Tree Care for Birds and Other Wildlife.



**70**

WCA has 70 staff members certified through the Wildlife Aware and Wildlife Training Institute.

## Board Certified Master Arborists

Cris Falco WE 7490 B

Michael Palat WE 6541 BUM

Kelley Gilleran WE 7061 B

Tim Crothers WE 7655 BUM

Glenn Reeve WE 10177 B

**asca** | **RCA**

**2 ASCA Consulting Arborists:** Michael Mahoney, RCA #353 • Cris Falco, RCA #557

## Additional List of ISA Certified Arborists

Employee Name	Cert #	Employee Name	Cert #
ADAN BALTAZAR REYNAGA	<a href="#">WE-7786AT</a>	JESUS RAYA	<a href="#">WE-3449A</a>
AL EPPERSON	<a href="#">WE-0719A</a>	JOEL LOPEZ	<a href="#">WE-10871A</a>
ANDREW R. TROTTER	<a href="#">WE-0642A</a>	JOHN LEE PINEDA	<a href="#">WE-10367A</a>
ARLENE BISCAN	<a href="#">WE-9806A</a>	JORGE MAGANA	<a href="#">WE-3460A</a>
BENJAMIN EUGENE BORDSON	<a href="#">WE-10777A</a>	JOSE A. GONZALEZ MENDEZ	<a href="#">WE-6475A</a>
BRIAN C. KIRKEGAARD	<a href="#">WE-10476A</a>	JOSE M. CORTEZ TORRES	<a href="#">WE-8539A</a>
BRIAN M. KOCH	<a href="#">WE-0341A</a>	JOSE M. CHAVARRIA MANZO	<a href="#">WE-11210AT</a>
CALVIN F. HAUPT	<a href="#">WE-7634A</a>	JOSE MANUEL PEREZ	<a href="#">WE-0818A</a>
CARLOS BRACAMONTES	<a href="#">WE-8557A</a>	JOSEPH BARTOLO	<a href="#">WE-2034AU</a>
CHARLES PATRICK MADSEN	<a href="#">WE-0462A</a>	JOSEPH NICK ALAGO	<a href="#">WE-4396A</a>
CORINNE GRUNDER BASSETT	<a href="#">WE-11625A</a>	JUAN ORTIZ	<a href="#">WE-8514A</a>
CRISTAN ANGELO FALCO	<a href="#">WE-7490A</a>	JUAN C. IXTA	<a href="#">WE-10144A</a>
CURTIS PATRICK WORTH	<a href="#">WE-10972A</a>	JUSTIN LEE MENZEL	<a href="#">WE-11756A</a>
DANIEL CHAVARRIA	<a href="#">WE-10292A</a>	KELLEY LEWIS GILLERAN	<a href="#">WE-7061A</a>
DANIEL MAHONEY	<a href="#">WE-10434A</a>	KRIS BURBIDGE	<a href="#">WE-9566A</a>
DAVID COOPER	<a href="#">WE-0497A</a>	LEONEL CORTEZ	<a href="#">WE-8625A</a>
DEBORAH DEPASQUALE	<a href="#">WE-3812A</a>	LORENZO PEREZ	<a href="#">WE-7443A</a>
EDUARDO VARGAS	<a href="#">WE-11058AT</a>	MANUEL BRIANO	<a href="#">WE-8791A</a>
ELOY MARQUEZ	<a href="#">WE-11566AT</a>	MARCO A. PADILLA JIMENEZ	<a href="#">WE-8621A</a>
ERICK SERRANO	<a href="#">WE-6750A</a>	MARIA MUNOZ-CAMPOS	<a href="#">WE-8267A</a>
ERNESTO J. F. MACIAS	<a href="#">WE-7120A</a>	MATED ARVIZU	<a href="#">WE-10151A</a>
EUGENE BARRIENTOS	<a href="#">WE-8701A</a>	MICHAEL W. PALAT	<a href="#">WE-6541A</a>
FELIX HERNANDEZ	<a href="#">WE-2037A</a>	NESTOR VALENCIA	<a href="#">WE-11359A</a>
GERARDO PEREZ	<a href="#">WE-9131AT</a>	PATRICK D. MAHONEY	<a href="#">WE-1172A</a>
GERARDO MARTINEZ GARCIA	<a href="#">WE-11358A</a>	RANDY J. THOMPSON	<a href="#">WE-1043A</a>
GLENN D. WHITLOCK REEVE	<a href="#">WE-10177A</a>	REBECCA A. MEJIA	<a href="#">WE-2355A</a>
GONZALO REGALADO	<a href="#">WE-9952A</a>	RENE ROSALES	<a href="#">WE-7941AT</a>
HECTOR MONTES	<a href="#">WE-8079A</a>	RICHARD R. MAHONEY	<a href="#">WE-1171A</a>
HERMINIO PADILLA	<a href="#">WE-7552A</a>	ROBERT D. THOMPSON	<a href="#">WE-0915AU</a>
HUGO ANGEL RINCON	<a href="#">WE-8710A</a>	RODNEY LYNN MORGAN	<a href="#">WE-9546A</a>
IGNACIO LOPEZ	<a href="#">WE-7329A</a>	ROSE M. EPPERSON	<a href="#">WE-1045A</a>
ISIDORO ESTRADA BARBOZA	<a href="#">WE-11685A</a>	SEAN PATRICK SULLIVAN	<a href="#">WE-10050A</a>
J. ALONSO GARCIA-LOPEZ	<a href="#">WE-8499A</a>	SHAWN A. GUZIK	<a href="#">WE-3182A</a>
JAIME ROGELIO HERNANDEZ	<a href="#">WE-5297A</a>	STEFAN B. KALLENBERG	<a href="#">WE-10730A</a>
JAMES CHARLES WORKING	<a href="#">WE-1592A</a>	STEPHEN GLENN DAVIS JR	<a href="#">WE-10894A</a>
JAMES PAUL SPECK II	<a href="#">WE-10858AT</a>	STEVE B. HUNT	<a href="#">WE-1044A</a>
JARED LEE MAYSEY	<a href="#">WE-11510A</a>	TIMOTHY CROTHERS	<a href="#">WE-7655A</a>
JASON PINEGAR	<a href="#">WE-20339AU</a>	VICTOR M. GONZALEZ	<a href="#">WE-7175A</a>
JASON ROSS DAVLIN	<a href="#">WE-7628A</a>	WALLACE BURCH	<a href="#">WE-0713A</a>
JEFFERY B. WILLIAMS	<a href="#">WE-1100A</a>	WILLIAM STEVE PONCE	<a href="#">WE-6461A</a>

