



**WASTE MANAGEMENT – California Bay Area**

**Grant Hankins**

*Area Director of Collection Operations*

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January 18, 2010

Mr. Paul Morsen  
Executive Director  
Central Contra Costa Solid Waste Authority  
1111 Civic Drive, Suite 275  
Walnut Creek, CA 94596

**Sent Via Email**

**Re: Service Improvements with Valley Waste Management**

Dear Mr. Morsen

Waste Management is grateful for the feedback you and the board have supplied our organization in the past four to six months on how we, as a service provider to the CCCSWA, could improve our service offerings. We take our service and your comments very seriously, and are always looking for ways we can improve.

To that end, we have promoted Michael Bocage to the role of District Manager for Valley Waste Management, which will allow us to have a senior leader in the service area each and everyday.

Michael is responsible to ensure your office and the customers are responded to and receive top quality service each and everyday.

Furthermore, one of the concerns that had been raised is the absence of local senior leadership, the lack of positive management interaction, and service resolution in the field with our field management. Upon our review of this situation, we have made a decision to move two seasoned Managers into the Valley operations as Route Managers. By having more seasoned managers in place, we will be able to resolve concerns or issues before they become issues for your office and/or the board members, and ensure that our customers receive only positive experiences with our company and service offerings.

The new Route Managers are Michael Daniels and Fatu Aumua. Both Route Managers have extensive management and leadership backgrounds and have a good understanding of the waste and recycling industry. We look forward to introducing you to them in the near future.

I will still be involved in the operations and can and will support our team as we deliver service to the CCCSWA. If you ever need to contact me I am still available to help anyway I can. My contact numbers are:

**Cell – 510-363-1449 Office – 510-613-2116 Home – 925-361-7300**

Thank you for your continued support and please feel free to call me with any concerns or questions you may have.

***From everyday collection to environmental protection, Think Green. Think Waste Management***

Sincerely,

A handwritten signature in black ink, appearing to read 'GH', with a long horizontal flourish extending to the right.

Grant Hankins  
Area Director of Collections

**C.C**

Michael Bocage – Waste Management  
David Tucker – Waste Management  
Kathleen Minser – Waste Management