

# THOUSAND OAKS CITY COUNCIL



## Supplemental Information Packet

**Agenda Related Items - Meeting of March 9, 2021  
Supplemental Packet Date: March 9, 2021**

**5:00 p.m.**

### **Supplemental Information:**

Any agenda related public documents received and distributed to a majority of the City Council after the Agenda Packet is printed are included in Supplemental Packets. Supplemental Packets are produced as needed, typically a minimum of two—one available on the Thursday preceding the City Council meeting and the second on Tuesday at the meeting. The Supplemental Packet is available for public inspection on the City's website at [toaks.org/agendas](http://toaks.org/agendas) or by contacting the City Clerk Dept at (805) 449-2151 during normal business hours [main location pursuant to the Brown Act, G.C. 54957.5(2)].

### **Americans with Disabilities Act (ADA):**

In compliance with the ADA, if you need special assistance to participate in this meeting or other services in conjunction with this meeting, please contact the City Clerk Department at (805) 449-2151. Assisted listening devices are available at this meeting. Ask City Clerk staff if you desire to use this device. Upon request, the agenda and documents in this agenda packet, can be made available in appropriate alternative formats to persons with a disability. Notification at least 48 hours prior to the meeting or time when services are needed will assist City staff in assuring reasonable arrangements can be made to provide accessibility to the meeting or service.

THE FOLLOWING 6 PAGES ARE  
RELATED TO ITEM 9.A.

**From:** Rosie Castillo <[RCastillo@limoneira.com](mailto:RCastillo@limoneira.com)>

**Date:** March 9, 2021 at 3:51:45 PM PST

**To:** [claudia4slowgrowth@gmail.com](mailto:claudia4slowgrowth@gmail.com), Bob Engler <[BEngler@toaks.org](mailto:BEngler@toaks.org)>, Al Adam <[AAdam@toaks.org](mailto:AAdam@toaks.org)>, Andrew Powers <[APowers@toaks.org](mailto:APowers@toaks.org)>, Ed Jones <[EJones@toaks.org](mailto:EJones@toaks.org)>, Kevin McNamee <[KMcNamee@toaks.org](mailto:KMcNamee@toaks.org)>

**Subject:** Athens Environmental Services

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Please see attached.

Thank you,  
Rosie Castillo

**Rosie Castillo**

*Director of Housing & Commercial Operations*

1141 Cummings Road

Santa Paula, CA 93060

Office: 805-525-5541, x1038

Fax: 805-293-8506

Email: [RCastillo@limoneira.com](mailto:RCastillo@limoneira.com)

# LIMONEIRA

SINCE 1893

March 4, 2021

To whom it may concern,

I am writing this letter to express my opinion with the service we have received from Athens Environmental Services. I currently manage commercial buildings in the City of Santa Paula. When I started managing those buildings, we had E. J. Harrison handling our waste and was more than satisfied with their service, and if there was ever a problem, I called and spoke to a live customer service person and the problem was promptly taken care of. Then, the city awarded the waste handling to Crown Disposal. The cost for waste removal was increased substantially. However, the customer service was even worse than the increased cost.

Soon after, Recology took over and the service continued to deteriorate. We continued to have missed trash collection and when I called their customer service, there was no answer or return calls. Recology was then acquired by Athens Environmental Services. The customer service and quality issues continued. My most recent interactions with their Customer Service department was when we sold a property. I called Athens to let them know we no longer owned the property and they continued to bill me every month. Every month I would call, they told me they would take care of it and the next month, I again received a bill. That cycle continued for several months. They also told me that it was necessary for the new owners to establish service. I gave them the new owner's information and I was told I would continue to be billed until that happened.

While Athens prices may be competitive, I don't feel that Athens has provided the service we had come to expect and deserve as residents and businesses of Santa Paula.