## WCA's ISA Certified Tree Workers

Employee Name	Cert #	Employee Name	Cert #
ADAM RODRIGUEZ	<a href="#">WE-11281T</a>	FELIX HERNANDEZ	<a href="#">WE-2037AT</a>
ADAN BALTAZAR REYNAGA	<a href="#">WE-7786AT</a>	FRANCISCO LOPEZ	<a href="#">WE-10952T</a>
AGUSTIN LOZANO	<a href="#">WE-11306T</a>	FRANCISCO RAMIREZ	<a href="#">WE-11259T</a>
ALEJANDRO VALENZUELA	<a href="#">WE-11674T</a>	FRANCISCO VILLANUEVA	<a href="#">WE-10965T</a>
ALFREDO ANGEL LOPEZ	<a href="#">WE-11334T</a>	FRANCISCO URENA JIMENEZ	<a href="#">WE-11075T</a>
ANDRES ROMAN	<a href="#">WE-11285T</a>	GABRIEL GAMINO	<a href="#">WE-11167T</a>
ANTONIO CASTELLANDS	<a href="#">WE-11203T</a>	GABRIEL MERCADO RUIZ	<a href="#">WE-11568T</a>
ANTONIO GRADILLA	<a href="#">WE-11185T</a>	GERARDO PEREZ	<a href="#">WE-9131AT</a>
ANTONIO GARCIA CONTRERAS	<a href="#">WE-11173T</a>	GERARDO A. ORDUND	<a href="#">WE-11036T</a>
ARIEL ALONSO	<a href="#">WE-10906T</a>	GERARDO MARTINEZ GARCIA	<a href="#">WE-10997T</a>
ARMANDO SOTO	<a href="#">WE-11131T</a>	GLENN D. WHITLOCK REEVE	<a href="#">WE-10177ATM</a>
ARMANDO O. LOPEZ	<a href="#">WE-10953T</a>	GONZALO REGALADO	<a href="#">WE-9952AT</a>
AUDOMARO CORRAL	<a href="#">WE-11220T</a>	HECTOR MONTES	<a href="#">WE-8079AUT</a>
AURELIO COVARRUBIAS	<a href="#">WE-11629T</a>	HERIBERTO CORONEL WENCESLAD	<a href="#">WE-11218T</a>
AURELIO PAZ-GUZMAN	<a href="#">WE-11084T</a>	HUGO ANGEL RINCON	<a href="#">WE-8710AT</a>
BRIAN C. KIRKEGAARD	<a href="#">WE-10476AT</a>	HUMBERTO CHAVARRIA	<a href="#">WE-11207T</a>
CARLOS IXTA	<a href="#">WE-11106T</a>	ISAIAS MACIAS	<a href="#">WE-10979T</a>
CARLOS RAMOS	<a href="#">WE-11263T</a>	ISRAEL A. RAMIREZ	<a href="#">WE-11567T</a>
CELEDONIO R. MANZANO OLEA	<a href="#">WE-10984T</a>	J. REFUGIO ESCAMILLA	<a href="#">WE-11153T</a>
CELESTINO PEREZ	<a href="#">WE-11243T</a>	J. SOCORRO GARCIA	<a href="#">WE-11172T</a>
CESAR WENCESLAD	<a href="#">WE-10968T</a>	JAIME ROGELIO HERNANDEZ	<a href="#">WE-5297AT</a>
CESAR G. VALENZUELA REYES	<a href="#">WE-11076T</a>	JAMES CHARLES WORKING	<a href="#">WE-1592AT</a>
CHARLES F.M. INSCO	<a href="#">WE-11368T</a>	JEFFERY B. WILLIAMS	<a href="#">WE-1100AT</a>
CURTIS PATRICK WORTH	<a href="#">WE-10972AT</a>	JESUS RAYA	<a href="#">WE-3449AT</a>
DANIEL CHAVARRIA	<a href="#">WE-10292AT</a>	JESUS A. MONTES	<a href="#">WE-1101AT</a>
DANIEL RIVAS	<a href="#">WE-10850T</a>	JESUS M. SARABIA PENIA	<a href="#">WE-11450T</a>
DANIEL GEORGE POTTS	<a href="#">WE-11534T</a>	JOEL LOPEZ	<a href="#">WE-10871AT</a>
DANIEL J. KNUTSEN JR	<a href="#">WE-11715T</a>	JOEL MARTINEZ	<a href="#">WE-10992T</a>
DANNY AVITIA	<a href="#">WE-11638T</a>	JOEL ORTIZ	<a href="#">WE-11039T</a>
DELFINO AGUILAR-MORALES	<a href="#">WE-10900T</a>	JOEL M. RIVERA	<a href="#">WE-11273T</a>
DEMETRIO LIRA	<a href="#">WE-11323T</a>	JOHN LEE PINEDA	<a href="#">WE-10367AT</a>
DEMETRIO OSEGUERA	<a href="#">WE-11043T</a>	JORGE ARREDOLA-HERNANDEZ	<a href="#">WE-11321T</a>
EDIBERTO SERNA SALAZAR	<a href="#">WE-11051T</a>	JORGE DUENAS	<a href="#">WE-11144T</a>
EDUARDO AVILA	<a href="#">WE-10812T</a>	JORGE JIMENEZ	<a href="#">WE-11110T</a>
EDUARDO MARTINEZ BECERRA	<a href="#">WE-10991T</a>	JOSAFAT MONTOYA	<a href="#">WE-11015T</a>
EDUARDO VARGAS	<a href="#">WE-11058T</a>	JOSE AGUAYO	<a href="#">WE-10899T</a>
ELIGIO IBARRA CARDOSO	<a href="#">WE-11197T</a>	JOSE JIMENEZ	<a href="#">WE-11108T</a>
ELOY MARQUEZ	<a href="#">WE-11566T</a>	JOSE JIMENEZ HERNANDEZ	<a href="#">WE-11113T</a>
ENRIQUE SANDOVAL	<a href="#">WE-11302T</a>	JOSE VEGA	<a href="#">WE-11062T</a>
ERNESTO GONSALEZ	<a href="#">WE-11461T</a>	JOSE A. ALVAREZ	<a href="#">WE-10908T</a>
EUGENE BARRIENTOS	<a href="#">WE-8701AUT</a>	JOSE A. GONZALEZ MENDEZ	<a href="#">WE-6475AT</a>
FAUSTO GUZMAN	<a href="#">WE-11083T</a>	JOSE ABEL CANCINO	<a href="#">WE-11192T</a>
FELIX GARCIA	<a href="#">WE-11170T</a>	JOSE AGUSTIN CARRILLO	<a href="#">WE-11200T</a>
MELCHOR LEMUS	<a href="#">WE-11237T</a>	JOSE F. DRELLANA	<a href="#">WE-11483T</a>
MICHAEL LOUIS YOUNG	<a href="#">WE-11687T</a>	ROBERT JAY ADDISON JR	<a href="#">WE-10898T</a>
MIGUEL AYALA	<a href="#">WE-10924T</a>	RODNEY LYNN MORGAN	<a href="#">WE-9546AUT</a>
MIGUEL MACIAS	<a href="#">WE-10978T</a>	ROMUALDO GAETA LUNA	<a href="#">WE-11165T</a>
NELSON R. AGUIRRE	<a href="#">WE-10901T</a>	SALOMON SILVA	<a href="#">WE-11053T</a>
OSCAR IGNACIO RIVERA	<a href="#">WE-11424T</a>	SALUSTIO SANCHEZ	<a href="#">WE-11462T</a>
PEDRO CUEVAS	<a href="#">WE-11765T</a>	SAMUEL JIMENEZ	<a href="#">WE-11109T</a>
PEDRO GARCIA	<a href="#">WE-11168T</a>	SANTOS MACIAS LEMUS	<a href="#">WE-10980T</a>
PEDRO SANDOVAL	<a href="#">WE-11301T</a>	SERGIO LOPEZ-RIVERA	<a href="#">WE-10957T</a>
PEDRO ALTAMIRANO	<a href="#">WE-11095T</a>	STEFAN B. KALLENBERG	<a href="#">WE-10730AT</a>
RAMON ZUNIGA GOMEZ	<a href="#">WE-10977T</a>	STEPHEN GLENN DAVIS	<a href="#">WE-10894AT</a>
RANULFO PERALTA CASTANEDA	<a href="#">WE-11202T</a>	STEVE B. HUNT	<a href="#">WE-1044A</a>
RAUL MANZO HERNANDEZ	<a href="#">WE-10985T</a>	VENTURA GOMEZ	<a href="#">WE-11180T</a>
RAUL TELLEZ TAPIA	<a href="#">WE-11138T</a>	WALLACE BURCH	<a href="#">WE-0713AT</a>
RAYMUNDO GUTIERREZ	<a href="#">WE-11080T</a>		
RENE ROSALES	<a href="#">WE-7941AT</a>		

JOSE INEZ MANGILLA	<a href="#">WE-10983T</a>	JULIO C. GARCIA VAZQUEZ	<a href="#">WE-11175T</a>
JOSE JUAN PEREZ	<a href="#">WE-11246T</a>	KYLE JAMES VIGNEAU	<a href="#">WE-10962T</a>
JOSE LUIS DELREAL	<a href="#">WE-11231T</a>	LEONARDO RAMOS	<a href="#">WE-11264T</a>
JOSE M. CORTEZ TORRES	<a href="#">WE-8539AUT</a>	LEONEL CORTEZ	<a href="#">WE-8625AT</a>
JOSE M. MUNIZ GARCIA	<a href="#">WE-11686T</a>	LETUSA MUAUU JR	<a href="#">WE-11021T</a>
JOSE M. CHAVARRIA MANZO	<a href="#">WE-11210T</a>	LORENZO PEREZ	<a href="#">WE-7443AT</a>
JOSE MANUEL PEREZ	<a href="#">WE-0818AT</a>	LUIS A. MUNOZ RAMIREZ	<a href="#">WE-11023T</a>
JOSE R. GRANADOS	<a href="#">WE-11186T</a>	LUIS P. PEREZ	<a href="#">WE-11245T</a>
JOSEPH ANTHONY NUNN	<a href="#">WE-11034T</a>	MANUEL BARRAGAN	<a href="#">WE-10925T</a>
JUAN BECERRA	<a href="#">WE-10932T</a>	MANUEL BRIANO	<a href="#">WE-8791AT</a>
JUAN MARQUEZ	<a href="#">WE-10987T</a>	MARCO A. PADILLA JIMENEZ	<a href="#">WE-8621AT</a>
JUAN ORTIZ	<a href="#">WE-8514AT</a>	MARCO ANTONIO VERGARA	<a href="#">WE-11065T</a>
JUAN TELLEZ TAPIA	<a href="#">WE-11137T</a>	MARCOS RICHARD-MARTINEZ	<a href="#">WE-10989T</a>
JUAN AMADOR ARCE	<a href="#">WE-11480T</a>	MARCOS GAMINO	<a href="#">WE-11482T</a>
JUAN C. PENIA-ARIAS	<a href="#">WE-11327T</a>	MARTIN BARRERA	<a href="#">WE-10928T</a>
JUAN CARLOS MORA	<a href="#">WE-11019T</a>	MATED ARVIZU	<a href="#">WE-10918T</a>





# 3

## QUALITY CONTROL

### 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, reliable 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 City's specifications.**

### Area Manager: Martin Cortez

ISA Certification #: WE-8539A

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

### Scheduling of Work

The Area Manager is responsible for scheduling work which shall conform to the Agency's schedule of performance. We recommend equal distribution of work throughout the course of the fiscal year. Notifications will be provided to residents prior to the start of pruning operations in said area. All work will be performed in a cooperative manner as to cause the least amount of interference or inconvenience.

### Public Notification

Upon Agency staff approval, WCA will post a door hanger notice prior to commencement of grid pruning (within 24-48 hours). After tree plantings, door hangers will be provided to residents instructing them on the proper care for their newly planted tree. For more comprehensive outreach we can also submit a press release for special projects or routine maintenance. The Agency may modify the procedures and materials to which we notify residents.

### Communication Systems

Our use of modern and reliable communication systems affect our daily job performance by increasing our efficiency. Management and Field Personnel utilize smart phones as both navigational and communication devices in the field. Smart phones have proven to be a convenient method to input data as related to tree inventories, daily work records, timesheets, photos, and billing information; eliminating the need to handwrite data and improving customer service by minimizing response time.

### Permits and Licensing

WCA will procure a City Business License as necessary 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

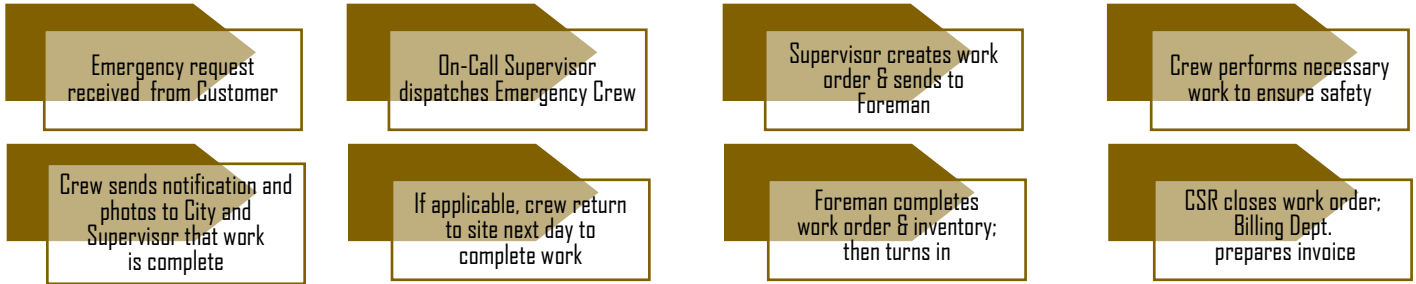
All work will be performed in the public right-of-way. Employees will not utilize private property for eating, breaks or any other reason or use water or electricity from such property without prior written permission of owner.

