



Proposal for Landscape Maintenance BALLONA CREEK GATEWAY

September 28, 2015

Mario Sandoval

Mountains Recreation & Conservation Authority



Andre Bouweraerts

Business Developer

Oakridge Landscape, Inc. Maintenance Division

Phone: 818-891-0468 Cell: 818-974-0756





September 28, 2015

Mario Sandoval
Mountains Recreation & Conservation Authority
570 West Avenue Twenty-six, Suite 100
Los Angeles, Ca 90065

RE: Ballona Creek Gateway

Dear Mario,

Thank you for the opportunity to provide you with the following proposal for related landscape maintenance services.

Our team at Oakridge Landscape has conducted a thorough inspection of Ballona Creek Gateway. We feel that our combination of high quality maintenance and proven abilities in installations of water wise landscape and irrigation systems would be of benefit to the property. Moving forward, the new water restrictions and shortages will be a fact of life for Southern California homeowners.

The following are some of the benefits and services that Oakridge Landscape, Inc. provides, should you choose to work with us:

- Crews travel in signed trucks, wear proper safety equipment and company uniforms.
- Courteous to public.
- Regular scheduling ensures proper maintenance for plant material.
- Regular irrigation system inspections.

Oakridge Landscape, Inc. is dedicated to enhancing your landscape investment with a personal proactive approach. We look forward to providing you not only with landscape maintenance, but with a complete landscape solution.

We look forward to partnering with you in business. Please contact me directly should you have any questions or need additional information. I can be reached at my office phone: 818-891-0468 or on my mobile phone: 818-974-0756. Thank you again for choosing Oakridge Landscape, Inc. as you explore your options for a landscape partner.

Sincerely,

Andre Bouweraerts
Business Developer
Oakridge Landscape, Inc.
andre@oakridgelandscape.net



Approach to Provide Required Services

We have examined the scope of work in this offering, and intend to perform to these specifications and beyond. Upon contract award and prior to commencement of work, Oakridge Landscape, Inc. will perform a thorough job walk consisting of the Oakridge Supervisor and Oakridge Business Developer, along with General Manager, Mike Roberts.

After extensive site visits and pre bid evaluations, our approach will be to utilize maps to create a work plan consisting of dividing the project into sections in which the Supervisor and Foreman feel can be serviced in the best quality within the given time frame. Each section will be rotated throughout the project to ensure each area is serviced thoroughly. Upon completion of each section and prior to starting the next, the foreman will complete a checklist noting items that have been completed and any problem items. This process will help us to deliver the service that is needed to create a clean, safe and healthy environment. Based on the time spent evaluating Ballona Creek Gateway, we feel that we can offer a unique program to help the property reach its highest potential.

Oakridge Landscape, Inc. employs over 300 employees, with numerous full time crew members available to assign to this project. All staff assigned to this project will be employed full time (8 hours per day- 40 hours per week). The supervisors assigned to this project will have direct contact with the foreman for each crew via phone to expedite any emergency needs or onsite questions.

Oakridge Landscape, Inc.'s supervisor and/or customer service will communicate rapidly with the on and off site project managers for any circumstances which require immediate attention, as well as all incoming and outgoing reports. All crew members are trained on every piece of equipment used and are monitored by the foreman to follow safety protocol at all times. Supervisor visits also include interaction and direction with crew to optimize service levels.

Oakridge Landscape, Inc. holds ongoing training for crew members at all of our service locations and conducts weekly supervisor meetings to follow up on performance and quality control. These meetings also keep them up to date on the latest industry techniques, laws and OSHA guidelines.



Quality Control Plan

With one of the highest performance standards in the landscape industry, Oakridge Landscape, Inc. strives to earn the respect and loyalty of our clients and customers through active communication and timely responsiveness. Oakridge Landscape, Inc. takes pride in maintaining an active and successful customer satisfaction program through consistent communication and anticipation of the needs of each client. We strive to exceed the uppermost level of customer satisfaction and enhance each property individually. With one of the highest employee retention ratios in the industry, we employ numerous employees with 10+ years of experience, further ensuring an experienced and knowledgeable workforce for our customers. In addition to normal safety gear, vests and uniforms, our crews all wear ID badges displayed with our company name, phone number, employee name, classification, equipment certification and supervisor name which provides an additional comfort level of authorized personnel in and around Ballona Creek Gateway.

