



REVISED LIST--ONLY LATEST VERSION IS VALID
REGISTERED TRAUMA SCENE MANAGEMENT PRACTITIONERS

LIST PUBLICATION DATE: JAN. 19, 2012

ADVISORY STATEMENTS

- The Trauma Scene Waste Management Practitioners listed below are registered with the Department of Public Health pursuant to Section 118321 of the Medical Waste Management Act. (California Health & Safety Code)
- The Act defines trauma scene waste as waste regulated by the Cal/OSHA Bloodborne Pathogen Standard, that "...has been removed, is to be removed, or is in the process of being removed, from a trauma scene by a Trauma Scene Waste Management Practitioner." (Section 117777, Health & Safety Code).
- A Trauma Scene Waste Management Practitioner is a person (including companies) that provide trauma scene clean-up services commercially. That is, they are paid for their services. These persons must, by law, register with the Department.
- Because the definition of waste as trauma scene waste depends on its management by a Trauma Scene Waste Management Practitioner, persons who volunteer to clean such sites (a neighbor or family member, for instance), or who clean scenes that might emerge outside the usual course of primary job duties (for example, properly OSHA-trained police, fire, safety, and janitorial personnel) and are NOT specifically hired to attend to a given trauma incident, do not fall under the Act. That is because the waste they are removing is not, by definition, trauma scene waste.
- **FOR THE PUBLIC:** Registration as a Trauma Scene Waste Management Practitioner (TSWMP) does not carry any expressed or implied endorsement by the Medical Waste Management Program, Department of Public Health (Department) of the quality of work and/or service provided by the TSWMP; nor does the Department set the fees for the work performed by the TSWMP. If you are a renter or a homeowner and you have a homeowner's or renter's insurance policy, you should contact your insurance agent for information about possible coverage for work performed by the TSWMP. TSWMP Registration is a completely separate process from the licensing activities of the Contractors' State License Board. Under current law, the Department DOES NOT require a TSWMP to possess a contractor's license as part of its registration application. However, some restoration jobs may require a licensed contractor. If you have any questions regarding work that may require a licensed contractor, you should contact the Contractors' State License Board at (800) 321-2752 or visit their website at www.cslb.ca.gov. If you have any questions or require information regarding TSWMPs, you may call the Department at (916) 449-5671 or via fax at (916) 449-5665.
- Program staff make every effort to maintain an accurate list of Practitioners, but extensions of expiration dates, pro-rating of fees, or re-issuance of expired registration numbers are all against Program policy. The Program periodically updates public agencies with copies of the list, but cannot guarantee that these agencies will actively maintain all subsequent updates to the list. See the Program website:
<http://www.cdph.ca.gov/certlic/medicalwaste/>

ⓘ NOTE: Including the cover, this is a 7-page list. ⓘ

