



LAITH EZZET, CMC®

SENIOR VICE PRESIDENT



Range of Experience

Laith Ezzet brings more than 35 years of experience advising California public agencies on solid waste program evaluation, procurement, and contract implementation. As Senior Vice President of HF&H, he has assisted over 100 cities with solid waste, recycling, and organics program planning; preparation of competitive RFPs; proposal evaluation; and negotiation of solid waste service agreements. His experience includes SB 1383 compliance assessment and implementation support, development of clear and enforceable contract language, and ongoing contract management to ensure regulatory and contractual compliance. Mr. Ezzet has participated in more than 200 public meetings and workshops with City Councils and stakeholders, providing practical, defensible recommendations that are well-suited to the needs and staffing capacity of small cities such as San Fernando.

EXPERIENCE

Years of Experience: 35+
Clients: 156
Engagements: 757
Articles and Speeches: 35

EDUCATION

M.B.A., Tuck School of Business Administration at Dartmouth College

M.B.A., Course Work at the London Business School

A.B., Cum Laude, Economics, Occidental College

Certified Management Consultant (CMC®), Institute of Management Consultants USA

HISTORY

HF&H Consultants, LLC:
1991 to present

ORGANIZATIONS

Past Director and Chapter Treasurer, California Resource Recovery Association (CRRA)

Corporate Director, Southern CA Chapter, Solid Waste Association of North America (SWANA)

Institute of Management Consultants (IMC)

Expertise

- Solid Waste Contracting
- Auditing and Reporting
- Solid Waste Rates
- Solid Waste Contract Management
- Transfer, MRF, Disposal, and Organics Facilities
- Program Planning and Funding
- SB 1383 Compliance

Recent Results

- Laith has assisted over 100 California public agencies in planning, implementing, and monitoring solid waste, recycling, and organics programs to achieve compliance with CalRecycle regulations, including SB 1383.
- He has managed numerous solid waste procurement engagements, including RFP preparation, proposal evaluation, and negotiation support, helping public agencies obtain solid waste agreements through competitive procurements and exclusive negotiations.
- Through these engagements, Laith has supported public agencies in securing solid waste agreements valued at more than \$2.0 billion, providing practical, defensible guidance throughout the procurement and contracting process.
- Laith has presented or participated in more than 200 public workshops and meetings with City Councils, Boards, and advisory groups, supporting informed decision-making during solid waste program development, procurement, and implementation.



APRIL HAMUD, CMC®

SENIOR PROJECT MANAGER



Range of Experience

As a Certified Management Consultant (CMC®), April Hamud provides solid waste consulting services to cities and counties throughout Southern California. April has more than a decade of experience supporting cities and counties with contracting assistance, contract monitoring, financial modeling, and rate studies. Her work includes assisting public agencies with audit services, including the tabulation and verification of hauler fee payments and tonnage, review of billing and reporting, and preparation of audit reports. Ms. Hamud has supported agencies with rate-related analyses, including verification of rate adjustments and identification of billing discrepancies, as well as cost studies and financial analyses to support informed decision-making. She has assisted numerous Southern California jurisdictions with ongoing solid waste contract oversight and financial review, providing practical support that helps agencies manage service performance, rates, and long-term program costs.

EXPERIENCE

Years of Experience: 14
Clients: 80
Engagements: 250+
Articles and Speeches: 12+

EDUCATION

B.S., Mathematics, University of California at Riverside

M.A., Economics, California State University at Fullerton

Certified Management Consultant (CMC®), Institute of Management Consultants USA (IMC USA)

HISTORY

HF&H Consultants, LLC: 2011 to present

ORGANIZATIONS

Young Professional (YP) Representative – Solid Waste Association of North America (SWANA), Southern California Founding Chapter (2016 to 2019)

Institute of Management Consultants USA (2023 to present)

Expertise

- Procurements and Negotiations
- Contract Development & Management
- Financial Modeling
- Solid Waste Legislative Compliance
- Solid Waste Rate Studies and Cost-of-Service Analysis
- Recovered Organic Waste Product (ROWP) Procurement Assistance

