

# VIRTUAL COMMUNITY MEETING

## Altadena/Kinneloa Mesa Waste Management Services Resident Question Responses October 13, 2022

### Pre-submitted Questions from residents through [trash@pw.lacounty.gov](mailto:trash@pw.lacounty.gov)

#	Questions (Summarized)	Answer
1	Why was there a need to change waste haulers?	The trash collection service contract that was previously provided by Athens expired September 30, 2022. For the new contract, an objective, fair, and competitive bid solicitation process was conducted by Public Works. The bid process considered, among other factors, the best rates offered by haulers for new services which now includes separately collecting and managing organic waste to comply with SB 1383 which went into effect Statewide on January 1, 2022.
2	Why was UWS chosen?	The County uses a competitive process in selecting a waste hauler. Invitations were sent to all permitted waste haulers to submit proposals. The proposals were then evaluated based on price, experience, work plan, references, and environmental history. All haulers bid on the same services. UWS received the highest score.
3	We've received many questions and concerns about this topic....  How are the bear zones determined? Bears do not have any understanding of where the current bear zone perimeter is. Can I request a cart if I live outside the Bear Zone?	The original bear zone boundary was delineated a quarter mile outside the National Forest Service boundary line in consultation with a local wildlife biologist from the California Department of Fish and Wildlife. Based on feedback from the community, bear carts for trash, recyclables, and organic waste will be available to all customers who wish to have one at no additional cost. More information will be forthcoming.

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4	When will bear containers be delivered?	<p>The delivery of bear carts has been delayed due to supply chain issues. Bear carts will be distributed in phases over the coming months. More information will be forthcoming.</p> <p>Residents who have Athens' bear carts should keep their carts, which will be serviced by UWS. If your Athens' bear cart was inadvertently picked up, please contact UWS at (800) 631-7016 so the carts may be returned to you.</p>
5	<p>This question is also one we've received from quite a few people... I thought monthly prices of trash service was to remain the same. I have 2 green cans and I heard that I must now pay for the second green trash can service. That amounts to a raise in trash service. Why was that raise not mentioned in the initial information we received about the NEW trash servicer?</p>	<p>Waste processing costs, including the cost for separately processing organic waste, have increased in recent years. In order to keep prices as low as practicable the basic service level was modified to 3 carts (rather than 5). We apologize this change was not adequately communicated to the community.</p> <p>Extra green organic waste service is still available; however, under the current contract, a second green organic waste container is 75% of the full price. There is also the option of calling in up to 4 times per year for excess green waste service up to 10 bags or bundles per pickup.</p>
6	I have not received all my carts from UWS, when will I receive them?	If you haven't received UWS carts yet, please contact UWS at (800) 631-7016 or contact us (Public Works) at (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> . Please provide your service address to ensure timely delivery.
7	I still have Athens carts, when will they be picked up?	If you still have Athens carts, you can contact (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> . If you have a bear cart from Athens, please continue to use it until further notice.
8	UWS hasn't serviced my carts. When will UWS pick up the trash?	As the new drivers learn the routes, pickup times are becoming more consistent. Your regular trash collection day remains the same. Missed pickups can be reported directly to the UWS at (800) 631-7016 or contact (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> .
9	Trash containers are low quality. Some people have had their carts wheel's break off already. Will they provide replacements at no charge when they crack and break? And how quickly?	UWS will replace any broken carts free of charge. Please report broken carts directly to UWS at (800) 631-7016 or to us at (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> .
10	We wonder why there appears to have been such limited notification and little advanced notice for such an important meeting about a	We wanted to host this meeting right away to get additional information out to the community as quickly as possible.

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	contract that impacts all Altadena and Kinneloa residents?	
11	We've sent 2 emails. Need senior size black trash can. Athens has picked up all of theirs; we got blue and green from UWS but STILL NEED SENIOR SIZE BLACK TRASH CAN.	We sincerely apologize for the inconvenience you have experienced. If you call UWS at (800) 631-7016 or contact (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> , we will make sure that UWS delivers you the smaller trash carts.
12	Part of the charm and beauty of our Altadena Community is the number of equestrian households, in the area. The impact of the additional charge of \$195.00 per cart, which was previously free of charge, is unacceptable. Being on a fixed income we are very concerned at the drastic increase in our trash service prices. We realize that times are challenging, but to have a monetary increase of 3.675 times, what they were prior to the new service contract, is outrageous. We were paying, with Athens, \$73.37/3 months and will now be paying \$268.32/3 months.	We acknowledge that costs are increasing, and those cost increases were not adequately communicated to the community. For manure service specifically the average cost submitted by all haulers during the solicitation process was \$60 per month for a 64-gallon manure cart. In part, the additional cost is due to the weight of the material and the per ton cost to process it at an organic facility. Manure is currently collected in the same truck as green waste. The maximum cart size is 64 gallons due to the weight of the material; any larger and the cart may break and/or the truck may not be able to lift it.
13	Manure is a sellable product. \$50 for a 35# bag on Amazon. So why, if these bins are dumped into the same truck along with trash and yard trimmings, is this much smaller cart so expensive??	<p>Manure is not allowed to be placed into the trash cart, nor is it allowed to be collected by the trash truck. Manure is currently collected in the same truck as green waste.</p> <p>Regarding the cost for manure service increasing, the average cost submitted by all haulers during the solicitation process was \$60 per month for a 64-gallon manure cart. In part, the additional cost is due to the weight of the material and the per ton cost to process it at an organic waste facility. Sending manure to a landfill was allowed under the previous contract, which was consistent with the laws at that time. New laws require manure to be diverted from landfills, which is more expensive. Processing facilities are typically further away than landfills, adding to the transportation costs. Converting the manure to a usable compost can take 30 to 90 days, adding to the labor, equipment, and storage costs.</p>