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COMPANY	MAILING ADDRESS	CITY	ZIP CODE	TELEPHONE	CONTACT	REG.NO.
BioClean Crisis Scene Management	444 N. First	FRESNO	93702	559-291-1254	Tom Valiant	1
AAA Crime Scene CleanUp Services	234 S Mill #B	SANTA PAULA	93060	800-818 6493	Kathy Kadziauskas	2
Clean Scene Services, Inc.	5320 Valley Blvd.	LOS ANGELES	90032	877-246-4292	Michael Nicholson	3
Crime Scene Cleaners, Inc.	PO Box 792	ORINDA	94653	800-357-6731	Neal Smither	4
Asepsis Bio Group	323 Willow Glen Ct.	HEALDSBURG	95448	800-593-2737	John Birrer	6
hyjenteK	820 Alhambra Blvd.	SACRAMENTO	95816	916-709-0719	David Goforth	7
Jim Sutton Trauma Clean-up	J.S. Construction, 11354 El Nopal	LAKESIDE	92040	619-562-2890	Jim Sutton	9
Crime Scene Steri-Clean, LLC	9716 Sixth St.	RANCHO CUCAMONGA	91730	888-577-7206	Cory Chalmers	10
Custom Restoration, Inc.	1601 Enterprise Drive, #5	FAIRFIELD	94533	707-428-1232	Jeff Farley	13
A-1 Clean the Scene	6185 Magnolia Ave. # 270	RIVERSIDE	92506	888-867-2141	Patty Turner	15
Miller's Crime Scene Restoration	3500 Tachevah Dr., "D"	PALM SPRINGS	92262	800-423-1611	Mellany Miller	16
Tudor Construction & Restoration	10291 Iron Rock Way	ELK GROVE	95624	916-405-2100	Peter Jones	17
Advanced Restoration Specialists	2548 Strozier St.	EL MONT	91733	626-442-7700	Patricia Garica	22
California Restoration Contractors	5960 Valentine Rd. # 4	VENTURA	93003	805-650-1209	Bill Bonds	33
Mar-Dik Auto Detail	7094 N. Harrison, Unit 151	PINEDALE	93650	559-431-4130	Virgil Barker	36
Above & Beyond (After Death) Cleaning Services	1541 Lago St	SAN MATEO	94403	800-920-4442	Brenda Masté	39
Trauma Scene Professionals	P.O. Box 1094	FORESTVILLE	95436	800-584-1944	Dennis Crowley	59
Ocean Blue Environmental	925 W. Esther St.	LONG BEACH	90813	562-624-4120	Moon Ho-Lee	66
California Emergency Services	19711 Cabot Blvd.	HAYWARD	94545	510-785-0102	John Wetter	71
NRC Environmental Services	Pier D, Berth 47,	LONG BEACH	90802	562-432-1304	Shelly Scalzo	77
United Pumping	14000 E. Valley Blvd.	CITY OF INDUSTRY	91746	626-961-9326	Lavonna Asbell	79
A/C Industrial Services Corp.	1111 Marauder Street	CHICO	95973	530-343-5488	Curt Hays	80
Crime Site Clean Up	P.O. Box 4655	ANTIOCH	94531	800-630-2533	Kathleen Jones Olsen	84
Emergency Response Crime Scene Cleaning	1301 S. Shamrock Ave.	MONROVIA	91016	866-305-9001	Ben Mihm	85
Trauma Mama	P.O. Box 301	LaGRANDE	95329	209-852-9211	Clarence Tilery	87
A-1 Statewide Trauma Scene Cleaners	6406 San Martin Way	BUENA PARK	90620	800-541-4493	Stephan Wimberly	113
Cleanrite, Inc.	1200 W. East Ave.	CHICO	95926	530-891-0333	Chris Hill	114
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COMPANY	MAILING ADDRESS	CITY	ZIP CODE	TELEPHONE	CONTACT	REG.NO.
Four Star Restoration	4302 Solar Way	FREMONT	94583	510-796-5900	Cary Adler	118
Morgan Environmental	1233 21 st St.	OAKLAND	94607	510-267-0134	Thomas Morgan	120
BioSafe	4793 Grace Ave	CYPRESS	90630	888-431-7233	Edward Evans	134
ServiceMaster of the Foothills	11229 McCourtney Rd.	GRASS VALLEY	95949	530-273-1957	Matt Heaps	139
Lighthouse Trauma & Fatality Restoration	4816 E. Shields Ave.	FRESNO	93726	559-456-3700	Ernie Gonzales	142
