

Contact Information

Neighborhood Council: Historic Highland Park Neighborhood Council

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The Board approved this CIS by a vote of: Yea(7) Nay(2) Abstain(4) Ineligible(0) Recusal(0)

Date of NC Board Action: 09/07/2017

Type of NC Board Action: Against unless Amended

Impact Information

Date: 09/12/2017

Update to a Previous Input: No

Directed To: City Council and Committees

Council File Number: 10-1797

Agenda Date:

Item Number: 17

Summary: The Historic Highland Park Neighborhood Council calls on the City Council to:

- (a) put the roll-out on hold until stakeholder concerns can be evaluated and addressed;
- (b) mandate franchisees document they have both the equipment and resources necessary to provide the timely and satisfactory services to ALL their customers before continuing the rollout;
- (c) provide ALL customers of the new franchisees appropriate education on what the intent of the new regulations are and how they can manage their waste to keep their fees close to those they paid under their previous service providers;
- (d) ensure that condo owners, apartment owners and businesses throughout Los Angeles are charged appropriately for the services contracted and that those payments do not exceed those for equivalent services paid by single-family homeowners;
- (e) establish more effective and timely oversight of the franchisees in general;
- (f) set up a complaint line separate from the 311 call center for now to ensure issues are properly addressed until the transition is complete to customer satisfaction;
- (g) re-open the fee schedule approved by the City Council that involved outside consultants and include stakeholder input through the Neighborhood Council system; and
- (h) convene a panel to include Department of Sanitation personnel with requisite experience and concerned stakeholders as well as waste hauler representatives as needed to address issues.

NOTE: This site will NOT let me post the full letter as an attachment. Will repost when it will