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14	Does American Reclamation provide manure collection?	Yes. American Reclamation offers manure collection in a 2-cubic-yard dumpster. Residents can use plastic carts for trash and a dumpster for manure and may choose to utilize either UWS or American Reclamation for their manure collection services. American Reclamation is slightly less expensive for a manure dumpster (\$160/month) compared to UWS (\$185/month).
15	<p>What can go in the recycling container? There is ZERO information on the UWS website. Athens, on the other hand, has a website full of details on what can go in the residential service carts, as well as a lot of other information.</p> <p>Athens has advanced materials recovery facilities for sorting the recyclables. What does UWS have?</p>	We apologize for not getting information out sooner. UWS' website ( <a href="http://uwscompany.com">uwscompany.com</a> ) has been updated with this information, and you can also find it on <a href="http://CleanLA.com">CleanLA.com</a> . There is a partial list stamped on the lid of the blue cart and a more complete list will be included on a flyer that is being prepared. Regarding their facilities, UWS also owns a facility to sort waste.
16	Instead of forcing one specific trash service on property owner with an exclusive franchise, why didn't we pass requirements the trash companies must meet in order to operate in the area, and then let the consumer choose the company that meets our needs for the best price? I better not see a cost for trash service on my property tax bill since I'm having to independently pay the company for the trash service.	Placing all the new State mandates, tracking, and reporting requirements on the waste haulers and keeping a non-exclusive commercial franchise were very seriously considered. However, after thorough research and analysis, an exclusive franchise was found to be a more cost-efficient method by distributing the high cost of organic waste collection service over a larger customer base. Within a non-exclusive franchise, many waste haulers do not have a large enough customer base to provide cost-efficient organic waste collection service. Additionally, the exclusive system reduces fuel consumption and tailpipe emissions and pollution by allowing for more efficient collection routes traveling less distance. The cost of trash service will not be placed on the property tax in the Altadena and Kinneloa Mesa areas.
17	<p>We did not expect to have to make so many phone calls to American Reclamation during this transition.</p> <p>When will our new organics and recycling carts and the promised free "In-Home Food Waste Container" will be delivered?</p> <p>According to the list of "Extra Services Fees," they are going to charge us \$20.00 per collection event to roll-out our dumpster. Did</p>	<p>We sincerely apologize for the frustration this transition has caused and are doing everything we can to resolve all issues right away. There have been several unexpected challenges that caused delays in getting regular service on track.</p> <p>All commercial franchise customers will receive a site visit within the next month to assess recycling and organic waste collection needs. After the site visit, residents serviced under the commercial franchise will receive the in-home kitchen pail when the organic waste containers are provided. In the past, some waste haulers have built the cost of extra services into their rates for regular trash collection and spread the cost of extra service</p>

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	<p>you take into consideration these extra service fees, that Athens provided for free, when deciding which company to award this ten-year exclusive contract to?</p>	<p>across all their customers. Based on general feedback from the community, the majority of customers prefer to not pay for services they do not want or need. Thus, we decided to have an extra fee for additional services where only those who use the service pay for it. The fees are based on the rising costs of labor, trucks and fuel.</p>
<p>18</p>	<p>I will be closing escrow on 10/19/22. How can I make sure that service is continued, and ownership/responsibility is transferred to me?</p>	<p>Accounts cannot be transferred between owners. You will need to contact UWS at (800) 631-7016 and set up a new account for yourself. Remember to take advantage of the bonus unlimited bulky item collection upon move-in.</p>
<p>19</p>	<p>Why does UWS not answer their customer service lines? Also, UWS's option to press "star" to get a callback does not work.</p>	<p>At the start of the contract, UWS experienced a very large call volume. This impacted both the technology and people answering. Additional resources were activated in the form of using two additional call centers in Arizona and New Mexico and having IT staff monitoring the system. Unfortunately, having enough trained, qualified staff to address calls to cover a short period of time is challenging.</p> <p>To help fill the gap, Public Works set up a concierge service by expanding the hours and days of our CleanLA hotline and having more staff available to respond to questions. UWS's responsiveness will improve significantly after the initial surge and Public Works will be sure to hold them accountable for poor service in the future. Additionally, pressing star (*) to get a callback should be working correctly now.</p>
<p>20</p>	<p>Failure to deliver new cans to our homes (mass can dumps); flimsy waste can design (compared to sturdier Athens cans); failure to pre-order sufficient bear-resistant cans in all type of cans and offered sizes; steep increase in cans for compostable manure; missed pick-ups; dumping separated waste (including food waste) into one truck... and so on.</p>	<p>Delivery and removal of the carts was chaotic but nearly everyone should have the proper carts now. We will take what was learned to improve future transitions.</p> <p>The new carts are manufactured by a different process than the previous carts. The new carts are more flexible and hopefully result in a longer useful life but if any of your carts become damaged, you may contact UWS at (800) 631-7016 for a replacement.</p> <p>Bear carts have been delayed due to supply chain issues and will be provided in all types (black, green, blue) and sizes. More information will be forthcoming.</p> <p>Regarding the cost for manure service increasing, the average cost submitted by all haulers during the solicitation process was \$60 per month for a 64-gallon manure cart. In part, the additional cost is due to the weight</p>