Oakridge Landscape quality assurance is based upon developing strong relationships with our customers by thoroughly understanding and responding to their needs. All of our supervisors and foremen use cell phones and email for quick response. We're fully trained and have dedicated computers to manage central irrigation control systems from our office. Our area supervisors work closely with customers to provide status reports on the condition of the landscape. Work orders/service requests are sent via email or fax for prompt return indicating the nature of work that was completed and the date of completion. As part of our service, the area supervisors will perform regular job walks with the foreman and/or customer representative to monitor the landscape condition and/or evaluate additional work items.

Customer Service and After Hour Emergencies

For customer service requests occurring during business hours 8:00am-4:30pm, contact Linda Peinado by phone: 818-891-0468 Ext. 1137 or email: Linda@oakridgelandscape.net. Oakridge Landscape, Inc. is available to our customers with 24 hour emergency response service. After hours, the main office answering service (818-891-0468) will route calls to the available supervisor and notify the branch manager.

Customer Service Representative Important Facts

Upon reward of the contract, Oakridge Landscape, Inc. utilizes a designated Customer Service Representative (CSR) in which service requests, work orders and other information are forwarded to the service representative via phone, e-mail or fax. The CSR's duty is to provide consistent communication and documentation between the customer and supervisors in the field. The supervisor remains in constant communication with the crew, foreman and customer services while also providing to the foreman the weekly Foreman Task Lists Form to be completed by the foreman and turned in on a



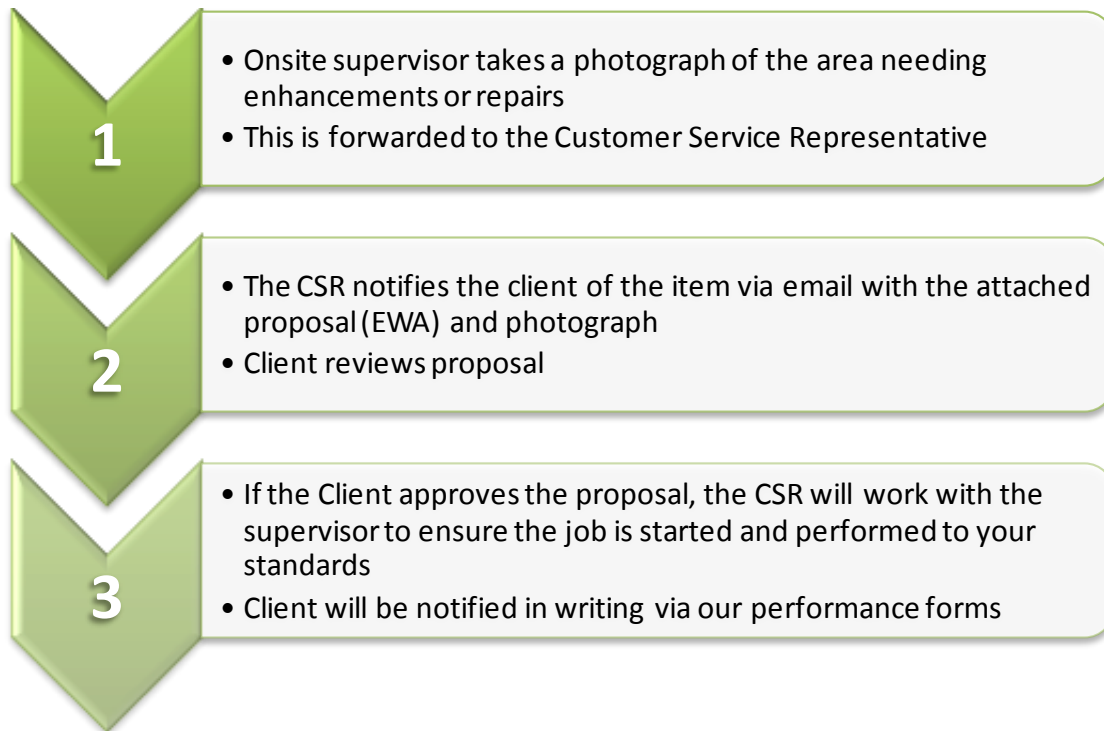
weekly basis. Supervisors will conduct walks of the job site while listing items on the Maintenance Walkthrough Punch List.

