

# Custom Solutions for The City of Waukesha

Landscape Maintenance & Snow Removal Services

Dear Keith,

On behalf of the BrightView team I would like to personally thank you for the opportunity to submit our proposal to professionally manage the landscape for the City of Waukesha City Hall and Annex Building.

We have carefully reviewed your specifications and have invested significant time to ensure we have developed a thorough and comprehensive proposal. We have reviewed every aspect of your site, taking into account all resources we feel will be required to serve you and your employees and to exceed your expectations. There are a few key areas we have dedicated particular thought towards, they include:

- **Details and planning to ensure success.** BrightView creates a plan specific to your unique sites that reflects your expectations, resolves your challenges, and enhances your properties. We provide detailed plans and the transparency required to build a lasting partnership.
- **Trusted communication is our partnership promise.** Our successful partnerships include clear communication to your key people (i.e. property manager, landscape committee, etc.). We pride ourselves in regular service schedules, immediate responses and follow-up communication. Our services are backed by monthly quality checks on your site, and our crews.
- **Immediately noticeable quality and improved curb appeal.** From Day 1 BrightView provides you with a beautiful, safe, accessible, and healthy landscape that will maximize your investment, support your brand, and provide a welcoming environment for everyone - employees, and visitors.
- **Broadest range of services at highly competitive prices.** We maximize our economies of scale to do more, while managing costs, to ensure the vitality of your property. We pride ourselves in choosing the right plants for your environment, budget and maintenance plan. We provide you budgeting and forecasting tools that will help you avoid unplanned expenses.

Sincerely,

*Scott Walters*

Business Development Executive

# We Have You Covered at Every Stage of Your Landscape

We have experience in all aspects of our business and have a desire to learn all facets of landscape so we can provide the best service to our customers. That means we will be here to take care of your landscape at every stage of your property's lifecycle. As a full-service and team-based landscape company, we can mobilize quickly to respond to special requests that may fall outside of the scope of landscape maintenance. We take pride in providing the highest-quality landscape services with a worry-free, dependable service commitment. This all-encompassing expertise extends to:

## Design

Forward-thinking, constructible design that considers future operating costs.

## Develop

Seamless project delivery that meets your goals and long-term expectations, on-time and on-budget.

## Enhance

Thoughtful improvements to enrich your landscape's appearance and sustainability.

## Maintain

Consistent service delivery and proactive solutions that keep your property at its best, now and in the future.



Design	Develop	Maintain	Enhance
<ul style="list-style-type: none"> <li>• Landscape Architecture &amp; Planning</li> <li>• Design Build</li> <li>• Program Management</li> </ul>	<ul style="list-style-type: none"> <li>• Planting</li> <li>• Hardscaping</li> <li>• Pools &amp; Water Features</li> <li>• Compliance</li> <li>• Tree Growing &amp; Moving</li> </ul>	<ul style="list-style-type: none"> <li>• Landscape</li> <li>• Tree Care</li> <li>• Snow &amp; Ice</li> <li>• Specialty Turf</li> <li>• Exterior Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Enhancements</li> <li>• Sustainability</li> <li>• Water Management</li> </ul>



# Quality Assurance

Our Quality Site Assessment (QSA) is a proprietary tool we have developed to help best capture quality assessment practices. This allows us to share our findings with you at each site easily, regularly, and promptly. Once the assessment is completed the report is automatically emailed to you for real-time communication and complete transparency. This report includes:

- '360 degree' site inspections, performed with designated site contact
- Observation images
- Notes on items already on our radar
- Recommendations that will give you a full view of your landscape
- Provides opportunity for site contact and Branch Account Manager to strategically discuss short- and long-term plan for the site
- Tags photos with notes
- Electronically tracks carry-over items
- Results downloaded and can be electronically sent to other stakeholders

**Quality Site Assessment**

**General Information**

Property Name: Southwinds I & II  
Date: Tuesday, January 24, 2017  
Next Inspection Date:  
Client Attendees:  
Brightview Attendees: Charles Bland