### Cooperation and Collateral Work

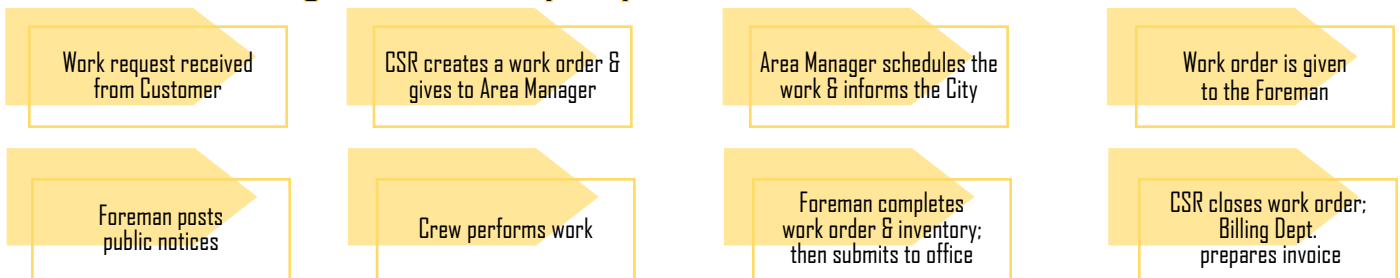
WCA will give right to operate within the project to the Agency workers and/or other contractors, utility companies, street sweepers, and others as needed in a cooperative effort to minimize interference in daily operations.

# WORKFLOW TIMELINE

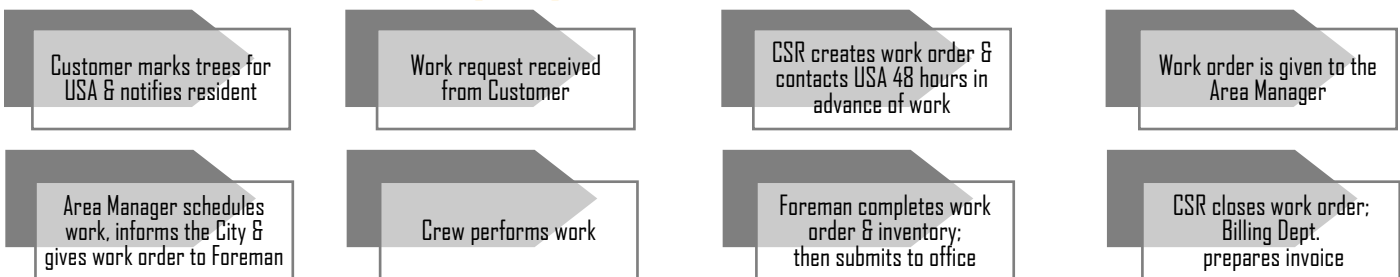
## Emergency Flowchart (1 Hour Response/ 24 Hour Completion)



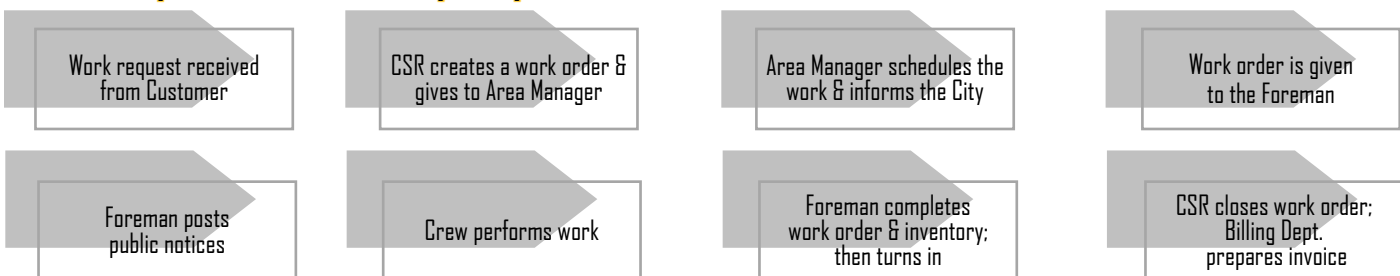
## Scheduled Tree Pruning Flowchart (30 day Completion)



## Scheduled Removal Flowchart (15 day Completion)



## Service Request Flowchart (15 day Completion)



## EMERGENCY CONTACTS

TOLL FREE  
**866.546.2369**

in case of emergency  
**after** normal business hours

Leave a message, if you do not receive a  
call back within 10 minutes, call the  
following contacts in order:

**LEONEL CORTEZ**, SUPERVISOR  
714.412.0424

**MANUEL PEREZ**, SUPERVISOR  
626.255.2821

**MARTIN CORTEZ**, AREA MANAGER  
714.920.0558

**After** confirmation from on call Manager, you can  
email multiple locations to:  
[LIMBDOWN@WCAINC.COM](mailto:LIMBDOWN@WCAINC.COM)

NORMAL BUSINESS HOURS  
**714.991-1900**



## SAMPLE PLANTING DOOR HANGER

A vertical door hanger for a young tree. At the top is a red dashed circle. Below it, the text 'HELP ME GROW!' is written in large, bold, black letters. The background is a photograph of a young tree with green leaves, supported by two wooden stakes and a black strap. The tree is planted in a mulch bed. Six circular callouts with yellow borders and black icons provide care instructions: 1. Water drop icon: 'WATER THE TREE once (1) per week during cool months.' 2. Water drop icon: 'WATER THE TREE twice (2) per week during warm months.' 3. No symbol (a circle with a diagonal line): 'PLEASE DO NOT change or adjust the stakes.' 4. X symbol: 'PLEASE DO NOT adjust the water basin or mulch placed around the tree.' 5. Flame icon: 'KEEP THE TREE FREE of weeds and other plants.' At the bottom, the WCA logo is shown, followed by the text 'Services Provided By: West Coast Arborists, Inc., 2200 E. Via Burton St., Anaheim, CA 92806' and the phone number '800.521.3714'.

**TREE CARE PROFESSIONALS**  
SERVING COMMUNITIES WHO CARE ABOUT TREES



## 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 containments 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 disturbance.

## 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 contracted area. All work will cease by 5:00 pm or as directed by the City.

\*Excluding emergency services.

## 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 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, 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 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.

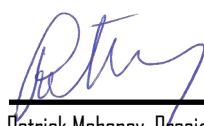
Any activities found by the City to be unacceptable will be rectified immediately. All other complaints will be abated or resolved within twenty-four (24) hours of the occurrence. We have teams specifically assigned for handling damage to properties, both private and public. Through our communication 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.



## OATH OF COMMITMENT

*WCA is committed to working with the your agency staff to develop and maintain a work schedule that will provide the citizens with the most effective and efficient means to perform tree care services. We will adhere to the schedule established by your agency and ensure residents of our dedication to completing work in a timely manner. We understand that there may be fluctuations in the agency's budget and that the agency may ask us to reduce service levels in an effort to meet the current economic demands. By being flexible, we can help to ease any financial strain, promote contractor stability and guarantee residents with quality tree care & customer service.*

*This is our oath of commitment to uphold the namesake of your agency by providing gold standard tree care services.*



Patrick Mahoney, President

2020

## PRUNE CLASSIFICATIONS

**Grid Prune-** Grid tree pruning is based on pruning in pre-designed districts, or grids on a set cycle and includes all trees (small, medium and large-sized.) Pruning will include structural pruning, crown raising, and crown cleaning in accordance with the standards set forth by the International Society of Arboriculture Pruning Standards (Best Management Practices) and shall have no more than 25% of the live foliage removed at a given time.

**Full Prune/Crown Reduction-** Crown reduction is performed when conditions within the crown of a hardwood tree are such that the entire tree needs to be reduced. A full prune is recommended when the primary objective is to maintain or improve tree health and structure, and includes pruning to reduce overall canopy mass and excessive wood weight. Trees that are identified for a full prune shall have more than 25% of the live foliage removed at a given time.

## Service Requests

A Service Request Prune includes tree maintenance services on designated tree(s) as ordered by the City Arborist or designee. Pruning may include structural pruning, crown raising, crown cleaning or pruning to reduce/restore the crown. Whichever work type is ordered by the City, pruning will be performed in accordance with the standards set forth by the International Society of Arboriculture Pruning Standards and the Best Management Practice, Tree Pruning Guidelines. Work assignments from the City may require mobilization from one tree site to another within the City.

## Line Clearance

Trees that interfere or have the possibility of interfering with utility lines will be trimmed in a manner to achieve the required clearances as specified and in accordance with the California Public Utilities Commission. It is our goal to protect the current health and condition of the tree and to maintain its symmetry and direct growth away from the utility lines.

## Small Tree Care

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

# 4

## SERVICE APPROACH

### Palm Trunk 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.

### 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.

### Tree 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.

### Tree Planting

We can replace trees that have been removed and plant new trees in accordance with 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 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

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 City, 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.

## Crew Rental

Due to our vast amount of resources, including our specialty equipment and qualified personnel we are able to extend our commitment to our customers by providing various miscellaneous services outside of the most common tree maintenance services:

- Flag hanging
- Holiday light installation
- Changing ball park lights
- Misc. use of aerial towers and cranes (including equipment rental)
- Crown reduction
- Crown restoration

## Arborist Reports

We have full-time Certified Arborists on staff that can prepare detailed arborist reports, tree evaluations and site inspections based on your specific needs. Reporting can be generated for one tree or an entire selection and is handled on a case-by-case basis.

## Plant Health Care

**Tim Crothers**, Plant Health Care Manager

- ISA Board Certified Master Arborist WE-7655 BUM
- DPR Qualified Pest Control Applicator #145321
- QAL Category B & D

Our PHC program managed by Tim Crothers goes beyond standard chemical applications. We have developed an efficient Integrated Pest Management Program (IPM) that requires diagnosis before treatment. WCA is staffed with licensed applicators and advisors that are environmentally conscious as well as compliant with the California Department of Pesticide Regulation. This service allows us to provide you with:



- Proper diagnosis based on on-site inspection with laboratory testing when necessary
- Proactive and preventative recommendations that reduce the amount of potential pest and disease issues
- Follow-up evaluations to ensure that the recommended treatments result in a healthy and balanced urban forest

## ABILITY TO ACQUIRE, PURCHASE & STAGE TREES

Cities expect the highest quality of new trees, proven varieties and an organization with the knowledge and skills to provide them with the latest and most reliable information available related to tree planting. By meeting these expectations, we're able to contribute to the success of reforestation projects within communities. In order to complete successful tree planting programs, cities can rely on us to locate, acquire and purchase different tree species.