Prior to performing any additional work, the CSR will prepare and submit a written description/proposal (EWA) of the work with an estimate of labor and material. No work will commence without a signed authorization from the Ballona Creek Gateway Property Manager.

Once the additional work has been approved, the supervisor is notified to start the job. As soon as the supervisor has responded or resolved the approved request, the supervisor will notify the CSR immediately upon completion. The CSR will notify the customer that the request has been completed, what was done and what time it was completed. All work orders and correspondence are documented to the job file.

Oakridge Landscape, Inc. utilizes a combination of practices designed to provide our customers with proactive customer service, safety and job quality. Our supervisors act as your eyes and ears onsite moving safely to achieve the look you desire. We believe that Ballona Creek Gateway will benefit from our proactive customer services approach.

Here is an example of our proactive proposal process for extra work:





Service Points

We provide full service

Oakridge Landscape, Inc. consists of four divisions: Landscape Maintenance, Landscape Construction, Erosion Control and Arbor Care. Each of these can support your needs from upgrades to emergency work. In the first 30 days of service to new clients, we make sure to photograph the job site. This is used as a benchmark to visually show improvements that are provided by the Oakridge service team.

We have you covered

In addition to our corporate headquarters located in Santa Clarita, we have offices in North Hills, Central Coast and Camarillo. Water management, communication/supervision and water saving ideas and implementation are three areas we identified as a need for improvement. Along with the leadership of the Foreman, Supervisor and General Manager, you would partner with Linda Peinado our Customer Service Representative in the office to make sure all reports, communications and proposals are completed in a timely manner.

Capability

Oakridge Landscape, Inc. has over 30 years of experience in the industry and the capability to service large clients. A few examples of our existing clients include Blackwelder Business Campus, Palisades Hills and The Summit in Pacific Palisades. In order to meet the expectations of our clients, we must be responsive to their needs. We respond to emergencies within 2 hours and normal requests within 24 hours. These responses are followed up with written completion. We keep track of requests with a job log that keeps everyone up to date on our progress.

We're going green

Oakridge Landscape, Inc. specializes in sustainable landscape maintenance and water conservation projects. Our techniques and policies include organic mulch applications, water budgeting and audits, grass recycling, sustainable product use and green landscape equipment. Oakridge is one of the only companies that recycle green waste using our own tub grinder. Our high quality organic mulch can be used on tree wells, slopes and planters. This can be promoted in Ballona Creek Gateway's recycling efforts.

More about water conservation

Our team of professionals is ready to work with you to conserve water and make your property as efficient as possible. Oakridge can provide irrigation management solutions from installing and upgrading water saving controllers to daily repairing, adjusting and fine tuning of the system.



Oakridge Landscape, Inc.

Services

Erosion Control

- Sediment Cleaning
- BMP Maintenance
- Storm Response
- Erosion Control
- Slope Repair
- Weed Abatement
- Brush Cleaning
- Site Cleaning
- Grading

Landscape Construction

- Streetscape
- Planned Communities
- Sod and Hydroseed
- Synthetic Turf
- Tree Installation
- Irrigation
- Residential
- Site Furnishings
- Playground Equipment
- Masonry