Respectfully,



Rosie Castillo  
Director of Housing and Commercial Operations

Name (Optional)	Community of Residence	Item #	In favor/Opposed	Comment
Bill Barrett		9A	Opposed	Staff did not fully investigate Athens Services and their cost for services do not make any sense. They are going to buy 5 new street sweepers at a cost of \$50,000. more per sweeper, while we proposed 4 sweepers, and they are going to hire our operators, pay them more and charge the City 35% less. Do the math, it just doesn't add up. Plus they have a terrible reputation in the sweeping industry, but no one from the city staff contacted us.
		9A	Opposed	I like the way it is
Jessica Orsinger	Thousand Oaks	9A	Opposed	I like it the way it is
		9A	Opposed	Please keep it the way it is
Megan Marino	Thousand Oaks	9A	Opposed	My children and I have gone in several field trips to WM Simi Valley Landfill educational landfill tour program and we have had absolutely WONDERFUL experiences. Please don't change a thing!
Peter Deindoerfer	Thousand Oaks	9A	Opposed	<p>I am a long term resident, thirty years, and value the services of Waste Management. They have treated me fairly and been more than helpful when additional service is requested. On occasion my scheduled Friday service pick-up has been missed. In calling and reporting, I was promised a Saturday morning pick-up. The following morning, bright and early, Waste Management shows up and drops off a new container and collects the full container. I truly appreciate this as I am an odd ball address, easy to miss. Whenever there has been a missed pick-up, Waste Management takes care of it immediately. I appreciate their prompt service.</p> <p>From curbside to calling their customer service, I have always received great service. I believe it would be wrong to change waste providers. Waste Management has provided timely service and been a pleasure to work with. I see no benefit in changing service. They have the infrastructure in place, know the city and have a solid staff who care about the residents and even some who live in our city. Please renew the Waste Management contract.</p>
	Thousand Oaks	9A	Opposed	Please keep Waste Management as our trash pick-up service provider. They have provided great service over the years; and, based on previous history, it is highly likely that Athens Services will increase our rates and not provide the same quality service that we have received with Waste Management. "If it ain't broke, don't fix it." Thank you.

Name (Optional)	Community of Residence	Item #	In favor/Opposed	Comment
Lisa Hemenway		9A	Opposed	<p>My name is Lisa Hemenway a Ventura County resident and the Community Relations representative for Waste Management for the past 28 years.</p> <p>Tonight is challenging. Why? Because we can't be there in person to show all of you how much myself and our employees care about the Thousand Oaks community.</p> <p>We may be a large company on the outside, but have you seen our employees? We are regular hard-working folks who live here, raising families, and contribute to the local economy and given the opportunity to work in our hometown.</p> <p>Throughout my career, my focus has been bringing people together to build authentic relationships through my educational tours at Waste Management's Simi Valley Landfill and Recycling Center. An interactive bus tour experience gives our community the chance to learn about sustainability, recycling, landfill operations, best practices, wildlife conservation, and most importantly, what we can do to make the environment a better place to live and how our decisions can have long lasting impacts.</p> <p>The proposal mentions using other facilities outside Ventura County. How is that sustainable and why wouldn't you use local resources that are right here for the past 50 years?</p> <p>I remember Councilmembers saying they have never received a complaint about Waste Management's service. There is a reason for that – we care!</p> <p>Have you ever bought something that was cheaper and felt that you should have bought the better-quality in the first place because it will last longer?</p> <p>You have a decision to make tonight and respectfully ask you OPPOSE this item before you and</p>
Glyol Pannbechi	Thousand Oaks	9A	Opposed	<p>We have had a great experience through out the years with the Waste Management company taking our recycling for us. Please keep using this company!!</p> <p>Thank you very much!</p>