Recent Results

- April has assisted jurisdictions with a competitive procurement process for SB 1383-compliant franchise agreements, including the Cities of Beverly Hills, Monterey Park, Manhattan Beach, and the Counties of Santa Barbara and Orange. April has also assisted the Cities of Alhambra, South Gate, Chino Hills, Palmdale, and Santa Ana with the preparation and analysis of the hauler cost proposal forms.
- April has supported cities including Beverly Hills, Fullerton, Long Beach, Anaheim, and Lawndale by providing audit and financial review services that inform solid waste procurements, including verification of hauler fee payments, tonnage reporting, and billing accuracy used to evaluate existing contracts and future service requirements.
- April has provided ongoing contract oversight and financial analysis following contract award, helping agencies validate performance and financial compliance against RFP requirements and franchise agreement terms.
- She has contributed cost studies and financial analyses for municipal solid waste systems, supporting long-term financial planning and ensuring that RFP recommendations are grounded in accurate, well-documented cost data.



HALEY KUNERT

SENIOR PROJECT MANAGER



Range of Experience

Haley Kunert is a Senior Project Manager with HF&H Consultants with more than a decade of experience supporting California cities with solid waste contract management, compliance oversight, and implementation support. Her work focuses on managing franchise agreements, supporting legislative compliance and reporting, conducting audits and rate reviews, and providing day-to-day oversight of contracted solid waste, recycling, and organics services.

Haley serves as the project manager for HF&H's contract services and compliance support for multiple Southern California cities, where her responsibilities include monitoring hauler performance, reviewing billing and diversion data, supporting rate adjustment reviews, and coordinating reporting and information requests. She regularly supports City staff with ongoing contract administration needs, including evaluation of service compliance, preparation or review of required documentation, and on-call technical support. In this role, Haley provides practical, implementation-focused assistance that helps agencies administer their solid waste agreements effectively and consistently with adopted requirements.

EXPERIENCE

Years of Experience: 12
Clients: 81
Engagements: 238

EDUCATION

B.S., Environmental Systems,
University of California at San
Diego

Certificate in Sustainability
and Behavior Change,
University of California at San
Diego, Extension Program

HISTORY

HF&H Consultants, LLC:
2015 to present

University of California at San
Diego: HDH – Sustainability
Department
2013 to 2015

ORGANIZATIONS

Board of Directors – Southern
California Waste Management
Forum (2017 to 2020)

Young Professional (YP)
Representative – Solid Waste
Association of North America
(SWANA)

Board of Directors
Representative – SWANA,
Southern California Chapter
(2019 to present)

(Chapter President 2025 to
present)

Expertise

- Regulatory Compliance
- Negotiations Assistance
- Contract/Ordinance Development
- Contract Management
- CalRecycle Liaison Assistance
- Community/Stakeholder Engagement

Procurement and Contract Experience

Ms. Kunert has supported numerous solid waste procurements, including RFP development, proposal evaluation, and contract negotiations. She has helped jurisdictions secure new or amended franchise agreements for cities such as Anaheim, Brea, Palm Desert, Maywood, Seal Beach, Brea, Placentia, Lawndale, Redondo Beach, Inglewood, Santa Ana, Huntington Beach, and Garden Grove.

She also leads SB 1383 negotiation and compliance support for multiple Orange County cities building on earlier franchise agreement reviews and SB 1383 gap analyses she performed.

Ms. Kunert assists with ongoing contract management and solid waste consulting services. The scope of work for these engagements includes monitoring contractor compliance with franchise agreements, legislative compliance, reporting, fee payments, and community outreach. Ms. Kunert meets with City staff and haulers on a regular basis to review ongoing contractor compliance and monitor program diversion performance.



KARLA DEL ROSARIO

SENIOR ASSOCIATE

Range of Experience

Karla Del Rosario has ten years of comprehensive experience in the solid waste and recycling industry, spanning both hauler operations and public agency program management. As a Senior Associate, she assists with contract management (ongoing and on-call), SB 1383 planning and implementation, transition assistance, program development, conducting competitive solid waste procurements, and performance review support.

