

EXCLUSIVE COMMERCIAL FRANCHISE

FREQUENTLY ASKED QUESTIONS AND ANSWERS

Q: When will my new solid waste collection services start?

A: While the start date for new services may vary depending upon service area most service areas are scheduled to begin on October 1, 2022. Some customers in the Foothills service area may start on September 1 or November, and notifications are being sent separately. Additionally, the roll-out of the new recycling and organic waste containers may vary from one area to another. Your new waste hauler will also reach out to you directly with your start of service date including details.

Q: Who does this new service apply to?

A: This new service applies to the following customers in unincorporated communities of Los Angeles County:

- Commercial businesses
- Multifamily premises of 5 units or more
- Any size multifamily premises with any dumpster service including a hybrid of dumpsters and carts
- Certain residential properties with dumpster collection services for trash, recycling, and/or organic waste services

Q: Does this apply to all Single-Family homes?

A: No, this does not apply to all single-family homes. This only applies to single-family homes that utilize trash dumpster (metal bin) collection services.

Q: If I am a resident in a single-family home and need a dumpster for green waste and plastics carts for trash, do I have to use the commercial waste hauler?

A: Yes, all dumpsters or bins are only provided by the commercial waste hauler. Residential waste haulers do not provide dumpsters or bins other than for manure only. However, you may consider utilizing multiple green waste carts from the residential hauler in lieu of a dumpster, which may be more cost-effective.

Q: Will tenants of multifamily units be penalized if the property manager and/or landlord does not arrange for organic waste collection?

A: No, tenants will not be penalized. The County and your waste hauler will work together to conduct site visits to ensure multifamily properties subscribe for services and tenants have access to organic waste collection services. This includes working alongside your property manager and/or landlord to ensure all tenants have access to the required organic waste collection service.

Q: *Why is transitioning to an Exclusive System necessary?*

A: Effective January 1, 2022, Senate Bill 1383 requires all jurisdictions in the State to provide organic waste collection services to residents and businesses to divert organic waste from landfills. Transitioning to an exclusive system is essential to comply with State law as it creates standardized monitoring and reporting required to meet State law. This system enables the County to ensure that the waste hauler provides:

- High quality customer service
- Strong customer relationships through a customer-centric approach
- Efficiency in collection routes
- Fewer collection trucks on the road
- Less traffic and pollution
- Less road wear and tear
- Uniform rates where customers will have competitive prices for the services without having to shop around and negotiate.

Q: *Do we have a choice of going with another waste hauler?*

A: No, not for regular trash collection service. You may only use your exclusive commercial franchise waste hauler who is designated to provide service in your area. However, there is an exception for the collection of Construction and Demolition debris which may be provided by any of the County's Non-Exclusive Commercial Franchise waste haulers. You also have the option to self-haul. Self-hauler registrations are expected to be available later this year, as early as October, on the [CleanLA](#) website.

Q: *How was the new waste hauler selected?*

A: The County utilized a competitive process in selecting a waste hauler. All waste haulers were given the opportunity to submit proposals to the County. The proposals were evaluated using criteria such as proposed rate, work plan, experience, financial strength, and other factors. The competitive bidding and evaluation process ensures transparent quality service to all customers at competitive rates.

Q: *What will my new rate be under the new exclusive commercial franchise contract?*

A: Rates vary based on the level of services selected. However, the waste haulers cannot charge any more than the rates that have been approved by the County. If additional services are requested such as Roll-out/Scout service, extra service fees will apply. Senior (65+) residents that meet the criteria for a Senior Discount may receive 25 percent off for services. Rates will be detailed in a Customer Subscription Order Form which will be mailed to you by your waste hauler in your welcome packet prior to the start of service. Rate information for each service area can also be found on our Commercial Franchise System webpage:

pw.lacounty.gov/epd/swims/Businesses/CommercialFranchiseSystem.aspx.

Q: *Where can I find the map that shows the eight exclusive service areas?*

A: The service area map is available on our webpage:
pw.lacounty.gov/epd/swims/Businesses/CommercialFranchiseSystem.aspx.

Your waste hauler Welcome Packet will also show the service area in which your property is located.

Q: *Will you provide an in-home food waste container, and can I get more than one?*

A: Yes, your waste hauler will provide an in-home kitchen pail for collecting food waste for residential and multifamily occupants (limit 1 per unit). Additional containers are available upon request for an additional cost. Containers will be provided to property managers to distribute to their tenants. You can utilize your own container if that works best for you.

Q: *Can I request a new kitchen pail for tenants each time a tenant moves in?*

A: Yes, you may request additional kitchen pails from your waste hauler for an additional cost. Tenants are encouraged to use their own food waste container as well.