Name (Optional)	Community of Residence	Item #	In favor/Opposed	Comment
John Andersen	Newbury Park	9A	In favor	<p>Dear Mayor and City Council,</p> <p>“Thank you” for the recent extensive bid process you conducted for waste management services for the businesses and residents of the City of Thousand Oaks. I am in support of staff’s recommendation of choosing Athens as Thousand Oak’s new trash operator due to their track record of success in Southern California as well as the lower rates we will be paying.</p> <p>As a local resident and businessman (Financial Advisor) here in Thousand Oaks, I appreciate the bid process the City has used and their final recommendation of choosing Athens. I believe our City has a responsibility to ensure that we always have the best service and the best price. I thank the City for the effort of finding the best deal for our community.</p> <p>I ask that the City Council approve the recommended choice of Athens.</p> <p>Thank you.</p> <p>John Andersen</p>
Rachael Weitz	Thousand Oaks	9A	Opposed	<p>WM waste management has been such a wonderful resource for our community. They offer field trips of their facility that educate the public about recycling and how important conservation is to help the planet. When we have exposure at an early age then we have a better chance of protecting our planet.</p>

Al Adam	3/9/21 4:13pm	Ernesto Acusa	Hi, my name is Ernesto Acusa. I've been a resident of Thousand Oaks for over almost 50 years. Moved here with my wife in in 1972. Calling about the contract for waste hauling that was mentioned in the Acorn I'm calling to say I'm opposed to this contract. There are alot of reasons but I'll make it short. One reason is that we have been served by Harrison for a long time their service is excellent. Never had any isuses with them. They're quite acessible. If occassionally trash wasnt emptied get on phone reach their office in Ventura and wittin a couple hours problem is taken care of. I see no reason to abandon them for a unknown company up here located in LA. I moved from LA and would do it again given the chance. TO/Ventura County is far more preferable. As far as cost is concerned roughly \$10 a month is no big deal as far as I'm concerned, we have other expenses our water bil is \$400 a month. so \$24/\$33 is nothing to us. Given the fact that we have been in a horrible pandemic alot of business laid off people, business closed permantely, or are trying to open. This is no time to abandon employers/employees and to send our money to LA County.I resent that, it is atrocious. The fact that you are even considering a 15yr contract with an LA company therefore I am demanding you vote against this contract.These are my views along with the views of my wife. So thats two of us totally opposed. Thank you very much bye.
Al Adam	3/9/2021 2:43pm	Vince Glassic	Hello CM Al Adam this is Vince Glassic calling you to ask you to support the new contract with Athens. I think the proposal isn excellent one and very excited about it and I'm hoping you will be excited to and that you will vote in favor of this contract.
Kevin McNamee	3/9/21 2:42pm	Vince Glassic	hello this is the number for Kevin McNamee. I am calling to ask you to support the vote this evening for Athens services for the new trash company the city desperately needs. My name is Vince Glassic 805-492-5260.Thank you.
Kevin McNamee	3/9/2021	Ernesto Acusa	Hi, my name is Ernesto Acusa. I've been a resident of Thousand Oaks for over almost 50 years. Moved here with my wife in in 1972. Calling about the contract for waste hauling that was mentioned in the Acorn I'm calling to say I'm opposed to this contract. There are alot of reasons but I'll make it short. One reason is that we have been served by Harrison for a long time their service is excellent. Never had any isuses with them. They're quite acessible. If occassionally trash wasnt emptied get on phone reach their office in Ventura and wittin a couple hours problem is taken care of. I see no reason to abandon them for a unknown company up here located in LA. I moved from LA and would do it again given the chance. TO/Ventura County is far more preferable. As far as cost is concerned roughly \$10 a month is no big deal as far as I'm concerned, we have other expenses our water bil is \$400 a month. so \$24/\$33 is nothing to us. Given the fact that we have been in a horrible pandemic alot of business laid off people, business closed permantely, or are trying to open. This is no time to abandon employers/employees and to send our money to LA County.I resent that, it is atrocious. The fact that you are even considering a 15yr contract with an LA company therefore I am demanding you vote against this contract.These are my views along with the views of my wife. So thats two of us totally opposed. Thank you very much bye.

Transcripts of voicemails pertaining to Item 9A