As part of our Corporate Capability, we are financially able to purchase large quantities of trees for planting projects. Being familiar with over 50 nurseries in California, allows us to obtain the best tree available from a broad and plentiful stock. The process by which we obtain trees is quite simple: First, we utilize our database of nurseries, and contact several of them requesting specific trees with their prices.

Upon locating the availability of trees, we then perform a tree pre-inspection at the nursery. When time is of the essence, nurseries will provide us with photos either by mail or by e-mail for our review. Once the trees are purchased, and depending on the size of the project, we have them delivered to our facility in Placentia, Brea, or if possible, at a staging area within the City. It is through this process that we have planted an average of 14,000 trees for all of our customers each year during the past three years.

STATE OF CALIFORNIA DEPARTMENT OF FOOD AND AGRICULTURE 1220 N STREET SACRAMENTO, CALIFORNIA 95814 916.654.0435		LICENSE NUMBER  <b>B0680.001</b>
<b>LICENSE TO SELL NURSERY STOCK</b>		
WEST COAST ARBORISTS, INC. 9900 S PLACENTIA AVE PLACENTIA CA 92870		
----- SIGNATURE: 		ORANGE COUNTY
===== POST THIS LICENSE PROMINENTLY IN PUBLIC VIEW =====		
64-033 (REV. 5-00) THIS LICENSE IS NOT TRANSFERABLE. ANY CHANGE IN OWNERSHIP REQUIRES A NEW LICENSE		

# 5

## INFORMATION MANAGEMENT

### INVENTORY SOFTWARE- ARBORACCESS

Our tree management program sets us apart from other companies. With nearly 2,000 active users, ArborAccess and our mobile app will help you easily manage your urban forest with ease and convenience. Tree site attributes include location (utilizing GPS coordinates), species type, and parkway size. Features allow you to view and edit work history records and create work orders directly from the field, all from our secure cloud.

The information contained in ArborAccess is live data that can also be linked directly to a GIS program, such as ArcView, for geo-coding purposes and can assist your City in meeting GASB34 requirements. ArborAccess provides an unlimited resource of information regarding your urban forest.

### SOFTWARE TRAINING

Our IT Department is based out of our corporate office in Anaheim, CA with regional offices located throughout California and Arizona. Each office has the ability to provide software training to our customers. We are also 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 offer periodic tree maintenance and management workshops each year. These free workshops are provided to our customers regionally and educate over 250 people annually. They have proven to be a great round-table and networking opportunity for the different agencies in attendance. Presentations are provided by WCA management staff and complimented with guest speakers in the industry. Certified Arborists and Tree Workers who attend are eligible to receive continuing education credits (CEU's) from the International Society of Arboriculture.

The success of any urban forest program depends on the proper management of information. Unlimited telephone and/or email support is available to answer technical questions and aid staff in the use of the software system. Software training and support is included in the cost associated with the inventory data collection.

WCA has completed **300+** GPS tree inventories.



### ARBORACCESS FEATURES

- Ease of use
- Create work orders
- View tree site details
- View work history
- View invoices
- Mobile app
- Live data
- GIS/GPS mapping

### LIST TRACKING SYSTEM

The List Tracking Report in ArborAccess is a useful tool in the management of incoming work. This report allows both parties 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.

## 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 City 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.

## SAMPLE CITY SPECIES FREQUENCY REPORT

	Botanical	Common	Total	Pct.
	Liquidambar styraciflua	AMERICAN SWEETGUM	4,781	14.36%
	Lagerstroemia indica	CRAPE MYRTLE	2,008	6.03%
	Ulmus parvifolia	CHINESE ELM	1,963	5.90%
	Fraxinus velutina 'Modesto'	MODESTO ASH	1,820	5.47%
	Cupaniopsis anacardioides	CARROTWOOD	1,568	4.71%
	Fraxinus velutina	ARIZONA ASH	1,259	3.78%
	Pinus canariensis	CANARY ISLAND PINE	1,191	3.58%
	Grevillea robusta	SILK OAK	1,141	3.43%
	Pistacia chinensis	CHINESE PISTACHE	1,127	3.39%
	Liriodendron tulipifera	TULIP TREE	1,076	3.23%
	Other	OTHER	15,355	46.13%
	Total Trees		33,289	100%

The Species Frequency report can assist your City 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.

## DETAILED REPORTING OPTIONS

- Inventory
- View Invoices
- Job Balances
- Green Waste
- Work History
- Work Type by District
- DBH Frequency
- Height Frequency
- District Frequency
- Species Frequency (sample above)
- All Tees at an Address
- Estimated Tree Value





**Modern Fleet consisting of  
1250+**

**6**

## EQUIPMENT SUMMARY

### 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.

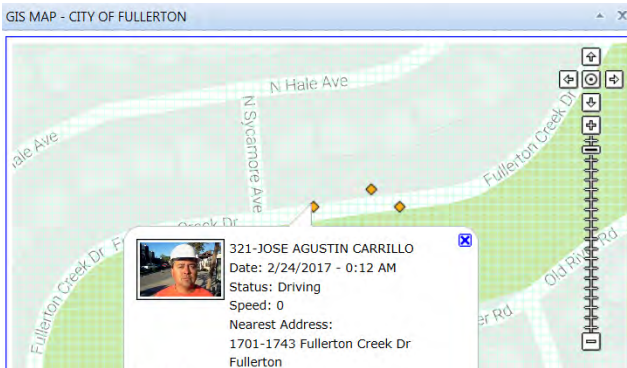
### NetworkCar Fleet Solutions

WCA has partnered with NetworkCar Fleet Solutions 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	300
Aerial Lift Devices	300
95' Aerial Devices	15
Dump Trucks	180
Flat Beds	44
Forklifts	8
Arrowboards	70
ATVs	7
Stump Grinders	55
Loaders	77
Rubber Track Loader	1
Root Pruners	2
Rolloff Trucks	45
Saw Mill	3
Log Skidder	1
Back Hoes	1
Brush Chippers	166
Cranes	6
Toyota Prius	13
Toyota Yaris	9
Ford CMAX	4



## CURRENT CONTRACT WORK EXPERIENCE

WCA, Inc. 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 MURRIETA



**Annual Budget:** \$ 350,000  
**Contact:** George Moring, Parks Maint. Supv.  
**Address:** 37000 Ruth Ellen Way, Murrieta, CA 92653  
**Phone:** (951) 461-6112  
**Email:** gsmorning@murrieta.org

### CITY OF CORONA



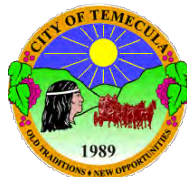
**Annual Budget:** \$ 1,200,000  
**Contact:** Moses Cortez, Parks & Landscape Supv.  
**Address:** 755 Corporation Yard Way, Corona, CA 92880  
**Phone:** (951) 817-5728  
**Email:** moses.cortez@ci.corona.ca.us

### CITY OF INDIO



**Annual Budget:** \$ 400,000  
**Contact:** Paul Stalma, Parks Supervisor  
**Address:** 83-101 Avenue 45, Indio, CA 92210  
**Phone:** (760) 347-1058  
**Email:** pstalma@indio.org

### CITY OF TEMECULA



**Annual Budget:** \$ 500,000  
**Contact:** Rodney Tidwell  
**Address:** P.O. Box 9033, Temecula, CA 92589  
**Phone:** (951) 694-6411  
**Email:** Rodney.tidwell@cityoftemecula.org

### CITY OF REDLANDS



**Annual Budget:** \$ 100,000  
**Contact:** Erick Reeves, Parks Division Coord.  
**Address:** P.O. Box 3005, Redlands, CA 92373  
**Phone:** (909) 798-7853  
**Email:** ereeves2@cityofredlands.org

# 7

## REFERENCES/ EXPERIENCE

### SINCE 2007

Primarily WCA performs tree maintenance services including removals for all of Murrieta's city-owned trees in the parkways, medians, and Landscape Maintenance Districts on an as-needed basis.

### SINCE 2006

The City of Corona and WCA have been working together on the City's urban forest since 2010. City crews maintain the landscape maintenance districts. The City has initiated a removal project where dead, diseased, and dying trees are being phased out. In turn, the City has been planting over 100 trees annually.

### SINCE 2006

We currently maintain 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. Based on the positive letters the City has received, we have gained a reputation as a conscientious tree maintenance firm capable of performing high quality service.

### SINCE 2006

Primarily WCA performs tree maintenance services for all of Temecula's city-owned trees. The City currently is on a 3-5 year pruning maintenance cycle. Removals are performed on an as-needed basis. Temecula manages their urban forest by utilizing ArborAccess, the inventory software program provided by WCA.

### SINCE 2004

We provide complete urban forestry management for more than 38,000 trees, including tree pruning, removals, planting and emergency services. We also provide inventory updates to the City's own inventory database. There are over 1,000 tree removal work records since the beginning of the contract.

## FIRM EXPERIENCE

Listed below are current contracts (in alphabetical order) valued over \$1,000,000 annually.  
These contracts represent WCA corporate capabilities to provide superior and professional work to public agencies.

CUSTOMER	DURATION	ANNUAL CONTRACT AMOUNT
City of Anaheim/Anaheim Utilities	Since 2007	\$ 1,750,000.00
City of Beverly Hills	Since 2000	\$ 1,375,000.00
City of Corona	Since 2010	\$ 1,300,000.00
City of Fullerton	Since 1998	\$ 1,000,000.00
City of Glendale	Since 2015	\$ 1,056,000.00
City of Huntington Beach	Since 2008	\$ 1,000,000.00
City of Long Beach	Since 2016	\$ 1,200,000.00
City of Palo Alto	Since 2016	\$ 1,400,000.00
City of Sacramento	Since 2015	\$ 1,000,000.00
City of San Diego	Since 2015	\$ 2,000,000.00
City of Santa Ana	Since 2015	\$ 1,082,000.00
City of Santa Monica	Since 2011	\$ 1,723,000.00
County of LA	Since 2015	\$ 4,300,000.00
County of Orange	Since 2013	\$ 1,800,000.00
Riverside Public Utilities	Since 2016	\$ 2,000,000.00

### EXPERIENCE (SIMILAR SIZE & SCOPE)

The references listed above are all current contracts displaying WCA's capabilities to provide the necessary manpower, experience, and equipment to manage Cities and Counties that require a heightened level of attention, expectation and need in comparison to other types of customers (i.e., HOA's, commercial and residential).