Patriot Environmental	P.O. Box 1091	LONG BEACH	90801	562-436-2614	Dale Strieter	143
Environmental Trust Company	388 Palm Avenue # A	CHULA VISTA	91911	619-409-9900	Ronald Compton	150
Servpro of South Shasta County	P.O. Box 493778	REDDING	96049	530-241-2424	Doug Williams	154
Private Clean	1007 Chenery St	SAN FRANCISCO	94131	800-500-2523	Mark Prior	157
Restoration Management Company	32550 Central Avenue	UNION CITY	94587	510-315-5403	Anissa Jones	161
Bio Safety Clean	8359 Elk Grove-Florin Rd.	SACRAMENTO	95829	888-974-3923	Mike Lofton	166
Smith & Sons Disaster Kleenup	P.O. Box 1447	ARROYO GRANDE	93421	805-481-2955	Mei Hoh	168
ServiceMaster Anytime	36 S. Calle Cesar Chavez	SANTA BARBARA	93103	805-963-1365	Peter Miko	187
J.R. & Sons Trauma Cleaners of Napa Valley	674 Matson Dr.	NAPA	94558	707-254-9967	Juli Sanchez	188
Restoration Group, Inc.	2662 Tarmac Rd.	REDDING	96003	530-222-8800	Robert Cronin	190
Alliance Environmental & Compliance	P.O. Box 1028,	MURRIETA	92564	951-965-7000	David Milligan	194
Stormie Janitorial	P.O. Box 691762	STOCKTON	1762	209-518-8084	Dwight Dampier	195
Servpro of Burbank, VanNuys, Chatsworth, Crescenta Valley	12473-G Gladstone Ave.	SYLMAR	91342	818-842-1400	David Tronson	196
Clean Harbors Environmental Service	1030 Commercial St., #107	SAN JOSE	95112	408-451-5077	Steve Hancock	201
Alliance Environmental Group, Inc.	990 West Tenth St.	AZUSA	91702	626-633-3500	Edwin Munet	209
M.D. Trauma Scene Pros	608-South State Street	HEMET	92543	951-925-7105	Mike Walton	220
West Coast Bio-Tech	402 N. Broadway	FRESNO	93722	559-577-2141	Gregory Lopez	221
Pacific Resource Recovery	3150 E. Pico Blvd.	LOS ANGELES	90023	800-499-7145	Kirk Waldorf	223
CS & FD Medical Waste Disposal Services	P.O. Box 3851	CLOVIS	93613	559-824-4642	Paul Duvivier	226
AAA Crime Scene CleanUp Services	9372 Portsmouth Ave.	HUNTINGTON BEACH	92646	800-818-6493	Kathie Kadziauskas	228
AAA Crime Scene CleanUp Services	6208 E. Wardlow Ave.	LONG BEACH	90808	800-818-6493	Kathie Kadziauskas	229
AAA Crime Scene CleanUp Services	2552 "A" Street	SAN DIEGO	92102	800-818-6493	Kathie Kadziauskas	230
SERVPRO of West Riverside City	7101 Jurupa Ave., Unit 36	RIVERSIDE	92504	951-351-8033	Stephen Enriquez	238
A&M Bio-Recovery	5663 Balboa Ave., #445	SAN DIEGO	92111	619-931-3353	Marie Fitzgerald	244
Clean Harbors	2500 E. Victoria	COMPTON	90220	310-764-5851	Mike Delatorre	246

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Rainbow International of San Luis Obispo	708 Paso Robles St., Ste.A	PASO ROBLES	93446	805-237-1159	Mark F. Ciampi	247
Bioklen	P.O. Box 2142	NEWPORT BEACH	92659	949-574-5605	Tony Ellis	250
ICCR: Independent Crime Cleaning Resources	125 S. Fred Height Drive	SMITH RIVER	95567	866-966-9950	Harold L. Kovach, PhD	255
Ocean Blue Environmental Services	3110 Hancock St.	SAN DIEGO	92110	619-961-8799	Moon-Ho Lee	256
OC Vacuum, Inc.	5900 Cherry Ave.	LONG BEACH	90805	562-984-8178	Oscar Carrasco	260
SERVPRO of Carlsbad	1283 Activity Dr., #D	VISTA	92081	760-729-7505	Mark Weinberger	264
Sodeman's Maintenance Service	12188 Central Ave., Ste 357	CHINO	91710	909-465-0060	Jeffrey Sodeman	267
J&M Keystone, Inc.	2709 Via Orange Way	SPRING VALLEY	91978	619-466-9876	Scott Sigordson	269