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		<p>of the material and the per ton cost to process it at an organic waste facility. Sending manure to a landfill was allowed under the previous contract, which was consistent with the laws at that time. New laws require manure to be diverted from landfills, which is more expensive. Processing facilities are typically further away than landfills, adding to the transportation costs. Converting the manure to a usable compost can take 30 to 90 days, adding to the labor, equipment, and storage costs.</p> <p>Unfortunately missed pickups may happen at the beginning of a contract because of inaccurate customer lists and truck driver unfamiliarity with an area. Hopefully those issues have been resolved. Any future missed collections should be reported to UWS at (800) 631-7016, and if it is before noon, they will return the same day.</p> <p>Comingling is the practice of tipping the black, blue, and green carts into the same truck. In general, this practice is not allowed. One, exception is the collection of manure in the green waste truck. Manure is allowed in the green waste truck because it will go to a facility for processing, along with landscaping waste. If you see cases of comingling, please contact us at (888) CleanLA/(888) 253-2652, and we will investigate.</p>
21	Can you explain rollout service?	<p>Rollout service means the waste hauler moves your carts back and forth between your storage location and the curb. Bulky items will also be moved for you. Each of the three truck drivers will move their own cart. Anyone can request the service. If you are elderly or disabled with no able-bodied person at home, the service is free. If you just prefer the convenience of the service, you can pay a monthly fee.</p>
22	It is annoying to have the garbage trucks drive up and down Marengo Avenue on Mondays and Fridays (and often other days too). They are loud and dirty. Why can't UWS go up one side then down the other on the same day? It's about time for a change.	<p>Our service days have traditionally been divided at the centerline of the street. Public Works will review this practice and consider using the rear of homes as the dividing line, which would limit the service on all streets to one day per week. Thank you for the feedback.</p>
23	What is the County doing to resolve this situation?	<p>The transition period between waste haulers generates an increase in the number of issues and complaints. The switch from Athens Services to UWS created significantly more issues than is typical and thus overwhelmed the existing call centers. To assist, the County established a concierge service to provide constituents an easier way to submit service</p>

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		<p>requests and to provide information and assistance to those who are having challenges with their request. Please call (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> for service requests or complaints, and we will make sure they are handled within 24 hours. We are working with our contracted waste haulers to ensure they provide better customer service. Once the transition is complete, residents are encouraged to contact UWS directly at (800) 631-7016 for service requests and Public Works for complaints for investigation.</p>
24	<p>Can you explain the options for manure service?</p>	<p>Residential properties may use either UWS for either 64-gallon manure carts or 2-cubic-yard manure dumpsters, or you may use the commercial hauler. For commercial properties, you must use the commercial franchise hauler.</p> <p>Manure carts will likely be collected by the same truck as the green carts and sent for processing. The processing facilities charge by the ton so the cost for manure diversion is more expensive than landscaping because of the significantly heavier weight of manure.</p> <p>On-site composting of your manure is also an option and Public Works can assist you with resources to learn more about this.</p>
25	<p>How do I qualify for a Senior Discount?</p>	<p>A Senior Discount of 25% will be given to residents who meet the following criteria: 1. Head of household, 2. 62 years or older, and 3. Qualify for utility rate discounts based on financial need or generate small amounts of waste while using a 32-gallon cart for trash. Residents who were already receiving this discount will have this discount carried over to their new account with UWS.</p>
26	<p>Who can I contact for questions, concerns, or service issues?</p>	<p>Public Works is here to assist you. Our goal is to provide you the very best customer experience possible. Below is contact information for Public Works and for your waste hauler.</p> <p><u>Public Works</u>: (888) CleanLA/(888) 253-2652 or <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a>  <u>Universal Waste Systems</u>: (800) 631-7016 or <a href="mailto:info@uwscompany.com">info@uwscompany.com</a>  <u>American Reclamation</u>: (888) 999-9330  <u>Ware Disposal</u>: (877) 714-9273</p>