*WCA, Inc. specializes in tree care for municipalities and public agencies. WCA, Inc. does not provide residential service or sub-contract.*



# EXPERIENCE- CURRENT CALIFORNIA CITIES/COUNTIES UNDER CONTRACT WITH WCA



# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
ACCREDITATION  
NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On September 3, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FB55  
Serial No.: 059721192  
Owner's Identification: A-60

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
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ACCREDITATION  
NO. CA-33

CRANES  
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HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On December 11, 2018, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FB55  
Serial No.: 1971304759  
Owner's Identification: A-65

This unit passed at .001 microamperes.

  
David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
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NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists  
2200 E. Via Burton Street  
Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On November 26, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FB-55  
Serial No.: 1981207238  
Owner's Identification: A-72

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
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HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On June 12, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FB-55  
Serial No.: 2000313077  
Owner's Identification: A-99

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
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HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists  
2200 E. Via Burton Street  
Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On May 14, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FC-60  
Serial No.: 2010616068  
Owner's Identification: A-121

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
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HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On May 7, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FC-60  
Serial No.: 2010616067  
Owner's Identification: A-123

This unit passed at .001 microamperes.

  
David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
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## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On July 30, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FC60  
Serial No.: 2050425911  
Owner's Identification: A-138

This unit passed at .001 Microamperes.



David S. Tilley, Inspector  
CA-33



# Tilley Crane Inspection Service Co., Inc.

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## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On, July 30, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FC60  
Serial No.: 2070733850  
Owner's Identification: A-162

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
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## DIELECTRIC TEST REPORT

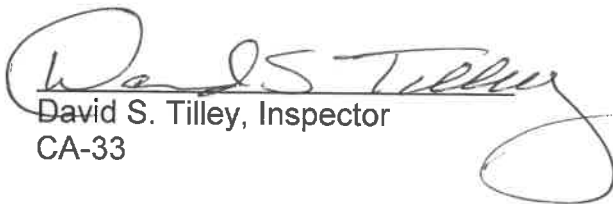
**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On July 30, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FB55  
Serial No.: 1196004470  
Owner's Identification: A-174

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
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HOISTS

## CERTIFICATE OF COMPLETION

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On October 24, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FI52PBI  
Serial No.: 2090239101  
Owner's Identification: A-200

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

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## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On March 29, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: XT5  
Serial No.: 2010516119  
Owner's Identification: A-220

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

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## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On May 7, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: XT5  
Serial No.: 2080218836  
Owner's Identification: A-229

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
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HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On October 24, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: XT5  
Serial No.: 2030121005  
Owner's Identification: A-237

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33



# Tilley Crane Inspection Service Co., Inc.

STATE OF  
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AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On May 7, 20198, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FB-55-PBI  
Serial No.: 129519756  
Owner's Identification: A-250

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
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## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On September 3, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: XT5  
Serial No.: 2020018886  
Owner's Identification: A-266

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
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HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On December 19, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Terex Aerial Device  
Model No.: XT5  
Serial No.: 2020319029  
Owner's Identification: A-271

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
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NO. CA-33

CRANES  
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AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On December 19, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Terex Aerial Device  
Model No.: XT5  
Serial No.: 1990508901  
Owner's Identification: A-273

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
ACCREDITATION  
NO. CA-33

CRANES  
DERRICKS  
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## DIELECTRIC TEST REPORT

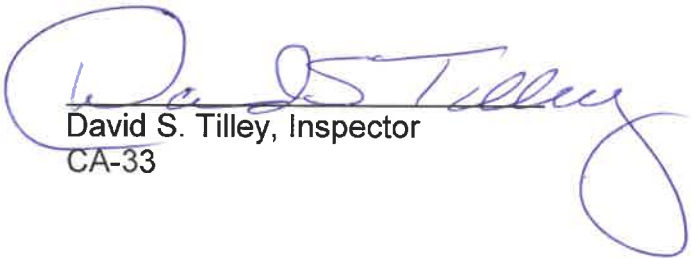
**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On December 19, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: LT38  
Serial No.: 2081037995  
Owner's Identification: A-294

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
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CRANES  
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HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On March 4, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: XT55  
Serial No.: 2040824372  
Owner's Identification: A-297

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33



# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
ACCREDITATION  
NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On May 14, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Terex Aerial Device  
Model No.: XTPRO60/70  
Serial No.: 2170560057  
Owner's Identification: A-323

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
ACCREDITATION  
NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On August 22, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 10-90I  
Serial No.: 119218520444  
Owner's Identification: A-341

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
ACCREDITATION  
NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On November 26, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: LT40  
Serial No.: 2171061114  
Owner's Identification: A-342

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
ACCREDITATION  
NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

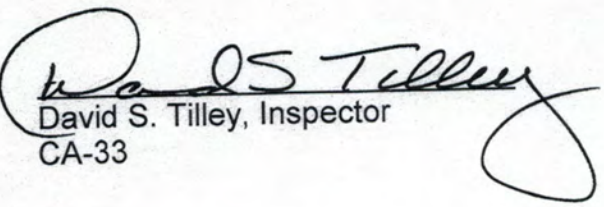
**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On October 25, 2018, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FB52  
Serial No.: 079721479  
Owner's Identification: A-359

This unit passed at .007 microamperes.

  
David S. Tilley, Inspector  
CA-33



State of California  
Department of Industrial Relations  
Division of Occupational Safety and Health

**CERTIFICATE OF UNIT TEST AND/OR EXAMINATION OF  
AERIAL DEVICE**

1. Owner: West Coast Arborists Phone: (714)991-1900
2. Owner's Address: 2200 E. Via Burton, Anaheim, CA 92806
3. Device (check): Crane ☒ Derrick ☐ Other ☐  
Location: (a) Remains at worksite ☐ (b) Changes worksite ☒ (c) On barge ☐
4. Description: Aerial Device Rated Capacity: 350 lbs.
5. Manufacturer: Hi Ranger Model No.: 5FB52 Serial No.: 079721479
6. Owner's Identification (if any): A-359 License Plate No.
7. Service Status At Time of Survey: Lifting ☒ Other (describe)
8. Boom At Time of Survey: Length: 52' Type: Articulating Jib: N/A
9. Test Loads Applied, Including Functional (partial) Test Load:
- | Radius  | Proof Load      | Rated Load      | Outriggers<br>(Yes, No) | Boom Direction<br>(Over Rear/Side) |
|---------|-----------------|-----------------|-------------------------|------------------------------------|
| <u></u> | <u>350 lbs.</u> | <u>350 lbs.</u> | <u>Yes</u>              | <u>Over Side</u>                   |
| <u></u> | <u></u>         | <u></u>         | <u></u>                 | <u></u>                            |
| <u></u> | <u></u>         | <u></u>         | <u></u>                 | <u></u>                            |
| <u></u> | <u></u>         | <u></u>         | <u></u>                 | <u></u>                            |
| <u></u> | <u></u>         | <u></u>         | <u></u>                 | <u></u>                            |
- Description of Proof Loads: Known Weights with Dynamometer
10. Basis for assigned load ratings: Manufacturers Specifications
11. The examination shall cover the points listed on reverse as applicable.
12. Remarks and/or limitations imposed: Not to exceed manufacturers load chart.

I certify that on the 25th day of October, 20 18, the above described device was tested and examined by the undersigned; that said test and examination met with the requirements of the Division of Occupational Safety and Health (DOSH); that any deficiencies affecting the safe operation of the crane have been corrected prior to the issuance of this certificate. A copy of such Certificate(s) attesting to Annual and Quadrennial Certification shall be maintained in the crane or at the work site at all times.

Certifying Agency: Tilley Crane Inspection Service Co., Inc. Phone: (714)970-1367

This Certificate is: ( ☒ ) Annual ( ☐ ) Quadrennial Proof Load. Quad Attached: ( ☐ ) Yes ( ☒ ) No

Next Annual Due: 10-25-19 Last Quadrennial Done: N/A By: CA 33

Signature: David S. Tilley DOSH License No.: CA 33

Print Name: David S. Tilley Expires: 2-28-20 Category: M, B & G

Title: Surveyor Date: October 25, 2018

Certification No: 18-A434 Issue Date: 10-25-19 Mailed to DOSH: 10-25-18

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
ACCREDITATION  
NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On February 19, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FC55  
Serial No.: 2000411892  
Owner's Identification: A-362

This unit passed at .003 microamperes.

  
David S. Tilley, Inspector  
CA-33



State of California  
Department of Industrial Relations  
Division of Occupational Safety and Health

**CERTIFICATE OF UNIT TEST AND/OR EXAMINATION OF  
AERIAL DEVICE**

1. Owner: West Coast Arborists Phone: (714)991-1900
2. Owner's Address: 2200 E. Via Burton, Anaheim, CA 92806
3. Device (check): Crane ☒ Derrick ☐ Other ☐  
Location: (a) Remains at worksite ☐ (b) Changes worksite ☒ (c) On barge ☐
4. Description: Aerial Device Rated Capacity: 350 lbs.
5. Manufacturer: Hi Ranger Model No.: 5FC55 Serial No.: 2000411892
6. Owner's Identification (if any): A-362 License Plate No. 099170P2
7. Service Status At Time of Survey: Lifting ☒ Other (describe) ☐
8. Boom At Time of Survey: Length: 55' Type: Articulating Jib: N/A
9. Test Loads Applied, Including Functional (partial) Test Load:
- | Radius                      | Proof Load                  | Rated Load                  | Outriggers<br>(Yes, No)     | Boom Direction<br>(Over Rear/Side) |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|------------------------------------|
| <u>                    </u> | <u>                    </u> | <u>                    </u> | <u>                    </u> | <u>                    </u>        |
| <u>                    </u> | <u>                    </u> | <u>                    </u> | <u>                    </u> | <u>                    </u>        |
| <u>                    </u> | <u>                    </u> | <u>                    </u> | <u>                    </u> | <u>                    </u>        |
| <u>                    </u> | <u>                    </u> | <u>                    </u> | <u>                    </u> | <u>                    </u>        |
| <u>                    </u> | <u>                    </u> | <u>                    </u> | <u>                    </u> | <u>                    </u>        |
- Description of Proof Loads: Known Weights with Dynamometer
10. Basis for assigned load ratings: Manufacturers Specifications
11. The examination shall cover the points listed on reverse as applicable.
12. Remarks and/or limitations imposed: Not to exceed manufacturers load chart.