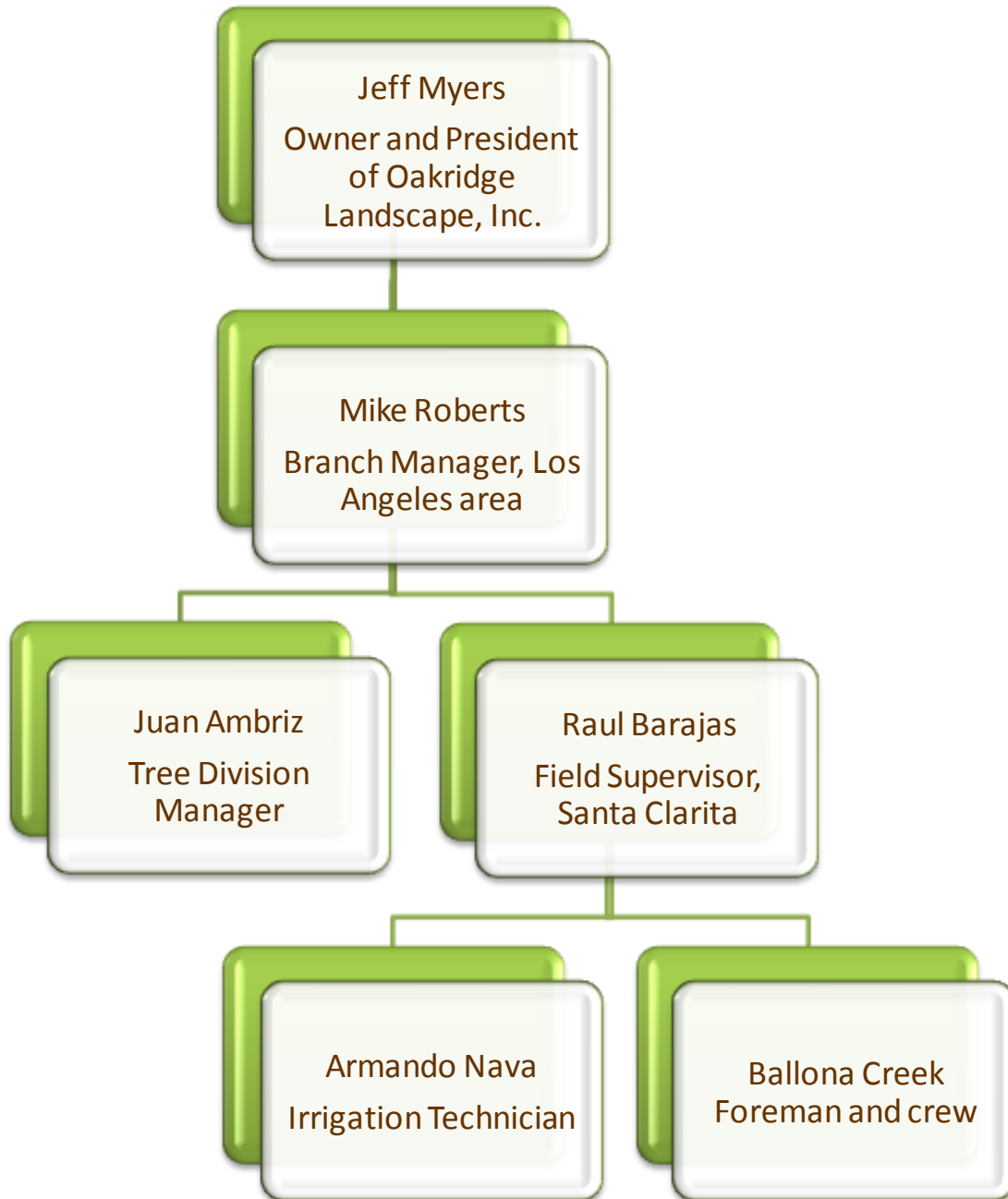
Landscape Maintenance

- Maintenance
- Irrigation repair
- Weed Abatement
- Tree Service
- Fertigation
- Pest Control
- Certified Arborist
- Enhancements

Arbor Care

- Tree Trimming
- Certified Arborist Reports
- Plant Health Care

Ballona Creek Gateway Team





Irrigation

Upon contract award, the supervisor will schedule our irrigation technician to perform an initial irrigation inspection. Utilizing the schedule established by the City to assure maximum irrigation system efficiency, the technician will provide a station by station report on the status of the current irrigation and any deficiencies or items needing attention. Controller programs will be adjusted as determined by weather and plant requirements. Controls will be shut off during periods of rain. Weather patterns are monitored daily by our office staff and supervisors. This assists our irrigation technicians with future planning such as adjusting watering times in the event of high temperatures and shutting down the systems in advance in the event of rain or inclement weather.

Upon inspection, any accidental damage or vandalism caused by others shall be reported promptly to Ballona Creek Gateway management. Damage caused to the irrigation system by Oakridge Landscape, Inc. will be repaired immediately and at no charge. Minor irrigation repairs are included in scope of work for Ballona Creek Gateway.



Executive Summary

We have thoroughly examined the scope of work and we would like to convey our acceptance of all conditions and specifications. We intend to perform all of the specifications mentioned above. Oakridge Landscape, Inc. meets all appropriate licensing and requirements. A copy of all documents is included in this submittal.