# VIRTUAL COMMUNITY MEETING

## Altadena/Kinneloa Mesa Waste Management Services

### Resident Question Responses

#### Questions and Comments from the Meeting Q&A Feature

#	Question	Answer
1	What is the process to have the contract with UWS cancelled?	The current contract with UWS has a term of 7 years with two, 2-year renewal option years. A valid contract can only be terminated in instances of a material breach or other major violation of the terms of the contract, and the County must provide notice and an opportunity for the contractor to correct any violations. Public Works will hold all contractors accountable for the provisions of their contracts.
2	How do we request bear carts?	Bear carts will be delivered in phases over the next 3 months. Additional information on the process for requesting a bear cart will be forthcoming.
3	I have been waiting 3 WEEKS for trash cans. When can I expect to get them?	If you haven't received UWS carts yet, please contact UWS at (800) 631-7016 or contact us at (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> , and we will help ensure your carts are delivered. Please provide your service address to ensure timely delivery.
4	Why is there added cost for hills? These are foothill communities, so isn't it disingenuous to post a rate that almost nobody will pay? What defines a hill?	There's an additional cost to service areas with narrow streets, alleys and bridges, one-way narrow streets, steep roads, tight curves, thin pavement, dirt roads, and tight clearances since it would necessitate using smaller and/or customized vehicles to access those locations. In addition, these routes necessitate multiple trips to service the area since the customized vehicles have smaller capacities for transporting materials.
5	CALL?? Are you aware they do not answer their phones? Are you going to insist that they provide better customer service by having phone service? There was never a problem with Athens.	The issues with the UWS phone system have been corrected. Public Works holds all waste hauling contractors accountable for meeting customer service expectations and will use all methods available to ensure those expectations are met.

### Questions and Comments from the Meeting Q&A Feature

6	How are we going to be billed and will it be itemized?	Billing is done on a quarterly basis. Initial itemized bills will be sent out by the end of October.
7	After a month of having my Athens bin collected I spoke with DPW and UWS. I was told my bins would be delivered "by the next business day" by UWS, which was followed up and confirmed by a DPW rep soon thereafter. The bin was never delivered and upon following up with the DPW rep, never received a reply. How are these request tickets tracked to confirm whether or not the bins have been replaced?	Public Works is coordinating with the hauler to ensure all requests are completed and performing follow up calls to confirm. Please contact us at (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@dpw.lacounty.gov">trash@dpw.lacounty.gov</a> to provide your address and phone number for follow up.
8	Our street got our black senior trash cans however the guy skipped our house because "we aren't on the list" WHY??? I already called your number.	As the new drivers are learning the routes and getting familiar with the neighborhood, there may be some missed pickups. Please report any missed pickups to UWS at (800) 631-7016. You can also contact Public Works at (888)CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> .
9	While the base cost for bin service through American Reclamation is similar to what Athens charged, if you require assistance with carrying out the trash via a long driveway, the cost skyrockets quickly. This made our bin service unaffordable. This was not ever communicated until we were signing a contract with American Reclamation.	Thank you for your comment. We will work with American Reclamation and our other haulers to ensure that all pricing is clearly communicated.
10	When will we get our first bill? We were told to expect it in late September, but it hasn't arrived yet.	Bills should arrive by the end of each month and are done on a quarterly basis. They include 3 months of service. The first bill will include October, November, and December.
11	Should we use a compostable bag for food waste?	You may use compostable bags, but they are not required. You may also use a regular plastic or paper bag as well.
12	I'm confused. We will be given bear cans into which we must put non-food items. But, we are supposed to put food into non-bear can green cans. Won't the bears go after the non-secured cans - and will we get green bear cans?	Bear carts will be provided for all cart types (green, blue, black) and sizes. Food waste should be placed in the green organics bear cart or the trash bear carts if you have not received the green bear cart yet. Bear carts will be available to all customers who wish to have one at no additional cost. More information will be forthcoming.

### Questions and Comments from the Meeting Q&A Feature

13	<p>Why are people who make conscious efforts to reduce waste not rewarded in the form of reduced monthly charges or other means. Also, I don't see any effort made by the County to promote waste reduction on the part of people who actually generate trash. There is way too much food wasted (and other things). Why can't the County hold those people who are big waste generators responsible?</p>	<p>Basic service levels are set to ensure that everyone has a specific amount of capacity for their waste. Smaller carts do not trigger a discount because the labor cost of servicing a cart is the largest portion of the expense, and it is the same regardless of the size of the cart. Residents who generate extra trash and green waste are required to pay for extra carts to collect that material.</p>
14	<p>Will we receive credit for not receiving services or are we expected to pay for the full month of October?</p>	<p>Please contact UWS directly at (800) 631-7016 regarding billing issues. You may also contact us at (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a>.</p>
15	<p>We live on a North-South street parallel to Marengo and Athens would turn around and come down the other side so UWS should be able to also.</p>	<p>Public Works will coordinate with UWS to ensure the most efficient routing for collection.</p>
16	<p>More a comment than a question... Due to "extra services fees" that American Reclamation will be charging, my trash bill is going to increase by \$80 a month. And I am aware that other residents monthly bills will also be increasing, some, significantly. I understand that state requirements and associated rising costs have played a part in increased rates for waste collection services. But statements that cost was a priority when choosing these contractors seem disingenuous when we are being charged for services that Athens provided for free. It might be useful to survey residents in a few months to find out how many residents are paying more, and how much more, for their trash service.</p>	<p>Thank you for your comment. We have ongoing efforts to evaluate the contracts and will take this into consideration.</p>
17	<p>We have several houses that live on a small street that have not had any pickup - we need a small truck - does UW even have those?</p>	<p>UWS does have small trucks to provide service to smaller streets. If you experience a missed pick up, please contact UWS at (800) 631-7016. You may also contact us at (888) CleanLA/(888) 253-2652 or <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a>.</p>