**CUSTOMER FOCUS AREA:**

**CARRYOVER ITEMS (CheckBox = DO NOT)**

**MAINTENANCE ITEMS:**

- 1) Prune podocarpus to 6' in overall height
- 2) remove any palm seedlings coming up
- 3) Remove any Cogan grass coming up
- 4) Recommend rejuvenation pruning
- 5) Prune oleanders in pool area to approximately 6 feet to grade
- 6) Discuss with Debbie the pruning of the current height
- 7) Provide proposal for drainage in the pool area
- 8) Request approval for \$1000 to remove 60 total one gallon ferns
- 9) Cut back one declining ligustrum
- 10) Cut back all roses to 18 inches in height
- 11) Remove all volunteer Palm's coming up
- 12) Treat dollar weed in junipers east of pool
- 13) Cut back all ornamental grasses

**RECOMMENDATIONS FOR PROPOSAL:**

**NOTES TO OWNER/CLIENT:**

**QUALITY SITE ASSESSMENT REPORT**

**Maintenance Items**

1) Prune podocarpus to 6' in overall height (1/24/17)

2) Remove any palm seedlings coming up (1/24/17)

3) Remove any Cogan grass coming up (1/24/17)

4) Recommend rejuvenation pruning (1/24/17)

5) Prune oleanders in pool area to approximately 6 feet to grade (1/24/17)

6) Discuss with Debbie the pruning of the current height (1/24/17)

7) Provide proposal for drainage in the pool area (1/24/17)

8) Request approval for \$1000 to remove 60 total one gallon ferns (1/24/17)

9) Cut back one declining ligustrum (1/24/17)

10) Cut back all roses to 18 inches in height (1/24/17)

11) Remove all volunteer Palm's coming up (1/24/17)

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BrightView Landscaping

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BrightView





# Etiquette & Professionalism

Our purpose is to take care of the city by delivering consistent excellence. Our team members take great pride in the work they do and the trusted relationships they foster, and that extends to the respect you can expect to see towards both people and property. Here are some ways we plan to take care of your employees, while taking care of your properties.

## Our Etiquette Practices

- Mow up around buildings prior to the arrival of tenants and visitors when possible.
  - Eliminates the risk of injury
  - Eliminates distractions
- We practice the 25 Rule – within 25' feet from any pedestrian we stop and power down our equipment and acknowledge with a smile, wave, or hello
- Breaks are taken at high pedestrian and vehicle traffic times and/or shift changes.
- Mow large open areas away from the building during peak traffic times.
- Do not mow close to occupied areas
- Look professional. All of our team members are equipped with uniforms

## Professionals on the Job

- All team members will adorn a clean BrightView uniformed shirt
- When applicable, team members will also sport a BrightView hat
- All team members will wear Proper Personal Protective Equipment (PPE)
  - ANSI-Approved eye protection
  - Hearing protective devices
  - Class III safety vests
  - Safety toe boots



## Our Employee Verification Process

BrightView confirms the eligibility of each and every employee a time of hire, through a web-based system E-Verify. Electronically comparing information provided by the employee to records available to the U.S. Department of Homeland Security (DHS) and the Social Security Administration (SSA), BrightView receive a response within seconds regarding the employees eligibility. E-Verify is administered by SSA and U.S. Citizenship and Immigration Services (USCIS). USCIS facilitates compliance with U.S. immigration law by providing E-Verify program support, user support, training and outreach, and developing innovative technological solutions in employment eligibility verification.



# Ready, Trained and Enabled Crews on Your Site

As a service company, it is our belief that our deliverable quality of service starts with a safer, more knowledgeable, more efficient and more service-oriented team. BrightView has put together an extensive training and education program for the teams. This training and education is organized around a basic curriculum which we have outlined with a brief overview of each program. In addition to this formal training and education, BrightView will also be providing hands-on field training, cross training and mentorship on an ongoing basis.

## Hazardous Communication

This program was developed to meet or exceed the requirements contained within OSHA CFR 1910.1200—Hazard Communication and any applicable state “Right-to-Know” laws and intended for all team members who may encounter hazardous chemicals through the course of their daily work.

## Standard Production Methods

This program will be taught by our in-house training staff to teach our team members the best-known methods of executing the fundamental landscape operations.

## Horticultural Training

Levels I, II, and III - These three programs will be taught by our in-house horticulture staff. The classes will start with basic horticultural training such as proper pruning techniques and plant identification and then expand to over integrated pest management and the diagnosis and treatment of unusual and complex problems which occur in the landscape. Each section will be two full days of classroom training and one day of follow-up application.