Oakridge Landscape, Inc. has a diverse knowledge and experience in the landscape industry. Operationally, we are organized into four distinct divisions: Landscape Maintenance, Landscape Construction, Arbor Care and Erosion Control. Oakridge leverages these disciplines for each specific project to meet the needs of the client.

Corporate Information:	28064 Avenue Stanford Valencia, CA 91355 Phone: 661-295-7228 Fax: 661-295-7230
Federal Tax ID:	95-4868324
Company Organization:	Jeff Myers- Owner and President Victor Valle Sr.- Vice President Susie Mesa- Office Manager (4) Division Managers (23) Supervisors and Office Staff 300+ Field Employees
Principal Type of Business:	Landscape Installation and Maintenance
Areas of Excellence:	Providing high quality and value in landscape maintenance, installation, erosion and arbor services.
Years Providing Services:	36 years Landscape Installation and Maintenance 15 years Erosion and Masonry
Annual Contract Value:	\$29 million combined annually
Transactional Events:	No bankruptcies, contract defaults, mergers or acquisitions



28064 Avenue Stanford, Unit K, Valencia, CA. 91355
Ph. 661*295*7228 Fx. 661*295*7230

Personalized Landscape Plan for Ballona Creek Gateway

Turf	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec
Mow	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
Trim	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
Backblowing	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
Edge	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
Aeration		◇										
Fertilizer		◇		◇		◇		◇		◇		◇
Pre-emergent Weed Control				◇								
Post-emergent Weed Control		◇			◇	◇	◇	◇		◇		◇
Disease Control as needed												
Insect Control as needed												
Shrubs and Beds	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec
Weed Control	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
Pre-emergent Weed Control				◇					◇			
Post-emergent Weed Control	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
Spot Treatments	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
Fertilization		◇			◇			◇			◇	
Prune	◇		◇		◇		◇		◇		◇	
Disease Control as needed												
Insect Control as needed												
Trees	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec
Tree Wrapping												
Tree Wrap Removal												
Roundup Tree Rings		◇		◇		◇		◇		◇		
Pruning up to 12' Height	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
Insect Control as needed												
Miscellaneous	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec
Native Mowing												
Native Beauty Band Mowing												
Native Weed Control												
Weed/Debris Removal	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
Pet Waste Removal	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
Fall Clean Up											◇	
Spring Clean Up			◇									
Curb/Gutter Weed Control	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
Irrigation	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec
Check and Adjust Weekly	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
Spring Start Up			◇									
Winterization											◇	
Seasonal Color	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec
Change Out			◇			◇			◇			◇
Bed Preparation			◇			◇			◇			◇
Fertilization	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇

Total Landscape Solution





References

Oakridge Landscape, Inc. works hand in hand with many property management, investment firms and corporations striving to meet and exceed goals for a strong partnership with a personal and proactive approach helping our family of customers to reduce liabilities and improve property assets and curb appeal.

Santa Clarita Parkways and Medians For the City of Santa Clarita

Blackwelder Campus Culver City

The Summit Pacific Palisades

Palisades Hills HOA

References

This is just a small list of references – more available upon request



**The Summit at Pacific Palisades
Rebecca Wade-DRL Management**



Competitive Pricing, Superior Service

We are here to fulfill the specific needs of your property while still providing the best landscape maintenance available. After careful evaluations from our expert team of Oakridge Landscape, Inc. professionals, we have developed this carefully budgeted plan for Ballona Creek Gateway.

Base Management

Base Management Monthly Price	\$3,325.00
Base Management Yearly Fee Total	\$39,900.00

Base Management pricing includes:

- Chemicals and Fertilizer materials
- Weeding, mowing and edging
- Irrigation Management

Optional Services

The following optional services can be provided at the pricing as noted below.

SERVICE	FREQUENCY/YEAR	PRICE/OCCURRENCE	TOTAL PRICE/YEAR
Landscape upgrades	As required	TBD	TBD
Irrigation conversions	As required	TBD	TBD
Artificial turf conversions	As required	TBD	TBD
Tree Pruning	As required	TBD	TBD
Graffiti removal	As required	extra	TBD