EXPERIENCE

Years of Experience: 10
Clients: 28
Engagements: 44

EDUCATION

B.A., Environmental Studies, minor in Biology, University of California, Santa Cruz

CERTIFICATION

Certificate Business Contract Law, Cornell University

HISTORY

HF&H Consultants, LLC: May 2022 to present

City of Oceanside: Senior Environmental Specialist, April 2021 to December 2021

CR&R Incorporated: Sustainability Analyst, March 2016 to March 2021

ORGANIZATIONS

Solid Waste Association of North America (SWANA)

Expertise

- Contract Management & Transition
- CalRecycle Support
- SB 1383/Legislative Planning and Compliance
- Hauler Report Analysis
- SB 1383 IR & JACE Assistance

Recent Projects

- **Procurement.** Supported the cities of Monterey Park and Hidden Hills throughout the competitive procurement process by preparing cost forms, analyzing existing contract terms, and conducting detailed evaluations of hauler proposals.
- **Transition Assistance.** Provided comprehensive transition support for the cities of Monterey Park, South Gate, and Santa Ana by tracking key milestones, monitoring transition plans, and assessing public education materials. Ensured community readiness and alignment with city standards including minimized service disruptions throughout the transition process.
- **Contract Management.** Facilitated solid waste and recycling program development and review for alignment with agency goals and franchise agreement compliance for the cities of Bell Gardens, Gardena, Lawndale, South Gate, and Santa Ana. Implemented hauler reporting forms and evaluated data and progress to measure diversion outcomes including annual rate adjustment reviews.
- **SB 1383 Compliance.** Delivered strategic SB 1383 compliance support to the cities of Bell Gardens, Gardena, Lawndale, South Gate, Santa Ana, Fullerton, and Huntington Beach through route reviews, contamination assessments, implementation record support, recordkeeping & reporting, and/or template development. Streamlined efficiency and enforced accountability across agencies and haulers and provided grant administration and JACE assistance.



LINDSEY LAGOS

Project Manager



Range of Experience

Lindsey Lagos brought 11 years of public accounting assurance experience to the HF&H Rates & Audits team. In her role as a Project Manager, she assists in rate studies, cost of service analyses, Prop 218 procedures, program implementation, conducting competitive solid waste procurements, contract negotiation services, contract management, and hauler contract compliance audits.

Expertise

- Contract Procurement and Negotiations
- Solid Waste Rates and Cost-of-Service Analysis
- Solid Waste Hauler Contract Compliance Audits
- SB 1383 Compliance

Recent Results

- **Procurement.** Lindsey has assisted the cities of Alhambra, Chino Hills, Santa Ana, and South Gate through the procurement process, including development of proposal cost forms and evaluation of hauler submittals. She has analyzed and evaluated hauler proposals for solid waste collection and recycling services.
- **Negotiations.** Lindsey has participated in negotiations with the existing hauler for the cities of Aliso Viejo, El Centro, and Irvine in amending their franchise agreements. Amendments included incorporation of SB 1383 requirements and included negotiating rate impacts with the related waste haulers.
- **Contract Management.** Lindsey has reviewed regulatory reporting, program progress, outreach, etc. for the cities of Irvine, South Gate, and Lawndale to help meet their compliance goals.
- **Rate and Cost Analysis.** Lindsey has assisted jurisdictions with rate analysis, cost-of-service studies, and solid waste rate negotiations, helping agencies control rate increases by reviewing hauler rate adjustment requests for accuracy and compliance with contract provisions. She is also assisting the City of Long Beach with a rate analysis to support defensible rate setting.
- **Compliance Audits.** Lindsey has performed or is in the process of performing hauler compliance audits for over a dozen jurisdictions to determine the solid waste hauler is in compliance with a variety of key contract terms.

Historical Experience

Years of Experience: 16
Clients: 50
Engagements: 126

Education

B.S., Accounting, Chapman University

Professional License

Certified Public Accountant

Professional History

HF&H Consultants, LLC:
2020 to present

Moss Adams, LLP:

Assurance Senior Manager, 2008 to 2019 (Employment was at Hein & Associates through November 2017, the effective date of Hein's combination with Moss Adams)

Professional Organizations

California Society of Certified Public Accountants (CALCPA)



JAKE KAIHEWALU

SENIOR ASSOCIATE



Range of Experience

Jake Kaihewalu is a Senior Associate with HF&H and brings to the firm five years of experience in the solid waste industry. His background includes contract compliance, technical and state reporting, public education and outreach, data analytics, program development, and program implementation. He currently assists with ongoing contract management and monitoring, CalRecycle annual reporting and report template development, legislative compliance (including Senate Bill (SB) 1383 program development and implementation), and rate analysis projects.