### Questions and Comments from the Meeting Q&A Feature

18	You guys aren't answering all the questions! this is ridiculous!	Due to time limitations, we cannot answer every question live. All questions not answered during the meeting will receive an answer via email if an email address is available. Answers will also be posted on our website at: <a href="http://lacounty.gov/Solid Waste Information Management System">lacounty.gov/Solid Waste Information Management System</a>
19	Sorry I missed this, but is this meeting being recorded?	Yes, the meeting is recorded.
20	Has the question about putting food waste in the green bin and bears been asked? the black bin is bear proof but the green bin is not. I was late so it this may have been addressed.	All cart types (black, green, blue) will be available as bear carts and will be available to all customers who wish to have one at no additional cost. More information will be forthcoming.
21	Should the residents who live on the streets that are serviced by the small truck that has all 3 bins emptied into the same truck separate their trash as residents that are serviced by the larger separate trucks?	All residents should separate their waste into the separate carts provided. In general, comingling of waste (dumping all carts in the same truck) is not permitted. If you notice the waste hauler comingling waste, please contact (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> and report it right away for investigation.
22	Hi, We live on Alpine Villa Drive in Altadena. It's a private road. We haven't had trash pick-up in 2 weeks. Can you help ensure they come down our street ASAP and that we're added to their regular route? Our pick-up day is Thursday. Also, we haven't received bear bins yet and want to ensure that our Athens one isn't removed until the new one is dropped off.	Thank you for letting us know. We will pass this information on to our waste hauler to ensure you and your street is serviced. Please keep your current bear cart. If you have further questions, you may also reach out us at (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> .
23	Why was. the roll out service we had. with Athens not communicated to the new service? We had to deal with this ourselves. In spite of this, our barrels have not been returned to our driveway area, last week or today	Some account information was not initially transferred between haulers. However, all account information has now been transferred. We apologize for the inconvenience. We will report the issue you are having with your roll out service to UWS, so they can notify their drivers to return your carts to the appropriate location.
24	We live on an easement. Week 2 got trash pick-up with a smaller truck. Are we still sorting because Athens used to pick up all cans and all 3 bins went into same small truck. So do we need to sort?	All residents should separate their waste into the separate carts provided. In general comingling of waste (dumping all carts in the same truck) is not permitted. If you notice the waste hauler comingling waste, please call (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> and report it right away for investigation.

**Questions and Comments from the Meeting Q&A Feature**

25	Your own scoring sheets, provided under public records requests, noted that UWS did not have a transition plan, and so how was a hauler that did not have a transition plan get selected as the winner?	<p>Proposals were scored on a variety of factors including price, relevant experience, work plan, references, and environmental history. All proposers bid on the same services. See below for the scores for this solicitation: (A table is in the original FAQ posted online)</p> <p><u>Waste Hauler (Proposer) Evaluation Score Proposed Monthly Rate</u>          Universal Waste Systems, Inc. - Score 91.57, Amount \$32.58          Burrtec Waste Industries, Inc.- Score 87.22, Amount \$35.20          Athens Services - Score 85.45, Amount \$37.13          Ware Disposal, Inc. - Score 83.40, Amount \$35.54</p>
26	UWS and American Reclamation noted that many of their services that were going to be provided would not be handled in-house but also outsourced to sub-contractors, but those sub-contractors were not scored as part of the scoring process. Why were the sub-contractors not included in the scoring?	<p>The use of sub-contractors is part of the work plan submitted by each hauler, and it is the work plan that is scored during the RFP process. Public Works will review the waste hauling contract process and make adjustments based on lessons learned including the role of sub-contractors in the process.</p> <p>American Reclamation does not utilize any sub-contractors.</p>
27	Why the Altadena Town Council not allowed to provide input to the RFP, before it went out? Key things like private streets, cul-de-sacs, and manure services which are required in Altadena, are now a significant extra charge and should have been included based on our historical usage.	<p>The Altadena Town Council is a key partner on all municipal services. Public Works did meet with the Altadena Town Council, and their input was taken into consideration. Public Works will work with the Town Council to ensure that communication is improved and future contracts for municipal services reflect the needs of the community.</p>
28	Part of the failure here, was how the response was handled once items went south. It seems they were not prepared for the volume, and are in violation of their contract. What remedies will the county be seeking?	<p>The County will be holding the contractor responsible for any violations of the contract.</p>
29	Note: UWS letters were received after they started replacements. This was another failure on UWS.	<p>The County will be holding the contractor responsible for any contract violations.</p>
30	Kudos to the moderator tonight	<p>Thank you for your comment.</p>
31	I'm missing the green bin, how can I let him know so I can get my bin tomorrow?	<p>We have let UWS know that you require a green bin.</p>