I certify that on the 19th day of February, 20 19, the above described device was tested and examined by the undersigned; that said test and examination met with the requirements of the Division of Occupational Safety and Health (DOSH); that any deficiencies affecting the safe operation of the crane have been corrected prior to the issuance of this certificate. A copy of such Certificate(s) attesting to Annual and Quadrennial Certification shall be maintained in the crane or at the work site at all times.

Certifying Agency: Tilley Crane Inspection Service Co., Inc. Phone: (714)970-1367

This Certificate is: ( ☒ ) Annual ( ☐ ) Quadrennial Proof Load. Quad Attached: ( ☐ ) Yes ( ☒ ) No

Next Annual Due: 2-19-20 Last Quadrennial Done: N/A By: C A 33

Signature: *David S. Tilley* DOSH License No.: C A 33

Print Name: David S. Tilley Expires: 2-28-20 Category: M, B & G

Title: Surveyor Date: February 19, 2019

Certification No: 19-A130 Issue Date: 2-19-19 Mailed to DOSH: 2-19-19

INSPECTED AND CERTIFIED BY CAL-OSHA LICENSED INSPECTOR

NO. CA-33 ON MO. Feb DAY 19th 20 19

AS MEETING ALL CALIFORNIA INDUSTRIAL SAFETY REGULATIONS.

Vehicle I.D. A-3602 Model 5FC55

Serial 2000411892 Type of Test Annual

Quad Test Due n/a Annual Test Due 2-19-20

Signature of Inspector

David S. Kelly

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
ACCREDITATION  
NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

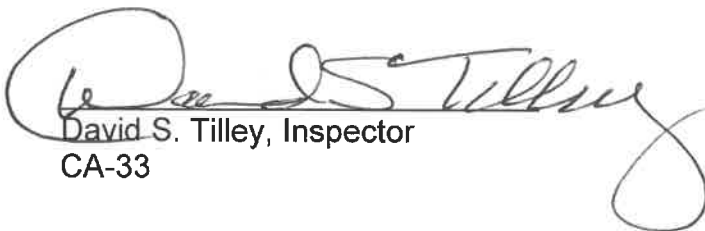
**TO: West Coast Arborists  
2200 E. Via Burton Street  
Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On September 3, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: XTPRO60  
Serial No.: 2180765394  
Owner's Identification: A-378

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
ACCREDITATION  
NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On October 24, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Terex Aerial Device  
Model No.: XTPRO 60  
Serial No.: 2180865485  
Owner's Identification: A-393

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
ACCREDITATION  
NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On October 15, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 10-90-I  
Serial No.: 108916695  
Owner's Identification: A-405

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
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NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists  
2200 E. Via Burton Street  
Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On November 19, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 10-90-I  
Serial No.: 059419180  
Owner's Identification: A-406

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33



# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
ACCREDITATION  
NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On October 15, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FB55  
Serial No.: 1990507587  
Owner's Identification: A-366

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
ACCREDITATION  
NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On May 7, 2019, **Tilley Crane Inspection Service Co., Inc.** completed a Dielectric Test of 69 KVDC on the following unit:

Hi Ranger Aerial Device  
Model No.: 5FB55PBI  
Serial No.: 129519753  
Owner's Identification: A-48

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33

# Tilley Crane Inspection Service Co., Inc.

STATE OF  
CALIFORNIA  
ACCREDITATION  
NO. CA-33

CRANES  
DERRICKS  
AERIAL DEVICES  
HOISTS

## DIELECTRIC TEST REPORT

**TO: West Coast Arborists**  
**2200 E. Via Burton Street**  
**Anaheim, CA 92806-1221**

### BE IT HEREBY KNOWN THAT:

On May 22, 2019, Tilley Crane Inspection Service Co., Inc. completed a Dielectric Test of 69 KVDC on the following unit:

Terex Aerial Device  
Model No.: XTPRO60/70  
Serial No.: 2170560055  
Owner's Identification: A-322

This unit passed at .001 microamperes.



David S. Tilley, Inspector  
CA-33



# CHP CERTIFICATION

Our company has been assigned CHP Carrier Number CA68562 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. Certificate below is valid for 01/31/19–01/31/23

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL <b>CARRIER INSPECTION</b> CHP 343D (Rev. 2-99) OPI 062				<input type="checkbox"/> This report contains <b>CONFIDENTIAL</b> pages.		Page ____ of ____	
CARRIER NAME <b>WEST COAST ARBORISTS</b>		CA NUMBER <b>68562</b>	LOC. CODE <b>670</b>	SUBAREA <b>B1</b>			
STREET ADDRESS, CITY, STATE, ZIP CODE <b>2200 E VIA BURTON ST ANAHEIM CA 92806</b>		PHONE NUMBER <b>(714) 991-1900</b>	DATE <b>01/31/2019</b>				
CARRIER REPRESENTATIVE <b>JIM RUSSO</b>		TITLE <b>MANAGER</b>	TIME IN	TIME OUT			
INSPECTION LOCATION (if other than the carrier's principal place of business)		U.S. DOT NUMBER <b>1829579</b>	MC NUMBER				
<p>On this date, the above named motor carrier was inspected by the California Highway Patrol. The inspection evaluated the carrier's compliance with the following requirements:</p> <p><input checked="" type="checkbox"/> CONTROLLED SUBSTANCES &amp; ALCOHOL TESTING PROGRAM [VC 34520 &amp; 49 CFR 382]</p> <p><input type="checkbox"/> OTHER: _____</p> <p>REMARKS</p> <p>CARRIER IS CURRENTLY IN COMPLIANCE WITH THE CONTROLLED SUBSTANCES &amp; ALCOHOL TESTING PROGRAM PURSUANT TO CVC 34520 &amp; 49 CFR 382.</p> <p>CARRIER ADMINISTERS THEIR OWN CONTROLLED SUBSTANCES &amp; ALCOHOL TESTING PROGRAM.</p> <p>CARRIER USES SUNRISE HEALTH CENTERS PRIMARILY FOR TESTING PURPOSES.</p>							
As a result of the inspection noted above, this carrier was assigned a compliance rating of <b>SATISFACTORY</b> . This rating applies only to carrier requirements - Terminals are rated separately.							
RATING HISTORY <b>1 UR 2 S 3 S 4 S</b>		NO. OF RECORDS INSPECTED <b>204</b>	NO. OF VIOLATIONS <b>0</b>	CHP 345 ISSUED <input type="checkbox"/>	SUSPENSE DATE <input checked="" type="checkbox"/> Auto <input type="checkbox"/> None	CHP 345 COLUM. NO.	
INSPECTED BY (Name) <b>R. AGUILAR MCS1</b>		ID NUMBER <b>A15313</b>	CARRIER TYPE <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Bus				
<b>MOTOR CARRIER CERTIFICATION</b>							
I hereby certify that all violations recorded hereon and on the attached pages (2 through ____ ) will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the <b>BORDER</b> Division Motor Carrier Safety Unit Supervisor at <b>858-650-3655</b> within 5 calendar days of the rating.							
CARRIER REPRESENTATIVE'S PRINTED NAME <b>JIM RUSSO</b>		TITLE <b>MANAGER</b>	DRIVER LICENSE NUMBER <b>C6958262</b>		STATE <b>CA</b>		
CARRIER REPRESENTATIVE'S SIGNATURE		CURRENT CARRIER RATING	DATE <b>01/31/2019</b>				

Destroy previous editions. Chp343D\_0613.pdf

# **INJURY & ILLNESS PREVENTION PROGRAM (IIPP)**



**West Coast Arborists, Inc.**

## CONTACT THE CORPORATE OFFICE FOR THE FOLLOWING DEPARTMENTS

*Toll Free (800) 521-3714*

### SAFETY

***Ernesto Macias***  
Safety & Claims Manager

(714) 991-1900 ext. 162  
(714) 713-0269  
emacias@wcainc.com

### CLAIMS

***Veronica King***  
Claims Supervisor

(714) 412-3647  
(714) 991-1900 ext. 102  
vking@wcainc.com

***Angie Alcantara***  
Claims Coordinator

(714) 412-7194  
(714) 991-1900 ext. 117  
aalcantar@wcainc.com

### TRAINING

***Dane Jensen***  
Training Manager

(714) 225-8407  
(714) 991-1900 ext. 170  
djensen@wcainc.com

### HUMAN RESOURCES

***Eliz Parra***  
Human Resource Supervisor

(714) 991-1900 ext. 140  
(714) 920-3685  
eparra@wcainc.com

***Ana Cruz***  
Human Resources Assistant

(714) 991-1900 ext. 158  
acruz@wcainc.com

### FIELD OPERATIONS

***Andrew Trotter***  
Vice President

(714) 920-1262  
atrotter@wcainc.com

***Jason Pinegar***  
Vice President

(408) 210-6415  
jpinegar@wcainc.com

## EMERGENCY

**911**

When you call 911, be prepared to answer the call-taker's questions, which may include:

- The location of the emergency, including the street address
- The phone number you are calling from
- The nature of the emergency

Details about the emergency, such as a physical description of a person who may have committed a crime, a description of any fire that may be burning, or a description of injuries or symptoms being experienced by a person having a medical emergency.



# Injury & Illness Prevention Program (IIPP)

## PURPOSE

West Coast Arborists, Inc. are committed to the safety and health of our employees and know that our strength as a company is only as good as the strength of each individual. We strive to place safety and health above all else and will involve all workers at every level in establishing, implementing, and evaluating our efforts. This written Injury & Illness Prevention Program (IIPP) is intended to reduce the severity of job-related illnesses and injuries at this company. It is our intent to comply with the requirements of the state of California laws and Section 3203 of the General Industry Safety Orders.