Prior to his tenure at HF&H, Jake served as a Sustainability Lead at CR&R Environmental Services, where he served as a contract manager for several solid waste agreements throughout the Los Angeles and Orange County areas. At CR&R, he focused on implementation of successful automatic enrollment programs to achieve SB 1383 compliance while preparing the data and communication infrastructure necessary for successful container distribution to customers.

EXPERIENCE

Years of Experience: 5
Clients: 36
Engagements: 78

EDUCATION

B.S., Statistics and Data Science, University of California at Santa Barbara

B.A., Environmental Studies, University of California at Santa Barbara

HISTORY

HF&H Consultants, LLC:
2022 to present

CR&R Incorporated: Sustainability Lead
2020 to 2022

Live Nation (Five Point Amphitheater): Venue Sustainability Coordinator
2021

ORGANIZATIONS

Young Professional (YP) Representative – Solid Waste Association of North America (SWANA)

Expertise

- Ongoing Contract Management
- Diversion Program Planning and Implementation
- CalRecycle LAMD and JACE Support
- SB 1383 Gap Analysis
- Solid Waste Legislative Compliance (AB 341, AB 1826, and SB 1383)
- Hauler Report Analytics
- Hauler Performance Monitoring
- SB 1383 Implementation Record

Recent Projects

- **City of Irvine.** SB 1383 Contract Management and Legislative Compliance Support. Provides ongoing contract management support for 27 haulers across exclusive and non-exclusive service areas. Monitors quarterly report submittals and prepares quarterly analysis of hauler data. Implemented standardized hauler reports (2023). Performed SB 1383 gap analysis (2024).
- **City of Bell Gardens.** SB 1383 Contract Management and Legislative Compliance Support. Provides contract management support for six haulers across exclusive and non-exclusive service areas. Develops hauler performance review tools and notification letters. Developed SB 1383 enforcement program (2025).
- **City of Garden Grove** SB 1383 Contract Management. Provides contract management and legislative compliance support. Prepares and presents annual Council franchise status update. Implemented standardized hauler reports (2023).



ROB HILTON

PRESIDENT



Range of Experience

Rob Hilton has provided recycling and solid waste consulting services to public agencies since 2002 and currently serves as President and Partner of HF&H Consultants. In this role, he provides senior advisory oversight on solid waste procurements, contract development, and strategic planning for both large agencies and smaller communities with unique service conditions and staffing constraints. Rob leads multidisciplinary teams through transparent, publicly accountable procurement processes and supports agencies in achieving the best overall value through well-structured contracts, performance reviews, and rate evaluations. His experience includes advising public agencies during RFP development, proposal evaluation, and contract negotiations, as well as providing guidance on service oversight and long-term system sustainability to support informed decision-making by staff and elected officials.

EXPERIENCE

Years of Experience: 22
Clients: 147
Engagements: 623
Articles and Speeches: 35

EDUCATION AND CERTIFICATIONS

B.A., Political Science and Public Administration, UC Davis

Zero Waste Principals and Practices, CRRA and SWANA Joint Certification

PROFESSIONAL LICENSE

Certified Management Consultant (CMC), Institute of Management Consultants USA

HISTORY

HF&H Consultants, LLC:
2002 to present

ORGANIZATIONS

Past President, California Resource Recovery Association (CRRA)

Faculty, Solid Waste Association of North America (SWANA)

Institute of Management Consultants (IMC)

Expertise

- SB 1383 Compliance
- Franchise Negotiations
- Rate Structure Design
- High Diversion and Zero Waste Plans
- Strategic Planning
- Stakeholder Engagement
- Policies and Municipal Codes
- JPA Formation and Management

Recent Results

- **RecycleSmart (Central Contra Costa Solid Waste Authority).** Rob has supported more than 20 projects for the Authority, including development and negotiation of franchise and disposal agreements, design of commercial food waste compensation programs, and leadership of SB1383 planning and implementation efforts.
- **West Valley Solid Waste Management Authority.** Rob serves as Executive Director of this Santa Clara County Joint Powers Authority, overseeing contractor agreements, regulatory compliance, daily operations and Board meetings, and working with the Board Chair to implement strategic priorities.
- **San Luis Obispo Integrated Waste Management Authority.** Since 2019, Rob has supported the Authority's organizational reform, including development of its mission, vision, and strategic plan, SB1383 planning and funding for 35+ member agencies, negotiation of an MOU following County withdrawal, and ongoing operational and staffing reviews aligned with the strategic plan.