### Questions and Comments from the Meeting Q&A Feature

32	There were no in-depth discussion about size of roads, special needs, etc with the ATC. Please don't make it look like the ATC dropped the ball.	Public Works is committed to continued and improved communication with the Altadena Town Council.
33	Did you make a formal announcement that ALL folks who request bear cans will get them at no additional charge? That solves a huge problem and I'm not sure you made a big deal about it.	Yes, bear carts will be available to all customers who wish to have one at no additional cost. More information will be forthcoming.
34	When will bear proof containers be provided? Our street has already been browsed by bears because our trash was not picked up as promised on Upper Alzada Road.	Bear carts will be delivered in phases over the next 3 months. The order was delayed due to supply chain issues. Bear carts will be provided to anyone that requests them at no additional charge.
35	Please answer my question regarding bear proof containers	All cart types (black, green, blue) will be available as bear carts. Bear carts will be available to all customers who wish to have one at no additional cost. More information will be forthcoming.
36	Manure bins have gone from \$15 a quarter each to \$165 ea a quarter.	That is correct. There has been an increase in the cost for manure services. The average bid from all haulers for manure services during the solicitation process was \$60 per cart per month. This seems to be a market change primarily due to the cost of processing the material and its weight.
37	What about providing worm bins for food waste?	Public Works has a Smart Gardening Program, which offers webinars on backyard composting and worm bins at a discounted price. More info is available at <a href="http://CleanLA.com">CleanLA.com</a> .
38	What are the consequences that LA Country Public Works can impose upon UWS for this negligent transition to ensure a long term improvement in service?	Public Works has provisions in all our contracts to hold contractors responsible for poor performance. Our expectation is that service will improve as the transition concludes. We have put our contractors on notice that we will be holding them accountable through all means available to us for any failure to meet contract requirements.
39	The trash bins seem very flimsy, much more flimsy than Athens. Will our costs be impacted by the cost of replacing these bins sooner than with the past company, Athens.	UWS will replace any broken carts at no cost to residents. Contact UWS at (800) 631-7016 to report damaged carts and have them replaced.
40	Why, if we must put our carts out before or by 6a.m., can't we have carts with locks at no charge to prevent people from going into our trash overnight?	There is a one-time fee for locking carts to cover the added cost of the locking mechanism. You may request a locking cart from UWS for a fee by calling (800) 631-7016.

### Questions and Comments from the Meeting Q&A Feature

41	Can residents receive incentives to separate our waste products, because honestly, it seems like a waste of time (pardon the pun). Can you have another webinar that shows us your actual process of separating waste products? We are not convinced.	While we don't have incentives for separating waste, we do have a lot of educational material about reducing and recycling your waste. We also frequently host webinars on these topics. More information can be found on our website at <a href="http://CleanLA.com">CleanLA.com</a> .
42	Is there a mechanism to sanction citizens who do not separate their waste?	There is now a mandatory organic waste disposal reduction ordinance, which requires food waste generators to separate their organic waste from the rest of their trash. This ordinance does include potential penalties for noncompliance.
43	Is there a process to clean our green containers when they become filthy, smell and attract insect?	Yes, one cart cleaning per year is available at no additional cost. You may request additional cart cleaning service from UWS for a fee by calling (800) 631-7016.
44	Why was our supervisor, Kathryn Barger so annoyed with this process?	Supervisor Barger understood the frustration of her constituents in the area and was genuinely concerned about the level of service during this transition.
45	If my questions are not answered tonight, will you please provide answers to my questions?	All questions will be posted on our website here: <a href="http://lacounty.gov/SolidWasteInformationManagementSystem">lacounty.gov/Solid Waste Information Management System</a>
46	If we paid Athens in advance, is there a mechanism to get a refund, or does our account rollover to UWS?	Please contact Athens directly for any reimbursement of payment.
47	Are you able to see my questions? I cannot see any other questions>	All questions will be posted on our website here: <a href="http://lacounty.gov/SolidWasteInformationManagementSystem">lacounty.gov/Solid Waste Information Management System</a>
48	Can they put holes in the lid so that we can provide our own locks?	Please do not place your own locks on the bins. This may lead to your waste not being collected if the driver cannot open your bin. Locking bins have a special lock that each driver has the ability to open.
49	You missed my questions.	All questions not answered during the meeting will receive an answer via email if an email address is available and will also be posted on our website at: <a href="http://lacounty.gov/SolidWasteInformationManagementSystem">lacounty.gov/Solid Waste Information Management System</a>
50	Frustrating meeting. Should have been longer on this incredibly important issue!!	We are sorry we were unable to field all questions during the live meeting. If you have any questions that did not get addressed, please contact us (888) CleanLA/(888-253-2652) or at <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> .
51	I have received nothing from the new company about billing. When can I expect that?	Bills will be sent out by the new hauler by the end of October. Please contact UWS directly at (800) 631-7016 regarding any billing questions.