## MANAGEMENT COMMITMENT

Our commitment to safety and health shows in every decision we make and every action we take, which is why we've established workplace objectives for injury and illness prevention. As a company, our safety goals are to prevent injuries, illnesses and accidents in the workplace. The primary purpose of the program is to insure the safety and health of West Coast Arborists, Inc. employees and provide a safe and healthful work environment. The following Injury and Illness Prevention Program Administrator(s) coordinates the program elements for our company:

Administrator	Responsibility & Authority	Information & training	Resources Provided
Ernesto Macias, Safety Manager	Compliance, Communication, Hazard Assessment, Accident/ Exposure Investigation, Hazard Correction, Recordkeeping	Certified Treecare Safety Pro- fessional, Certified Society Hu- man Resources Professional	TCIA, SHRM, ISA, OSHA, ANSI, ATTSA
Dane Jensen, Training Coordinator	Recordkeeping, Training and In- struction	Certified Treecare Safety Pro- fessional, TRAQ Qualified, CPR/First Aid Instructor	TCIA, ISA, OSHA, ANSI, ATTSA

This person(s) is responsible for setting up and managing the program so that managers, supervisors, and employees know what the company expects. The Program Administrator(s) is accountable for meeting these responsibilities when we conduct the yearly performance evaluations. He/She has the authority (delegated ability to take action) to carry out his/her duties in a timely manner so that progress is made in meeting program goals. He/She is also provided with sufficient resources, information, and training to meet those responsibilities.

The Management Team has examined our existing policies and practices to ensure that they encourage and do not discourage reporting and participation in our program. In this way, early reporting of injuries, illnesses, and hazards, as well as meaningful employee participation in the program are more likely to occur. The reporting of injuries, illnesses, and hazards are especially important because the success of the program depends on such reporting.

The Management Team reviews all incentive programs to ensure that they are designed to reward safe work practices, such as, active participation in the program, the identification of hazards in the workplace, and the reporting of the early signs and symptoms of illnesses, rather than to reward employees for having fewer injuries or illnesses.

Managers and Supervisors are responsible for implementing and maintaining the Injury and Illness Prevention Program in their work areas and for answering worker questions about the program. A copy of this program is available from each manager and supervisor.

## SAFETY COMMUNICATION

In an effort to open the lines of communication between management and employees, we've established a system that allows a continuous flow of safety and health information that is readily understandable by all affected employees.

The Safety Manager and Training Coordinator communicate with employees weekly, monthly and quarterly about the program, so they have the information necessary to protect themselves from hazards and have effective input into the operation of the program. We realize that it is essential to keep our employees informed on matters relating to occupational safety and health while encouraging them to inform management of hazards in the workplace without fear of reprisal. That is why we've implemented a communication system that includes: WCA mobile safety tips, weekly tailgates, monthly crew meetings, monthly supervisory meetings

held with management to discuss safety problems and accidents that have occurred, employee safety suggestion, these notices are given to all employees at meetings and when requested by employees.

### **LABOR/MANAGEMENT SAFETY AND HEALTH COMMITTEE**

We've elected to use a labor/management safety and health committee to ensure that a continuous flow of information is maintained. This committee meets monthly and is responsible for reviewing accidents and injury reports on completeness and accuracy to ensure if appropriate policies and procedures were followed to prevent reoccurrence.

### **EMPLOYEE PARTICIPATION AND INFORMATION**

All of our employees, including managers and supervisors, are trained and expected to follow the general safe and healthful work practices and work practices specifically developed for their jobs. In addition, they must understand our safety and health reporting system, so that reports are received in a timely and systematic manner.

To ensure employee compliance with safe work practices, we've developed the following recognition methods to motivate employees to put our safety rules and work procedures into practice: crew lunches, safe crew of the month by region, employee of the month, safe crew visit handouts.

Our company also holds employees accountable if they violate safety and health rules or safe work practices. Our disciplinary procedures are as follows depending on the severity of the violation and if there is a recurrence of the safety violation, it will determine the following action(s) to be taken: verbal warning, written warning, 1-day suspension, 3-day suspension and/or termination. WCA's Human Resource Department, utilizing the managers from other departments throughout the company, is responsible for enforcing discipline and ensuring proper records of disciplinary action are maintained and available for reference.

A copy of Cal/OSHA's Injury and Illness Prevention Program regulation, Section 3203, and other information is accessible to all employees at the corporate office located at 2200 E. Via Burton, Anaheim, CA. 92806. However, this information does not include confidential or private information that is of a personal nature, such as medical records.

While we provide opportunities for employee participation, we also comply with the National Labor Relations Act.

### **SAFETY AND HEALTH REPORTING**

Our safety and health reporting system ensures that all front-line Supervisors and the Safety Manager receives and promptly responds to the report, evaluates the report to determine whether an injury or illness has occurred, and takes corrective action as Cal/OSHA regulations require and where appropriate. When determining whether an employee who has experienced signs or symptoms of an injury or illness actually has an injury or illness, we have the employee evaluated, at no cost to the employee, by an approved medical provider.

We use the following method for reporting job-related injuries, illnesses, fatalities, near-misses, and hazards: Written incident reports, e-mail, phone calls, text messages to the Claims Department. Our reporting method allows for *anonymous* notification of near-misses and hazards that do not involve job-related injury, illness, or fatality. All employee reports (whether or not they are anonymous) are taken seriously by the company. If an injury, illness, fatality, near-miss, or hazard has occurred, we will identify, assess, and control the hazard(s).

### **HAZARD IDENTIFICATION AND ASSESSMENT**

Before existing and potential hazards can be prevented and controlled, they must be identified and assessed. It is critical that this be done for the entire workplace. The Safety Manager reviews existing safety and health records on a weekly and monthly basis.

The Safety Manager, Safety Inspectors, Area Managers, Supervisors and/or Foremen perform hazard inspections on a daily, weekly, monthly basis. This person/team has a thorough knowledge of the work being performed and the regulations that apply. Inspections are conducted with job briefings and crew evaluations. The Safety Manager and the head of the department identifies and evaluates hazards before we change procedures, or change design, or purchase equipment, materials, or processes. This is called proactive safety, and the concept encompasses facilities, hardware, equipment, tooling, materials, layout and configuration, energy controls, environmental concerns, and products.

In addition, the Safety Manager will investigate each work-related fatality, serious injury or illness, or near-miss having the potential to cause death or serious physical harm.

The Safety Manager is responsible for determining what repairs or corrections need to be made and assigning responsibility to get them done. Once corrected, all hazards are reassessed.

### **HAZARD PREVENTION AND CONTROL**

Once hazards are identified and assessed, they must be eliminated or controlled. Job hazard controls are engineering, administrative, and/or work practice controls used to eliminate or materially reduce hazards. While engineering controls, where feasible, are the preferred method, administrative and work practice controls also may be important in addressing hazards. Personal Protective Equipment (PPE) may also be used to supplement engineering, work practice, and administrative controls, but may only be used alone where other controls are not feasible.

Ultimately, we implement job hazard controls to bring our facility into compliance with the California Occupational Safety and Health Act of 1973 and Cal/OSHA regulations. Generally, this means coming to one of three ends:

1. The hazards are materially reduced using the incremental abatement process;
2. The hazards are reduced to the extent feasible, and then the Safety Manager periodically looks to see whether additional controls are feasible and, if so, he/she implements them promptly; or
3. The hazards are eliminated.

When hazards are observed or discovered or when hazards are imminent, our company follows these steps for hazard control: immediate shutdown of job site and hazard is removed, repaired or replaced. Additional training is provided when necessary.

### **ACCIDENT/EXPOSURE INVESTIGATIONS**

Although every effort is made to prevent workplace injuries and illnesses, we realize that accidents involving injuries and illnesses can happen, and we are prepared to handle these unexpected situations. If an accident or near-miss occurs in our establishment, the Foreman, Supervisor, Area Manager, Safety Inspector and/or Safety Manager is responsible for conducting a thorough accident investigation to identify the cause(s), as well as the steps that must be taken to correct the situation.

Our company follows these steps when investigating an accident (involving an occupational injury, illness, fatality, or exposure to a hazardous substance) or near-miss occurrence: an incident report is filled out by the person conducting the investigation and is reviewed by Supervision and/or the Safety Manager.

### **TRAINING**

Training is one of the most important elements of our Injury and Illness Prevention Program because it allows employees to learn their jobs properly, brings new ideas into the workplace, reinforces existing ideas and practices, and puts our program into action.

All of our employees, which include managers, supervisors, and workers, know about the establishment and success of our Injury & Illness Prevention Program.

They understand the importance of establishing and maintaining safe and healthful working conditions and their roles in this effort. Under no circumstances may an employee work in job assignments for which training is required until he/she has successfully completed the proper training. This includes all existing and new employees.

However, if an employee has received training in certain required topics within the last three (3) years, initial training in those specific topics may not be required. Before we can meet the prior training exception, the Training Coordinator must be able to demonstrate that the employee has retained sufficient knowledge to meet the requirements for initial training. He/She determines this by reviewing employee's application and verification of past experience, discussion with employee, and/or testing.

To be clear, training and instruction is provided:

- When this program is first established;
- To all new employees;

- To all employees given new job assignments for which training has not previously been received;
- Whenever new substances, processes, procedures, or equipment are introduced to the workplace and represent a new hazard;
- Whenever we are made aware of a new or previously unrecognized hazard; and
- To supervisors to familiarize them with the safety and health hazards to which employees under their immediate direction and control may be exposed; and
- To all workers with respect to hazards specific to each employee's job assignment.

We follow this training and retraining schedule on a monthly and as needed basis to ensure all personnel are up to date with state and region training/re-training guidelines and laws.

The Training Coordinator will identify trainees in each set of new employees and make arrangements with department management to schedule training. He/She will also identify those existing employees who need re-training. Foreman, Supervisors, Area Managers and/or the Training Coordinator is responsible for conducting training. His/Her qualifications include certifications from an entity within the training subject and/or on the job experience.

The company training program includes an opportunity for employees to ask questions and receive answers via a physically-present and qualified trainer, e-mail to Training Coordinator or Safety Manager, and/or a phone call to the corporate office at (800)521-3714. This allows employees to fully understand the material presented to them. All training and information is provided in a language the trainee will understand.

### **TRAINING CERTIFICATION**

The Training Coordinator is responsible for keeping records certifying each employee who has successfully completed training. Each certificate may contain all or some of the following: employee name, employee number, date of training, expiration of training, type of training, trainer/evaluator name.

