

DIRECT the Bureau of Sanitation - in consultation with the recycLA service providers, the City Attorney, and other City departments, as appropriate – to address the following areas of concern:

1. SERVICE RELIABILITY AND QUALITY

- a. Develop a weekly recycLA contractor service delivery performance report with indicators of missed or deferred collections and the status of customer service complaints, and make this report available on LASAN's website and provided to each Council Office.
- b. Request the service provider to submit ongoing reports of their outreach and education staffing levels and what they are doing to increase the effectiveness of recycling efforts and ensure 100% completion of waste assessments.
- c. Immediately notify an affected Council Office whenever the Bureau of Sanitation services a specific customer account as a result of missed or deferred collections by the service provider, including steps taken to ensure cost recovery by the City.

2. PRICING

- a. Report back on the current recycLA rate structure, the valuation process used to ensure rates are reasonable and appropriate, and report on any recommendations or options to allow for their periodic review and adjustment.
- b. Clarify the rules for the applicability of all EXTRA SERVICES in a series of findings, subject to approval by the Board of Public Works.
- c. Complete an audit of the final billings of each hauler after full program implementation and assess whether the rates need to be adjusted to take into account customers that weren't assumed in the original pro-formas that were the basis of the current rate structure
- d. Report back with recommendations to develop alternative rate structures, exemptions, or otherwise mitigate any financial or operational effects of recycLA program rates and requirements on RSO units and buildings or affordable housing developments.
- e. Determine the feasibility of a bin sharing option for customers to reduce costs and develop as necessary, administrative procedures and guidelines to ensure program viability.

- f. Request the service providers to allow additional no-cost graffiti removal for customers, particularly in instances where bins have been relocated to avoid distance or access charges, but are now placed in more vulnerable locations.

3. CUSTOMER CHALLENGES AND DISPUTES

- a. Take appropriate steps to enforce compliance of recycLA service provider contracts by ensuring immediate implementation of Section 4.1 Contractor Call Center, which states that notifications shall be made to the CUSTOMER using their preferred method of communication
- b. Report back on the current dispute process, the role and level of involvement of LASAN, and options to make the customer dispute process more transparent, such as establishing a recycLA ombudsperson to provide individual customer level support and advocacy.
- c. Establish a “recycLA Multi-Family Working Group” to address logistical issues and challenges for multi-family residential properties experiencing difficulties in incorporating recycLA bins and equipment into their buildings.
- d. Provide guidance to all customers on the placement of bins in the right of way to ensure ADA access and avoid negative aesthetic impacts in neighborhoods.

4. ONGOING TRANSITION AND NEXT STEPS

- a. Instruct the Bureau of Sanitation to provide monthly updates to the Energy, Climate Change, and Environmental Justice committee, including:
 - i. An accounting of the number of newly created accounts, the size of those accounts, any additional service or facilities costs that may be incurred by the City or its haulers to meet the additional demand.
 - ii. An analysis of services currently being charged by waste haulers by customer class.
 - iii. An analysis of customers’ monthly waste hauling bills broken down by customer type and assessing the proportion of the bills that are comprised of additional service fees.

- iv. Progress towards addressing concerns unique to the Equestrian community
 - v. Any actions taken or anticipated to ensure contract compliance, including notices to the service providers, the imposition of liquidated damages, and any other efforts.
-
- b. Develop and implement a tenant focused on-site education and outreach program to ensure maximum recycling and service cost reduction.
 - c. Establish an environmental benefits dashboard with quarterly updates on progress being made towards the environmental objectives of the program.
 - d. Review all upcoming program milestones and elements and report with an action plan to ensure a smoother implementation of upcoming program elements.
 - e. Work with the Bureau of Street Services to ensure coordination of recycLA curbside bin removals with street cleaning schedules
 - f. Work with the Department of City Planning to ensure that recycLA service providers' pickup schedules for businesses are compliant with Conditional Use Permits requirements for trash pickup dates and times, where applicable.

Date: 2/6/18
Submitted in ECCE Committee
Council File No: 17-0878-S1, S2 & S3
item No. 1
~~Deputy~~: CW Martinez
recommendations