**Questions and Comments from the Meeting Q&A Feature**

52	My trash was not picked up, but my neighbors' was. I cannot get a hold of UWS to inquire why. Any advice?	If you provide us with your address, we will report the missed pick up to UWS, so they may send someone to service your carts.
53	We are supposed to put our food waste in with our green containers. How shall we do that? Does the food waste need to be wrapped? unwrapped? How are we to store it in our homes before transferring it to the green containers? I live in Altadena on Marathon Road	Food waste can be put directly in the green cart or wrapped in paper or contained in a plastic bag. UWS will be providing all residents with kitchen pails to store their food waste. You can also freeze food waste until the day before you place your carts out for collection.
54	Are there small trucks for the "alley" sized streets? The 6 families on my street have had to call in EVERY week to get service and the poor "special teams" have brought large trucks and had to lug each heavy bin 200+ feet over gravel. We are NOT on the map for the large trucks that go along the main streets. Considering we also had to call in for bins, it seems like we're not even in the UW list. The biggest question, though, is: Are there small trucks?	<p>Yes, UWS will be providing small trucks and scout service for roads that need them.</p> <p>We have referred your request for carts to UWS and it is our understanding that you have received all your carts. If you have any additional questions, please let us know at (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a>.</p>
55	What corrective action plan has the county requested from UWS to address their failure to meet the deliverables in the contract? What timeline has been established to determine improvement before the county will consider taking action such as terminating the contract for cause or convenience?	Public Works has provisions in all contracts to hold contractors responsible for poor performance. Our expectation is that service will improve as the transition concludes, and we have put our contractors on notice that we will be holding them accountable through all means available to us for failure to meet contract requirements.
56	As to charges for extra carts, please address this from the DPW FAQ because people may not know: Q: Is there an option to down-size to smaller sized carts? Yes, 32-gallon and 64-gallon carts are available upon request, however there is not a discount for using a smaller size cart unless you qualify for the senior discount. For each cart type you can request any combination of	<p>Thank you for your suggestion that we emphasize this point:</p> <p>Yes, 32-gallon and 64-gallon carts are available upon request. However, there is not a discount for using a smaller size cart unless you qualify for the senior discount. For each cart type you can request any combination of carts totaling up to 96 gallons at no additional charge. For example, you can have one 32-gallon plus one 64-gallon carts or three 32-gallon carts in lieu of the one 96-gallon cart for trash.</p>

### Questions and Comments from the Meeting Q&A Feature

	carts totaling up to 96 gallons at no additional charge. For example, you can have one 32-gallon plus one 64-gallon carts or three 32-gallon carts in lieu of the one 96-gallon cart for trash	
57	I thought Athens had been taking green waste to a composting facility in the Central Valley, not to the landfill (they now have a new one in Victorville).	Yes, Athens was using a composting facility for green waste. UWS also composts organic waste and utilizes a high-diversion organics processing facility. All green waste and food waste must now be recycled per State Law, SB 1383 (Lara).
58	Can this current contract be renegotiated (or thrown out and a new RFP process started).	The current term of the contract is for 7 years with two, 2-year extension options.
59	Well, as far as cooperation, Athens is pissed because they lost the contract.	Thank you for your comment.
60	Where can I view the "live" questions?	All questions will be posted on our website here: <a href="http://lacounty.gov/SolidWasteInformationManagementSystem">lacounty.gov/Solid Waste Information Management System</a>
61	This is a disappointing town hall set up. If it were live we could exchange information with our neighbors. How many people are signed in?	Thank you for joining the virtual meeting, and for sharing your comment. Approximately 110 people joined the meeting, and the questions and answers will be posted on our website.
62	Just a comment, I think my trash can issues have been fixed, however it took several conversations with several different people at several phone numbers. I got several voice mail responses (since I can't always answer) and calling back is a challenge. The number left in the voice mail is the UWS number which is frequently not answered or goes dead immediately. That is something that should be fixed since it takes a toll on company credibility.	Thank you for your comment. UWS experienced issues handling the high call volumes early in the transition process. Those issues have now been addressed. If for any reason you cannot reach the hauler, please contact us at (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> and we will work them to resolve any issues you are having.
63	So far my cans have not lost wheels or been broken. However, several of my neighbors have lost wheels or had the can crack. How long does it take to get replacement cans? Is there a quality control issue?	UWS will replace any broken carts free of charge. Please report broken carts directly to UWS at (800) 631-7016. If you have any additional problems with your cart, please call us at (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> to report it, and we will get a replacement cart to you ASAP.

### Questions and Comments from the Meeting Q&A Feature

64	As an older resident - over 70 - I have had free roll out /in service from the previous company. I think that is now being done by UWS - I'll wait for Tuesday to watch for it - and I am assuming it is free. Is that correct?	Yes, rollout service for seniors is free and has transferred over from the previous hauler. If you have questions about your rollout service, please contact UWS at (800) 631-7016. You can also contact us at (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> .
65	Thank you.	Thank you for joining the meeting.
66	Why will my costs double for the same service? Woodglen Lane	Certain costs are increasing due to new State regulations for organic waste management that took effect this year.
67	I had 2 green bins from Athens. They did not charge extra for the 2nd green bin. Will the new contractor charge for the 2nd green bin?	Yes, the cost of the 2nd green cart is 75% of the original cart cost, which is approximately \$7 per month.
68	If Universal continues to be unable to fulfill the contract terms and quality service, what options are available to award our area contract to another waster service hauler?Also, Altadena is one of the few communities where those of modest means can own horses. Manure is a useful, marketable natural waste soil amendment. As such, why did Universal increase cost for manure pick-up far above what Athens charged?	Public Works will be holding all waste hauling contractors accountable for meeting customer service expectations and will use all methods available to ensure those expectations are met. Manure prices have gone up. The average bid price to provide manure services was \$60 per cart per month. This is due in part to an increase in processing costs for organic waste and the weight of the material.
69	Don't take away sturdy Athens bear-resistant cans until we get our proper cans, especially critically-needed secure bear cans!!!	All customers with Athens Services bear carts should keep those carts because they are owned by the County.
70	I am a biologist and former zoo keeper at the L. A. Zoo with bear experience... the new Universal can "construction" will NOT stand up to bears seeking food waste. Can you assure us that the bear cans will be sturdy and withstand bear and other wildlife seeking garbage? Also, those in "bear zones" absolutely need the smaller, "senior" cans to be bear-secure cans!	All cart types (black, green, blue) will be available as bear carts. Bear carts will be available to all customers who wish to have one at no additional cost. The goal is to make all sizes available, but currently there are limitations on sizes from known manufacturers. More information will be forthcoming.
71	What do you mean by "OK to put food waste in bags inside the cans?" Plastic bags are OK? Only compostable brown paper bags? Or?? Please be more specific. Also, when will we all	It is OK to put food waste in plastic or compostable bags or to wrap it in paper. Kitchen pails will be delivered to all residents next month.