## Equipment Operation, Safety and Maintenance

This in-house program will provide detailed training and hands on instruction in the operation, safety and maintenance of all standard landscape equipment. Safety issues will be detailed in English and distributed in employee paychecks on a weekly basis. In addition, all supervisors will hold weekly tail-gate talks highlighting pertinent equipment operation, safety and maintenance issues.



# Our Commitment to Safety

BrightView is committed to operating our business in a responsible manner. The opportunity to deliver world-class professional services and create inspiring and safe landscapes for our clients and customers is a privilege and responsibility that we work hard to protect and advance every day. In delivering the highest quality service, our dedicated team members across BrightView understand that nothing is more important than the safety of our people, customers, and the communities we serve. As one of our core values, safety helps to define BrightView and how we drive and deliver Confidence from Excellence. We actively strive for continuous improvement of our safety performance in relentless pursuit of our vision of creating a workplace where **No One Gets Hurt**.

We instill a sense of ownership and responsibility in our team members so that everyone has the right to stop and question any work activity that causes concern about their personal safety and to report hazards or unsafe conditions on our jobs or in our yards that may impact the safety of others, or the safety of our services.

We foster a culture where all leaders or team members are empowered to address safety risks and prevent incidents or injuries.

### Proper Personal Protective Equipment (PPE)

Is required of all team members engaged in jobsite production activities.

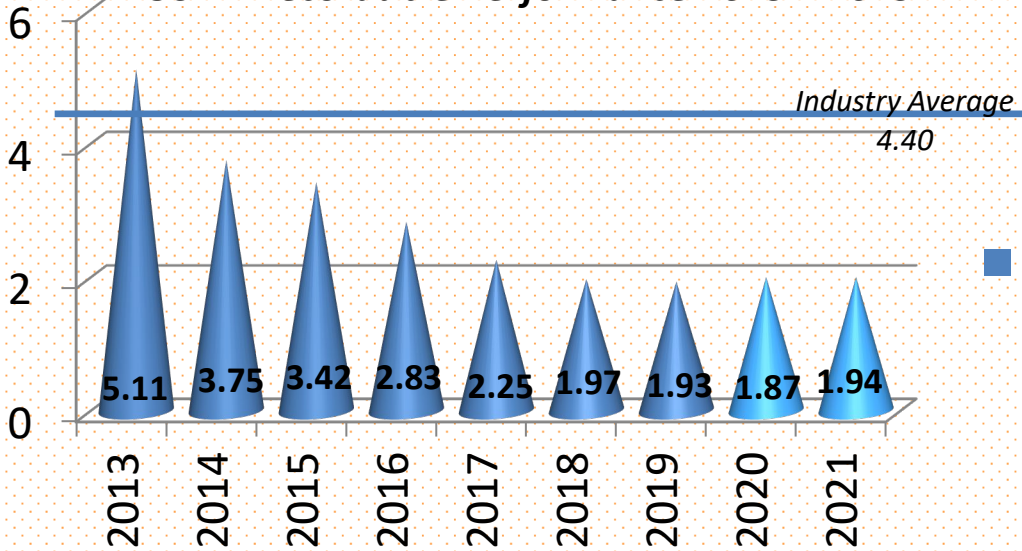
All field personnel are issued:

- ANSI-Approved Eye Protection
- Hearing Protection Devices
- Class III Safety Vests
- Safety Toe Boots

All PPE is inspected and cleaned daily.



**OSHA Recordable Performance 2013 – 2023 FYTD**



■ Actual OSHA Rate



# Working Towards a Brighter, More Sustainable Future

BrightView creates, preserves and maintains beautiful external environments. In addition to the landscapes BrightView designs, builds, maintains and enhances – and the millions of CO2-consuming plants and trees added to landscapes each year – BrightView is continually striving to minimize the impact of its work on the environment through innovative landscaping techniques, efficient equipment, and environmentally responsible practices.

## CLEANER AIR

- BrightView works to minimize greenhouse gas emissions in part through the use of zero- and low-emission vehicles and equipment.

## RECYCLING GREEN WASTE

- As part of standard practice, BrightView repurposes green debris as compost or organic mulch and highlights compost as sustainable alternatives to clients

## EFFICIENT VEHICLES

- BrightView proudly manages a large fleet of vehicles, including hybrid vehicles, eco-boost and fully electric and continues to focus on sustainability and reducing carbon emissions in connection with its operations.