Servicemaster of Lemon Grove	6975 North Ave., Suite B	LEMON GROVE	91945	619-287-7070	Adrian Gallegos	271
Puroclean Services	2909 Oregon Ct., A3	TORRANCE	90503	310-372-7876	Todd Magill	272
ServPro of Tustin	1142 E. Chestnut Ave.	SANTA ANA	92701	714-480-1340	Bill Bisaha	273
PuroClean Property Restoration of San Diego	1666 Garnet Ave., Ste. 623	SAN DIEGO	92109	858-779-9578	Micah J. Somarriba	275
PuroClean Restoration Services	8863 Greenback Ln., Ste. 204	ORANGEVALE	95662	916-760-7221	Jack A.Corry, Jr.	276
Environmental Logistics, Inc.	140 West Monte Ave.	BLOOMINGTON	92316	909-873-4141	Jennifer Crompton	278
BioSite Restoration	8588 Rich Creek Ct.	SACRAMENTO	95828	888-319-7779	Shawn Ramos	279
American Technologies, Inc.	210 Baywood Ave.	ORANGE	92865	714-283-9990	Gary Moore	281
SERVPRO of Petaluma, Rohnert Park, San Rafael, & Sausalito	75 Executive Ave., #8	ROHNERT PARK	94928	707-588-8226	Jesus Espinal	284
Anderson Group International	622 Charot Ave., Ste. A	SAN JOSE	95131	408-954-1400	Bill Weber	287
ServPro of Rancho Cordova	11265 Sunrise Gold Circle	RANCHO CORDOVA	95742	916-638-1720	Tom Miller	291
American Technologies, Inc.	30911 Wiegman Rd.	HAYWARD	94544	510-429-5000	Gary Moore	294
J&M Keystone, Inc.	2709 Via Orange Wy., Ste. A	SPRING VALLEY	91978	619-466-9876	James Bronson	295
American Technologies, Inc.	8440 Elder Creek Rd.	SACRAMENTO	95828	916-388-2440	Gary Moore	297
CENDECON	P.O. Box 995	FRAZIER PARK	93225	661-932-4343	Vanessa Wheaton	298
AES Environmental Services LLC	1507 E. Valley Pkwy, Ste. 3-330	ESCONDIDO	92027	888-623-4191	Keith Davis	300
Double Barrel Environmental Services, Inc.	121 Main Street.	RIVERSIDE	92501	951-683-6994	Erik Ricardo	301
Gavin Restoration	3701 Collins Ave., Ste. 3N	SAN PABLO	94806	510-233-0051	Jose Reyes	302
ServiceMaster of Stockton/Tracy/Manteca	P.O. Box 690055	STOCKTON	95269	209-463-2349	Alvin Mudaliar	303
Independent Restorers	4438 Jupiter Dr.	RIVERSIDE	92505	951-235-6048	Michael Juarez	305
SERVPRO of Costa Mesa	2973 Harbor Blvd., #245	COSTA MESA	92626	714-557-6100	Kai Jorgensen	306
Premier Restoration Services	1128 Bay Blvd., Ste. E	E. CHULA VISTA	91911	619-424-1117	Gerardo Arias	309
PuroClean Emergency Services	10755 Scripps Hwy Pkwy, Ste. 421	SAN DIEGO	92131	858-605-6575	Patrick Guiant	308
ServPro of Lancaster, Palmdale, SCV	38633-6 th Street East	PALMDALE	93550	661-723-7141	Gary Werner	310

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HCI Environmental	114 Business Center Dr.	CORONA	92880	800-988-4424	Nanika Loveridge	311
ServPro of Simi Valley	480 E. East Street, No. 2	SIMI VALLEY	93065	805-522-2945	Karl Hedding	312
Specialized Cleaning Technologies	3154 Landco Dr., #E	BAKERSFIELD	93308	661-834-4444	Dean Lathan	314
Central Coast Casualty Restoration, Inc.	P.O. Box 1702	ATASCADERO	93423	805-466-5419	Kevin or Ruth Snyder	316
American Technologies, Inc.	210 Baywood Ave.	ORANGE	92865	714-283-9990	Gary Moore	319
Excellent Maintenance Pro, Inc.	3620 Haven Ave., #D	REDWOOD CITY	94063	650-474-0760	Cathy Josselyn	320
Scene Clean,. LLC	P.O. Box 2232	WINDSOR	95492	707-326-3240	Tammie Donohue	321
CEPS	1000 Mt. Vernon Ave.	BAKERSFIELD	93307	661-326-9200	Randy Winkle	322
Belfor USA Group, Inc.	3461 W. Holland	FRESNO	93722	559-269-1346	Brian McGrath	324