### Questions and Comments from the Meeting Q&A Feature

	get the in-house pails for compostable food wastes from Universal?	
72	<p>ALL CANS in ALL sizes must be bear-resistant in bear incursion areas. Please confirm this.</p> <p>Why have none of the questions we (two attendees) have posted here not been answered? Why can't we see other posted questions on Q&amp;A? We are not signed up as "anonymous"? Please answer! Thank you!</p>	<p>All cart types (black, green, blue) and sizes will be available as bear carts. Bear carts will be available to all customers who wish to have one at no additional cost. More information will be forthcoming.</p> <p>All questions not answered during the meeting will receive an answer via email if an email address is available and will also be posted on our website at: <a href="http://lacounty.gov/Solid Waste Information Management System">lacounty.gov/Solid Waste Information Management System</a></p>
73	All questions were NOT answered!!! Why?	<p>All questions not answered during the meeting will receive an answer via email if an email address is available and will also be posted on our website at: <a href="http://lacounty.gov/Solid Waste Information Management System">lacounty.gov/Solid Waste Information Management System</a></p>
74	We used to be serviced by a small truck as we live at the end of a very long gravel driveway and the carts pretty much get destroyed by pulling them out all the way to the street. Will a small truck be coming to collect our trash like we had with the Athens burro service?	Yes, UWS will be providing small trucks and scout service for roads that need them.
75	Hello. My duplex was forced to have 2 trash cans each of the black, green, blue bins, however it was billed by Athens as one residence at \$96 per quarter. I anticipate Universal's waste will be charging double for two sets of bins. This is unacceptable as my bill will be doubled.	Each resident can customize their trash service. Your duplex can sign up for one set of bins only if that is the level of service you would like. Please contact UWS at (800) 631-7016 to adjust your service level. If you have any difficulty adjusting your service level, please contact us at (888) CleanLA/ (888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> .
76	Will my property which is a legal duplex with two addresses be billed for two trash services? With Athens, they billed the property the same cost as single family at ~\$96 / quarter and provided 2 each 96 gallons of the blue, black, and green. I fear the cost will now double.	Each resident can customize their trash service. Your duplex can sign up for one set of bins only if that is the level of service you would like. Please contact UWS at (800) 631-7016 to adjust your service level. If you have any difficulty adjusting your service level, please contact us at (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a> .

### Questions and Comments from the Meeting Q&A Feature

77	<p>Since the green bins are where the food waste goes, can the green bins be picked up earliest? Looking to avoid bear issues and smell, the green bins are now the smelliest. Last week my green bin didn't get picked up til after 2 pm.</p>	<p>Pick up times are primarily determined by the hauling routes and may have limited flexibility. To reduce food waste odors, you can use a plastic bag for your food waste, or you could freeze your food waste and place it in the green cart the evening before or morning of your pickup.</p>
78	<p>This question from a constituent: "My big question is are there even small trucks to service those of us in "back alley" type streets?</p> <p>We (6 households) are getting no answers and the poor "special teams" UW had been sending can't get their large trucks back here and are having to cart each of our bins 200+ feet over gravel and in some instances up a 40 foot very steep incline!"</p>	<p>Yes, UWS will be providing small trucks and scout service for roads that need them.</p> <p>We have referred your request for carts to UWS, and it is our understanding that all your carts have been received. If you have any additional questions, please contact us at (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacounty.gov">trash@pw.lacounty.gov</a>.</p>
79	<p>As someone who disliked having my trash collected before 6am, I can attest that the UWS trucks are quieter.</p>	<p>Thank you for your comment.</p>
80	<p>I have 2 homes on my 1 property with a tenant in one and me owner-occupied in the other. I've previously been provided cans for each and I wasn't charged twice. But we haven't received enough. Please advise.</p>	<p>We have shared your request for additional carts with UWS. Please contact us at (888) CleanLA/(888) 253-2652 or email <a href="mailto:trash@pw.lacount.gov">trash@pw.lacount.gov</a> if you have not received your carts.</p>