## EMISSIONS MANAGEMENT

- BrightView is one of the nation's largest users of zero-emission commercial landscaping equipment including electric line trimmers, blowers, and mowers.

## EQUIPMENT REPLACEMENT & RECYCLING

- We regularly replace and recycle all equipment and vehicles in order to stay current with emission laws and updates in equipment fuel efficiency.

## WATER CONSERVATION

- BrightView is an industry-leading provider of water-efficient landscaping services, and works with its clients to increase efficiencies in the responsible use of water, including reductions in wasted water usage and energy consumption



# Working Towards a Brighter, More Sustainable Future

## 5-PRONGED APPROACH TO ACHIEVING OUR CARBON NEUTRALITY GOAL



### 1 STEWARDSHIP



Committing to minimizing waste is key to our stewardship approach. One of the ways we reduce waste is by using RootSaver tray systems. These reusable trays enable planting of multiple plants avoiding the use of individual pots.

In the Northeast region alone, we have eliminated the use of:

**6 MILLION**

individual plastic pots over the last 10 years.



### 4 GREENER EQUIPMENT



We plan to rapidly convert approximately 35,000 pieces of 2-cycle gas powered equipment to rechargeable energy sources by 2025.

This will result in a greater than:

**50%**

reduction in BrightView's carbon footprint.



**EARTH DAY**  
"Invest in Our Planet"

### 2 SUSTAINABILITY



BrightView plants more than 80,000 trees annually.



BrightView plans to engage in incremental initiatives to plant some:

**2 MILLION**

trees by 2030, which would offset the CO2 produced by approximately 7,000 vehicles.



### 5 EFFICIENT BUILDINGS



Where possible, we intend to convert from traditional to alternative energy sources for our buildings.

In the 300 properties we currently own or lease, we're replacing outdated equipment and appliances with energy-efficient alternatives. Through paperless billing and digital record keeping, we're saving more than:

**1 MILLION**

sheets of paper annually avoiding the use of 750,000 paper towels, 300,000 sheets for customer invoices, and 150,000 sheets for quality site inspections.



### 3 A CLEANER FLEET



BrightView began introducing hybrid vehicles to our fleet 10 years ago and we intend to expand those efforts by deploying over 500 electric vehicles over the coming twelve to 24 months.

By 2027, we expect to convert approximately:

**30%**

of our total fleet to electric or hybrid.



Our goal is to reduce our carbon emissions by:

**90%**

and become carbon neutral by 2035.

Eliminating carbon from our own operations represents our biggest opportunity to contribute to a healthy environment and be a leader in our industry.





# Your Transition to BrightView

By selecting BrightView, you will find an experienced partner who will provide experts in many disciplines, each dedicated to your needs. In your first 180 days of service, you can reliably expect the following:

## PRE-SERVICE

- Branch planning meeting
- Identify and mitigate any safety hazards
- Meet your Client Service Team. Establish communication, reporting expectations & preferences
- Individual site planning

## 30 DAYS

- Initial site walk-through
- Week 1 Alignment Check
- Week 2 Alignment Check
- 30 Day Alignment Check
- Receive first invoice

## 60 DAYS

- Site walk of facility
- Receive/Complete Customer Satisfaction Survey
- Review responses to Customer Satisfaction Survey with your Client Service Team, align and strengthen areas in need of improvement

## 90 DAYS

- Site walk of facility with your Client Service Team
- 90 Day Alignment Check

## 180 DAYS

- Site walk of facility with your Client Service Team
- 180 Day Alignment Check
- Begin discussions around how can we support your budget creation / attainment with your Account Manager