Q: *What if I don't have much organic waste?*

A: Residents and business may have the contents of their trash checked for any low amounts of organic waste. Those who qualify may apply for a De Minimis Waiver from organic waste collection services. However, the State's threshold is very low, and it is expected that residents and most businesses will NOT qualify for a waiver. Details on the thresholds can be found on the [waiver guidelines](http://pw.lacounty.gov/epd/cleanla/OrganicWaste.aspx). Waiver applications are expected to be ready later this year, as early as October at:
pw.lacounty.gov/epd/cleanla/OrganicWaste.aspx

Q: *Are there any additional waivers or exemptions available?*

A: Yes, other than the De Minimis Waiver mentioned above, a business or residential property owner may apply for a Physical Space Waiver if they do not have adequate space for a separate organic waste container. Additional details can be found on the [waiver guidelines](http://pw.lacounty.gov/epd/cleanla/OrganicWaste.aspx). Waiver applications are expected to be ready later this year, as early as October, at pw.lacounty.gov/epd/cleanla/OrganicWaste.aspx.

Q: *Who will be granting the waivers the County or the waste hauler?*

A: The waivers will be reviewed and issued by the County. Waiver applications are expected to be ready later this year as early as October. Please check our website for updates.

Q: Will manure need to be source separated from trash?

A: Yes, manure must be collected in a separate manure waste container and manure containers are available upon request, at an additional cost.

Q: Will there be any training or educational materials available to train others on what materials should be discarded in the organic waste container?

A: Yes, site visits and waste assessments will be conducted to provide education and outreach materials about your collection containers. Additionally, there are recorded community meetings on the [Clean LA](#) website specific to your waste hauler's service area. We also encourage you to visit fightfoodwastela.org to learn more about organic waste management. The flyers below are also available for your use:

- [Single Family Residence Flyer](#)
- [Multifamily Residence Flyer](#)
- [Business Flyer](#)

Q: Will plastic bags be allowed?

A: The use of plastic bags is highly discouraged as it creates a challenge to ensuring food waste is correctly processed and composted. However, if you must use plastic bags for the collection of food waste, it is best to use biodegradable trash bags certified by the Biodegradable Products Institute (BPI) which have the BPI logo. BPI bags are made from compostable co-polymers typically derived from corn or other sugar generating plants.

Q: Why is my rate increasing?

A: To comply with new State mandates for organic waste, the County solicited new contracts which include the separate collection of organic waste as mandated by the State. In addition to dedicated organic waste collection services, the new contracts include standard recycling, which the previous contracts did not explicitly provide.

The County's selection and evaluation process included awarding contracts to waste haulers with the lowest rates that include organic waste collection. Waste haulers will work with each customer to provide the appropriate number and sizes of containers, including considering container space constraints. Additionally, the new rates include increased bulky item collection services.

Single-family residents and multifamily premises of 4 units or less may consider switching from dumpster (metal bin) service to cart services under the residential franchise service. To find out who your residential franchise waste hauler is, visit: <https://pw.lacounty.gov/epd/swims/Residents/>

Q: *Can the customer negotiate the rates with the waste hauler?*

A: The County utilized a competitive process including negotiations to ensure the lowest rates. The waste hauler cannot charge higher rates than the negotiated rates which will be detailed in a Customer Subscription Order Form which will be mailed to you by your waste hauler in your welcome packet. Rate information can also be found on our Exclusive Commercial Franchise webpage:
dpw.lacounty.gov/epd/swims/Businesses/CommercialFranchiseSystem.aspx.

Q: *How will the County handle rate increases? Will there be a cap on how much the waste hauler can increase rates?*

A: Waste haulers will only be allowed to increase rates once a year. The County has a rate increase review process and will adjust the rates according to the average annual published Consumer Price Index, for Trash and Garbage Collection. The maximum rate adjustment allowed is 5 percent.

Q: *Why do I need to pay separately for roll-out and/or scout service, shouldn't it be included in my trash rate?*

A: Roll out and scout service is an extra service that involves moving your bins from an on-site location to an area from which it can be collected by the waste hauler's regular trash truck.

The County thoroughly evaluated the pros and cons of including roll-out and scout service into the trash rate and determined the most equitable solution for all customers is to have these services charged as a separate cost. This is because roll-out and scout are unique additional services that not all customers need to utilize.

Customers who utilize roll-out or scout services may shop for and obtain these optional roll-out or scout services with any other contractor that is able to move the collection containers where the hauler can service them. If a third-party is utilized, the customer is responsible to ensure roll-out timing is in alignment between the third-party and their waste hauler.

Q: *How soon can the waste hauler pick up a missed pick up?*

A: If a customer or occupant notifies their waste hauler of a missed collection, then the waste hauler will need to collect at no additional charge within the following timeframes:

No later than 6 p.m., on the day of service if it receives the complaint by 12 p.m., or on the next service day if the complaint is received after 12 p.m., on the day of service.

Q: *How can I contact the County if I have any additional questions?*

A: If you have any questions regarding this new service, you may call our franchise hotline at 1(888) CLEAN LA (253-2652), Monday through Thursday, 7 a.m. to 5:30 p.m., or e-mail CommercialFranchise@pw.lacounty.gov.