### **SAFETY AND HEALTH RECORDKEEPING**

To reduce or eliminate employee injuries or illnesses, we are committed to learning from past experience and making corrections for future operations. That is why information is gathered and stored so that control procedures can be instituted to prevent injuries or illnesses from recurring.

The records we maintain include the following:

Record/Document	Details	Location	Duration
OSHA logs	OSHA logs of accidents	Corporate office	5 years
Incident reports	Accident investigations	Corporate office	5 years

### **PROGRAM EVALUATION**

It is inherent that problems may occasionally arise in this written Injury & Illness Prevention Program. Although we may not be able to eliminate all problems, we try to eliminate as many problems as possible to improve employee protection and encourage safe work practices. By having our Program Administrator(s) thoroughly evaluate and revise our written Injury & Illness Prevention Program in a timely manner, we can eliminate problems effectively and ensure that our program is appropriate to workplace conditions.

At West Coast Arborists, Inc. our program evaluation is performed by our Program Administrator(s) annually to determine what is working well and what changes, if any, are needed. The evaluation involves reviewing of accidents and injuries of previous year(s), review of company policies, update of any new state and/or federal laws and regulations.

### **APPENDICES**

We have attached the following documents to this written program:

- Pre-job Briefing
- Crew Evaluation
- Incident Report
- Safety/Training Sign-In Sheet
- Employee Safety Suggestion

# APPENDICES

# PRE-JOB BRIEFING

3:43 Sprint

56%

Daily Crew Tasks

Today's Briefings

Current Briefing

Job# / Work Order#

Images

Review

Work Type

Trimming

Removing

Stump Grinding

Root Pruning

Palm Skinning

Planting

Other

Wildlife

Birds Flying In/Out of Canopy

Cavities and Nests

White Wash/Droppings

Bird/Bees/Other Animal Sounds

Other

Property

Mailboxes

Fences

Roofs

Landscape

Hardscape

Vehicles

Overhead Utility

Underground Utility

Street Light

Fire Hydrant

Other

Surroundings

Residential Property

Commercial Property

Schools

Parks

Arterials

Slopes

Other

Drop Zone

Proper Drop Zone Identified

Injury

Cuts

Struck By

Sprain or Strain

Electrocution

Foreign Object

Fall

Heat and Cold Illness

Amputation

Crushing

Poisoning

Other

Other Precautions

Equipment

PPE

Chainsaws

Chippers

Boom Trucks

Loaders

Stump Grinders

Hand Tools

Other

Work Procedures

Assignments

NICK

Other

3:43 Sprint

56%

Daily Crew Tasks

Today's Briefings

Current Briefing

Job# / Work Order#

Images

Review

Job Number:

10082

Work Order:

0

Location:

2200 E Via Burton, Anaheim, CA 92806, USA

33.855866

-117.8867403

Weather:

Temperature is currently 87 degrees, clear sky. Today's high will be near 96 with a low near 78. Winds are out of the south-southwest around 7 mph. Be sure to use the OSHA heat app throughout the day for the latest conditions.

Job

Work Order

Customer

20982

138383

WCA CORPORATE



## Pre-Job Briefing

Created by ADAM RODRIGUEZ (E0409)

<b>Job and Location</b>	Customer: COUNTY OF ORANGE - FACILITIES Date: 8/29/2019 at 7:50 AM Job Number: 51083 Work Order: 0 Location: 900 N Malden Ave, Fullerton, CA 92832, USA <a href="#">Map</a>
<b>Scope</b> <ul style="list-style-type: none"><li>Trimming</li></ul>	Today we will be trimming.
<b>Surroundings</b> <ul style="list-style-type: none"><li>Slopes</li><li>Birds Flying In/Out of Canopy</li><li>Cavities and Nests</li><li>White Wash/Droppings</li><li>Bird/Bees/Other Animal Sounds</li></ul>	Temperature is currently 69 degrees, mist. Today's high will be near 73 with a low near 65. Winds are out of the south-southwest around 4 mph. Be sure to use the OSHA heat app throughout the day for the latest conditions. We will be working on or near slopes. Signals of wildlife in the area include birds flying in/out of canopy, cavities and nests, white wash/droppings, and bird/bee/other animal sounds.
<b>Property Hazards</b> <ul style="list-style-type: none"><li>Landscape</li><li>Hardscape</li><li>Underground Utility</li></ul>	Property hazards include landscape, hardscape, and underground utility. These hazards are caused by falling branches from removal or trimming, vehicular traffic, foot traffic, Stump Grinding, and Planting. They can be prevented by rigging, caution and awareness while walking or driving, caution and awareness while driving or operating, knowing USA markings, and caution using stump grinder.
<b>Injuries</b> <ul style="list-style-type: none"><li>Cuts</li><li>Struck By</li><li>Sprain or Strain</li><li>Electrocution</li><li>Foreign Object</li><li>Fall</li><li>Heat and Cold Illness</li><li>Amputation</li><li>Crushing</li><li>Poisoning</li></ul>	Injury hazards include cuts, struck by, sprain or strain, electrocution, foreign object, fall, heat and cold illness, amputation, crushing, and poisoning. These injuries are caused by chainsaws, pole pruners, pole saws, hand saws, falling limbs, vehicular traffic, pedestrians, uneven surfaces, improper lifting techniques, electrical lines, saw dust, accidentally cutting rope, obstacles, being aware of extreme temperatures, rotating parts on machinery, falling tree, heavy logs, poison ivy, bees, and snakes. They can be prevented by two handed chainsaws, hanging tools appropriately, staying away from work area, being aware of traffic at all times, being extra cautious, lifting with legs and not back, maintaining a minimum separation distance, being aware of electrical lines, wearing appropriate PPE, staying focussed while trimming or walking, drink enough water, knowing the symptoms, keeping protective guards and covers in place, following safety procedures, staying focussed while trimming or removing, staying clear of landing zone, being aware of your surroundings, and PPE caution.
<b>Drop Zone</b>	Proper Drop Zone Identified.
<b>Equipment</b> <ul style="list-style-type: none"><li>PPE</li><li>Chainsaws</li><li>Chippers</li><li>Boom Trucks</li><li>Hand Tools</li></ul>	We will be using PPE, chainsaws, chippers, boom trucks, and hand tools. Review your equipment for hard hats, safety glasses, hearing protection, chaps, work boots, sharpened, no broken, missing, or worn parts, safety features in good repair, greased, all fluids at proper levels, always chip from the side only, no leaks, no holes on bucket, boom arm cleaned, no missing bolts, no broken cables, no broken handles, and everything is in good repair.
<b>Assignments</b>	<ul style="list-style-type: none"><li>ADAM RODRIGUEZ: Clean Up.</li><li>CANDELARIO PRIEGO: Trimming.</li><li>SALVADOR ESCOBEDO: Clean Up.</li></ul>

**Employee**

**Signature**

E1319 - CANDELARIO PRIEGO

x 

E0409 - ADAM RODRIGUEZ

x 

# CREW EVALUATION

3:4555%

← John Doe

CREW EVALUATION

Was a job briefing done today

☐

Are employees wearing proper safety gear

☐

Is the jobsite well organized & safe

☐

Is the eqpt in good condition & being operated safely

☐

Are employees following WCA safety guidelines

☐

Are door hangers being used

☐

Is quality customer service being performed

☐

Does the City have any concerns

☐

Is Foreman/Crewleader present

☐

Is the crew balance okay

☐

Is the crew following ANSI, ISA BMP & City standards

☐

Is the crew completing work on a block by block basis

☐

REVIEW CREW EVALUATION

3:4555%

← John Doe

Is the dollar per man goal being met

☐

Is the crew using the proper recycling facility

☐

Is any employee attending classes

☐

Is any employee interested in becoming certified

☐

Is any employee being trained in another position

☐

Are there any employees with challenges

☐

Did the Foreman check in with their CSR or City Inspector

☐

Is the paperwork current, complete & legible

☐

Comments/Concerns

☐

All Good

☐

Is the crew following heat illness prevention requirements

☐

Has the crew scheduled their meal period before the fifth (5th) hour

☐

REVIEW CREW EVALUATION

# WCA QUALITY & SAFETY EVALUATION CHECKLIST

INSPECTOR: HUGO ANGEL RINCON		DATE: 8/30/2019	
FOREMAN: JOSE M. MUNIZ GARCIA		AM: JUSTIN LEE MENZEL	
LOCATION/CITY: 111 E 5TH ST, TEMPE, AZ 85281, USA / CORE CONSTRUCTION			
CREW EVALUATION	YES	NO	COMMENTS
1 Was a job briefing done today	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2 Are employees wearing proper safety gear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3 Is the jobsite well organized & safe	<input checked="" type="checkbox"/>	<input type="checkbox"/>	sidewalk closed with plenty delineation and caution tape
4 Is the eqpt in good condition & being operated safely	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
5 Are employees following WCA safety guidelines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
6 Are door hangers being used	<input type="checkbox"/>	<input checked="" type="checkbox"/>	not necessary for this project
7 Is quality customer service being performed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8 Does the City have any concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	try to finish this job on schedule.
9 Is Foreman/Crewleader present	<input checked="" type="checkbox"/>	<input type="checkbox"/>	removing the trees.
10 Is the crew balance okay	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
11 Is the crew following ANSI, ISA BMP & City standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
12 Is the crew completing work on a block by block basis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
13 Is the dollar per man goal being met	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
14 Is the crew using the proper recycling facility	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
15 Is any employee attending classes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	not at this time
16 Is any employee interested in becoming certified	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Jose I think he's ready for his certified Arborist
17 Is any employee being trained in another position	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Jose is working with Pedro.
18 Are there any employees with challenges	<input type="checkbox"/>	<input checked="" type="checkbox"/>	no
19 Did the Foreman check in with their CSR or City Inspector	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
20 Is the paperwork current, complete & legible	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
21 Comments/Concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	See Below
22 All Good	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
23 Is the crew following heat illness prevention requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	the cre has plenty cool clean water
24 Has the crew scheduled their meal period before the fifth (5th) hour	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
COMMENTS/CONCERNS: the crew if working at City Hall removing some trees Jose is doing a good job			

x 

Foreman/Crewleader Signature

x 

Inspector Signature