# The Breadth of our Team

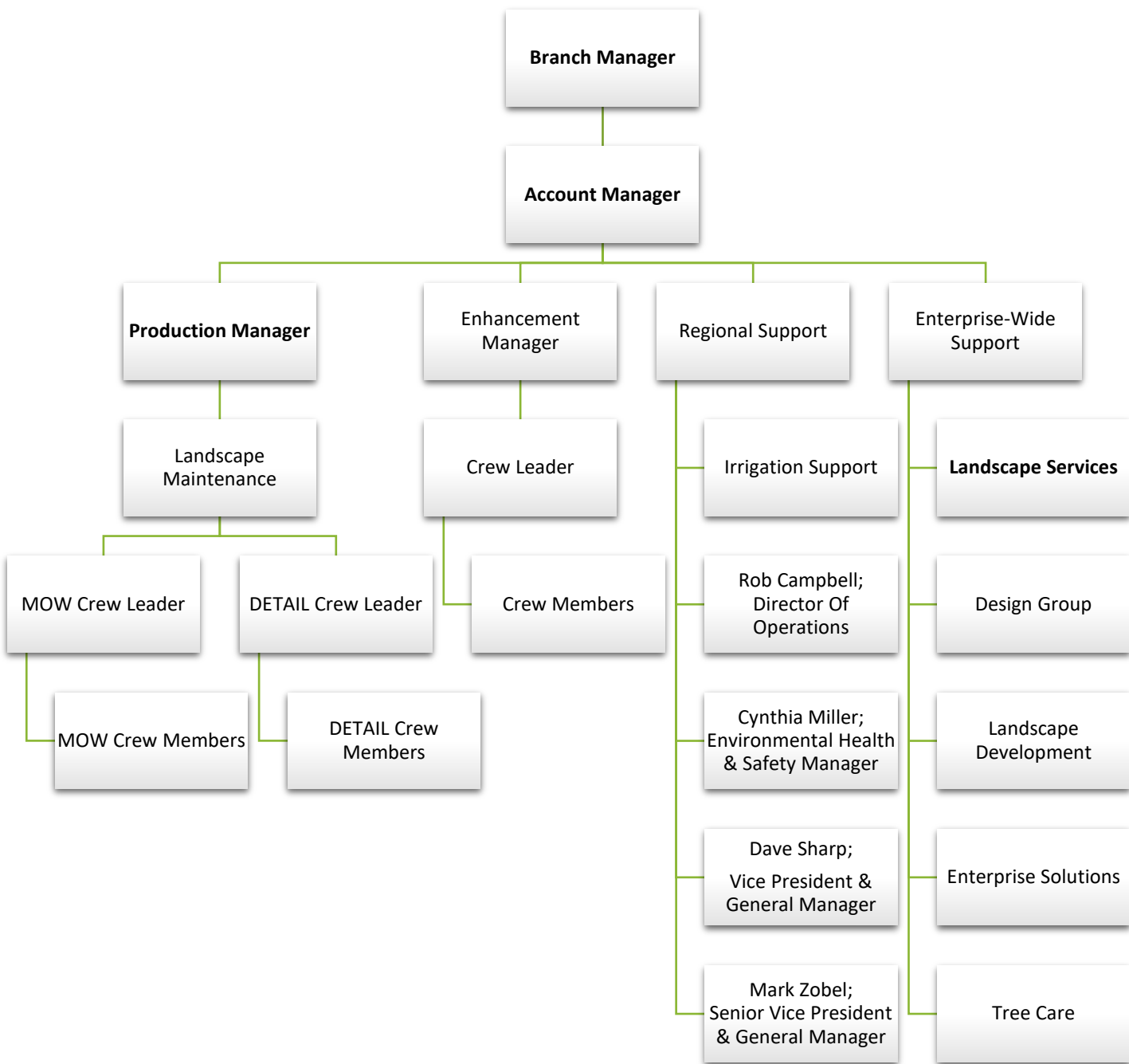
The team selected to maintain your property has the skills and experience necessary to meet your specific needs and expectations. Below is what you can learn to expect from each of the team members in place to support you.

## CLIENT SERVICE TEAM

Job Title	Job Responsibility
<b>Field and Landscape Crews</b>	<ul style="list-style-type: none"><li>• Experienced landscape professionals at the heart of our company</li><li>• Strong focus on attention to detail.</li><li>• In charge of all groundwork that will take place on site, including mowing, blowing, edging, pruning, weeding and debris pick up.</li><li>• Fulfill all contractual obligations and are directed by the Production Manager and Account Manager.</li></ul>
<b>Crew Leader</b>	<ul style="list-style-type: none"><li>• Ensures readiness of workers, tools, and materials</li><li>• Trains field personnel</li><li>• Performs and leads job specifications</li></ul>
<b>Production Manager</b>	<ul style="list-style-type: none"><li>• Manages and schedules crews</li><li>• Ensures readiness of workers, tools and materials</li><li>• Maintains safe working conditions</li><li>• Trains field personnel</li><li>• Ensures delivery of job specifications and quality</li></ul>
<b>*Account Manager</b>	<ul style="list-style-type: none"><li>• Primary customer contact*</li><li>• Accountable for customer satisfaction</li><li>• Ensures compliance to job specifications and quality</li></ul>
<b>Branch Manager</b>	<ul style="list-style-type: none"><li>• Ensures quality and efficient landscape management for clients</li><li>• Consistently improves best practices within the service branch</li><li>• Leads and supports all branch personnel</li></ul>
<b>Vice President &amp; General Manager</b>	<ul style="list-style-type: none"><li>• Ensures quality and efficient landscape management for clients</li><li>• Responsible for supporting the entire market's successful operation</li></ul>