ServPro of Sta. Barbara & Goleta	6485 Calle Real	SANTA BARBARA	93117	805-963-0606	James Glimp	325
Restoration 911	6-South Linden Ave., # 9	S. SAN FRANCISCO	94080	650-873-7867	Sal Vitalie	329
Aeroscopic Environmental, Inc.	5245 West San Fernando Rd.	LOS ANGELES	90039	818-543-3930	Jose Bejar	330
ACI Building Maintenance, Inc.	1121 Tama, Suite B	SANTA MARIA	93455	805-928-9900	Petra Hernandez	331
Green Clean A Scene, Inc.	2628 San Pablo Ave.	OAKLAND	94612	877-318-3888	Deborah Lewis	332
ServPro of Point Loma	P.O. Box 23604	SAN DIEGO	92193	619-275-2802	Mike Sprague	337
AFTERMATH, Inc.	10651 White Rock Rd.	RANCHO CORDOVA	95670	800-366-9923	Robt. Saso	339
RMV, Inc.	4079 Huerfano Ave., Ste. 118	SAN DIEGO	92117	619-517-5837	Mike Vasil	341
American Integrated Services, Inc.	P.O. Box 92316	LONG BEACH	90809	310-522-1168	David Herrera	342
Servicemaster at Bakersfield	217 Daniels Lane	BAKERSFIELD	93307	661-324-4063	Julian Herrera	343
Orange Restoration, Inc.	22651 Lambert Street, Ste. 106	LAKE FOREST	92630	949-855-8623	John Cobb	345
Stafford Crime Scene Clean Up	1453 New Dawn	BEAUMONT	92220	909-841-6727	Debbie Stafford	350
Advance Crime Scene Restoration, Inc.	5252 sunset Dr,	EL SOBRANTE	94803	510-715-5308	Tammi/Douglas Jones	355
Dillard Environmental Services	P.O. Box 579	BYRON	94514	925-634-6850	Patricia Dillard	357
PuroClean Certified Property Restoration Services	17530 Studebaker Rd.	CERRITOS	90703	877-330-7876	Bruce Scholten	358
SERVPRO of Antioch	2974 Delta Fair Blvd., No. 415	ANTIOCH	94509	925-706-0106	Mike Borders	359
BIO-TEC Emergency Services, Corona	25349 Singleleaf St.	CORONA	92883	888-246-9111	Adam Backstrom	360
Tri Tech Restoration & Construction	3301 N. San Fernando Blvd.	BURBANK	91504	818-565-3900	William W. Gandsey	361
BIO-TEC Emergency Services, Temecula	30881 White Rocks Cir.	TEMECULA	92591	888-246-9111	Ben Johnson	362
PuroClean Emergency Restoration	1525 Endeavour Ln., "A"	ANAHEIM	92801	714-782-0140	Ioan Marc	363
Bio-Tec Emergency Services	1210 Capital St.	VALLEJO	94590	888-246-9111	Dustin Petersen	364

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Service Team of Professionals	1637 Elzworth Street, #1	BAKERSFIELD	93312	661-589-7777	Sharon Mashburn	369
Puroclean Property Restoration	1666 Garnet Ave., #623	SAN DIEGO	92109	858-779-9578	Micah Somarriba	370
Biodecontamination Specialists	P.O. Box 580272	ELK GROVE	95758	916-862-6038	Bryant K. Morrison	371
ProClean Building Maintenance, LLC	379 W. Artesia St.	POMONA	91768	909-621-2161	Wendy Winston	372
MTSC/ McKinney's Trauma Scene Clean	1345 Cavendish Ln	MORENO VALLEY	92553	951-570-0975	Antonio McKinney	373
Brosteem Builders	310 N. Alameda, Azusa	AZUSA	91702	626-963-4048	Todd Russell	374
Clean Site	P.O. Box 278055	SACRAMENTO	95827	916-369-7635	Allen Annane	375
Guindon Cleaning & Bio-Recovery	1044 Rivara Rd., #110-A	STOCKTON	95207	209-518-8656	Michael Guindon	376
SERVPRO of Westwood/W. Beverly Hills	4807-W. 118 th Pl.	HAWTHORNE	90250	310-390-7540	Larry Balarsky	377
SERVPRO of Hollywood Hills	1555 N. Vermont Ave.	LOS ANGELES	90027	323-667-3100	Marat Papazian	378
Bio-Shield Environmental, Inc.	555 Saturn Blvd., B-801	SAN DIEGO	92154	888-771-7731	Jack Islas	379