# The Breadth of our Team





# Scope of Work to Perform



We are committed to fulfilling the specific landscape needs for the City of Waukesha

SERVICE LIST:	
Weekly Mowing, Trimming, Blowing	Weekly
Edge all Hard Surface Areas	Bi-Weekly
Planter Area and Mulch Bed Weed Control	As Needed
Edge & Mulch all Landscape Beds & Tree Rings	1
Spring Cleanup	1
Prune All Shrubs & Limb up Trees 8' and Remove Dead	4
Insect and Disease Control	As Needed
Landscape Bed Mulching	1
Fall Cleanup	As Needed
Litter Debris and Cleanup	As Needed



# Competitive Pricing That Fits Your Budget

<u>Services:</u>	<u>Occurrences</u>	<u>\$ / Occ.</u>	<u>Total</u>
<b>LANDSCAPE MAINTENANCE</b>			
Weekly Mowing Trimming & Debris	26	\$ 104.00	\$ 2,704.00
Edging (curbs/walks)	13	\$ 59.00	\$ 767.00
Planter Area & Mulch Bed Weed Control	26	\$ 75.00	\$ 1,950.00
Pruning	4	\$ 320.00	\$ 1,280.00
Spring Cleanup	1	\$ 596.00	\$ 596.00
Fall Cleanup	1	\$ 705.00	\$ 705.00
Insect & Disease Control	2	\$ 110.00	\$ 220.00
Landscape Bed Maintenance-Mulch	1	\$ 4,550.00	\$ 4,550.00
<b><u>Total</u></b>			<b>\$ 12,772.00</b>

<u>Services:</u>	<u>Occurrences</u>	<u>\$ / Occ.</u>	<u>Total</u>
<b>LANDSCAPE MAINTENANCE 2025</b>			
Weekly Mowing Trimming & Debris	26	\$ 107.00	\$ 2,782.00
Edging (curbs/walks)	13	\$ 61.00	\$ 793.00
Planter Area & Mulch Bed Weed Control	26	\$ 77.00	\$ 2,002.00
Pruning	4	\$ 330.00	\$ 1,320.00
Spring Cleanup	1	\$ 614.00	\$ 614.00
Fall Cleanup	1	\$ 726.00	\$ 726.00
Insect & Disease Control	2	\$ 113.00	\$ 226.00
Landscape Bed Maintenance-Mulch	1	\$ 4,686.00	\$ 4,686.00
<b><u>Total</u></b>			<b>\$ 13,149.00</b>



# References

In our effort to provide the best possible landscape, our customers have become raving fans. But don't take our word for it. Ask them yourself!



## **Archdiocese Milwaukee Cemeteries**

Justin Clark

414-202-3976

clarkj@archmil.org

## **Waterstone Mortgage**

Marion Kowalski

262-691-9300

mkowalski@waterstonemortgage.com



## **Hunt Management**

Jeff Hunt

262-238-1480

jhunt@huntmanagement.com



# References

In our effort to provide the best possible landscape, our customers have become raving fans. But don't take our word for it. Ask them yourself!



## **PMI of Greater Milwaukee**

Monica Steller

414-206-2654

[msteller@pmimilwaukee.com](mailto:msteller@pmimilwaukee.com)

## **Washington Properties**

Carrie Harbach

262-884-9725

[charbach@wpiracine.com](mailto:charbach@wpiracine.com)





**Thank you again for the opportunity to  
present our landscape solution.**

**Should you have any questions, please  
don't hesitate to call or email us:**

**Scott Walters**

Business Development Executive

317.506.7615

[Scott.Walters@BrightView.com](mailto:Scott.Walters@BrightView.com)