ServPro of Monrovia	P.O. Box 150	MONROVIA	91017	626-358-9200	Leonard Holman	380
EHS International	26741 Portola, #283	FOOTHILL RANCH	92610	714-245-9440	John Chadwell	381
PARC Environmental	P.O. Box 10077	FRESNO	93745	559-233-7156	Mikolyn Ainsworth	382
Renew Systems	P.O. Box 4752	PETALUMA	94952	855-836-7368	Tony Pinochi	383
Biohazard Plus Crime Scene Clean Up, LLC	379 Lofas Pl.	VALLEJO	94589	415-756-8296	Artra Fleming	385
Biocon Clean Up	12711 Branford St., #101-B	PACOIME	91331	818-358-8817	Todd & Liz Raines	386
Lux et Veritas, Inc.	3801 Harvard Dr.	BAKERSFIELD	93306	661-346-4528	Anne Lynch	387
Decon Specialist	P.O. Box 28303	SAN JOSE	95159	408-813-3432	George Gonzalez	388
SERVPRO/ San Carlos, San Leandro & Stockton	P.O. Box 422	SAN CARLOS	94070	650-591-4137	Roy Drake	389
ADS Trauma Clean Up	402 W. Broadway, #400	SAN DIEGO	92101	619-392-5612	Michael Cheek	390
Clean Earth Restorations	6152 Mission Gorge Rd., #D	SAN DIEGO	92120	619-284-4239	Robyn Sukatski	391
SERVPRO of Sorrento Valley	7905 Silverton Ave., #103	SAN DIEGO	92126	858-527-1144	James Thompson	392
Servicemaster by Benevento	744 E. Douglas Ave.	VISALIA	93292	559-625-8554	Seth Benevento	393
SERVPRO of NE Ontario/Kaiser	2910 S. Archibald, A346	ONTARIO	91761	909-390-0238	Tamara/Vasile Petra	394
Aftermath, Inc.	8966 Benson Ave., #D	MONTCLAIR	91763	800-366-9923	Tricia Heinle	395
SERVPRO of Santa Cruz/ Santa Clara	P.O. Box 300	SANTA CLARA	95052	408-392-9700	Vince D'Andrea	396
Steamatic of Fresno	2455 N. Fowler Ave., #102	FRESNO	93727	559-299-4262	Jay Jones	397
Central Coast Crime Scene Cleanup	110 S. Mary Ave., 2-111	NIPOMO	93444	805-459-2456	Chad Higa	398
SERVPRO of N.E. San Jose	2530 Berryessa Rd., #219	SAN JOSE	95132	408-834-7663	Jonathan Kobz	399
Bio-Scene Decon	18565 Soldedad Cyn. Rd., #245	CANYON COUNTRY	91351	661-645-7968	Jack Gimpl	400
Tri-County Trauma Scene Service	309 S. Voluntario, #H	SANTA BARBARA	93103	805-708-2784	Patricia Morales	401

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Environmental Dynamics, Inc.	621 W. Rosecrans	GARDENA	90248	310-527-6242	Miguel Hernandez	402
Critical Incident Response	1324 E. Silva St.	LONG BEACH	90807	866-304-2220	Chris Correia	403
Tri-County Restoration & Carpet Care	1513 Via Escondido	SAN LORENZO	94580	510-734-6756	Jerry Valentine	404
Biohazorb	7087 Marigold Ct.	ETIWANDA	91739	909-342-8119	Richard Walker	405
SERVPRO of Northwest Ontario	14418 Miller Ave., #B	FONTANA	92336	909-984-3544	Al Sharifi	406
American Technologies, Inc.(Chatsworth)	9701 Topanga Cyn. Pl.	CHATSWORTH	91311	818-700-5060	Jill Reilly	407
American Technologies, Inc.(Riverside)	1175 Hall Ave.	RIVERSIDE	92509	951-682-9200	Jill Reilly	408
Green Wise Cleaning Solution, LLC	2595 E. Perrin, #101	FRESNO	93720	559-213-4999	Dewayne Chatman	409
Extreme Trauma Remediation, LLC	812 Ladd Rd.	MODESTO	95356	209-534-4233	Robert Saso	410
West Coast Environmental Solutions	2650 Lime Ave.	SIGNAL HILL	90755	562-448-9510	Bea Esparza	411
Titan Crime Scene Services	7250 Auburn Blvd., #110	CITRUS HEIGHTS	95610	866-643-9258	Eric Parker	412
AAA Environmental	186 Barnard, San Jose, CA 95125	SAN JOSE	95125	408-270-9111	Alan Dyches	413
Servpro of Woodland Hills	20942 Osborne St., Unit H	CANOGA PARK	91304	818-882-4556	Brandon Hedding	414