

# recycLA

Make  
waste  
history

## Progress Report recycLA Transition

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[lacitysan.org/recycLA](http://lacitysan.org/recycLA)



# recycLA Program Goals- Accomplishments

Category	RFP Goals	Contract Provisions	Progress as of January 2018
Environmental - Improve Air Quality	<ul style="list-style-type: none"> <li>• Clean fuel vehicles instead of diesel</li> <li>• Eliminate unnecessary truck traffic</li> <li>• New state of the art facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Requires use of clean fuel heavy duty vehicles</li> <li>• Efficient Routing to eliminate crisscrossing of vehicles</li> <li>• Facility certification</li> <li>• Verification of permit compliance, including health &amp; Safety</li> </ul>	<ul style="list-style-type: none"> <li>• 395 near zero-emission heavy duty vehicles purchased</li> <li>• Haulers will optimize both black bin and blue bin routes after reaching steady state</li> <li>• Facility certification to be submitted to BPW in February 2018</li> </ul>
Diversion from landfill	<ul style="list-style-type: none"> <li>• Meet Zero Waste goal of 90% Diversion by 2025 as outlined by LA's 1st Sustainability pLAN</li> <li>• Ensure sufficient facility processing capacity to meet local and State regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Every Businesses and multifamily building in the City will receive a Waste Assessment</li> <li>• Require recycling education</li> <li>• Investments in reuse organizations to increase activities in recycLA and food rescue</li> <li>• Ensure compliance with AB 341 – Mandatory Commercial Recycling</li> <li>• Ensure compliance with AB 1826 - Mandatory Organics Recycling</li> </ul>	<ul style="list-style-type: none"> <li>• Over 52,000 waste assessments completed to-date</li> <li>• Over 1 million cubic yards of Blue Bin service weekly – so far</li> <li>• Planned \$200 million in new infrastructure investment – primarily processing capacity</li> </ul>

# recycLA Program Goals – Accomplishments

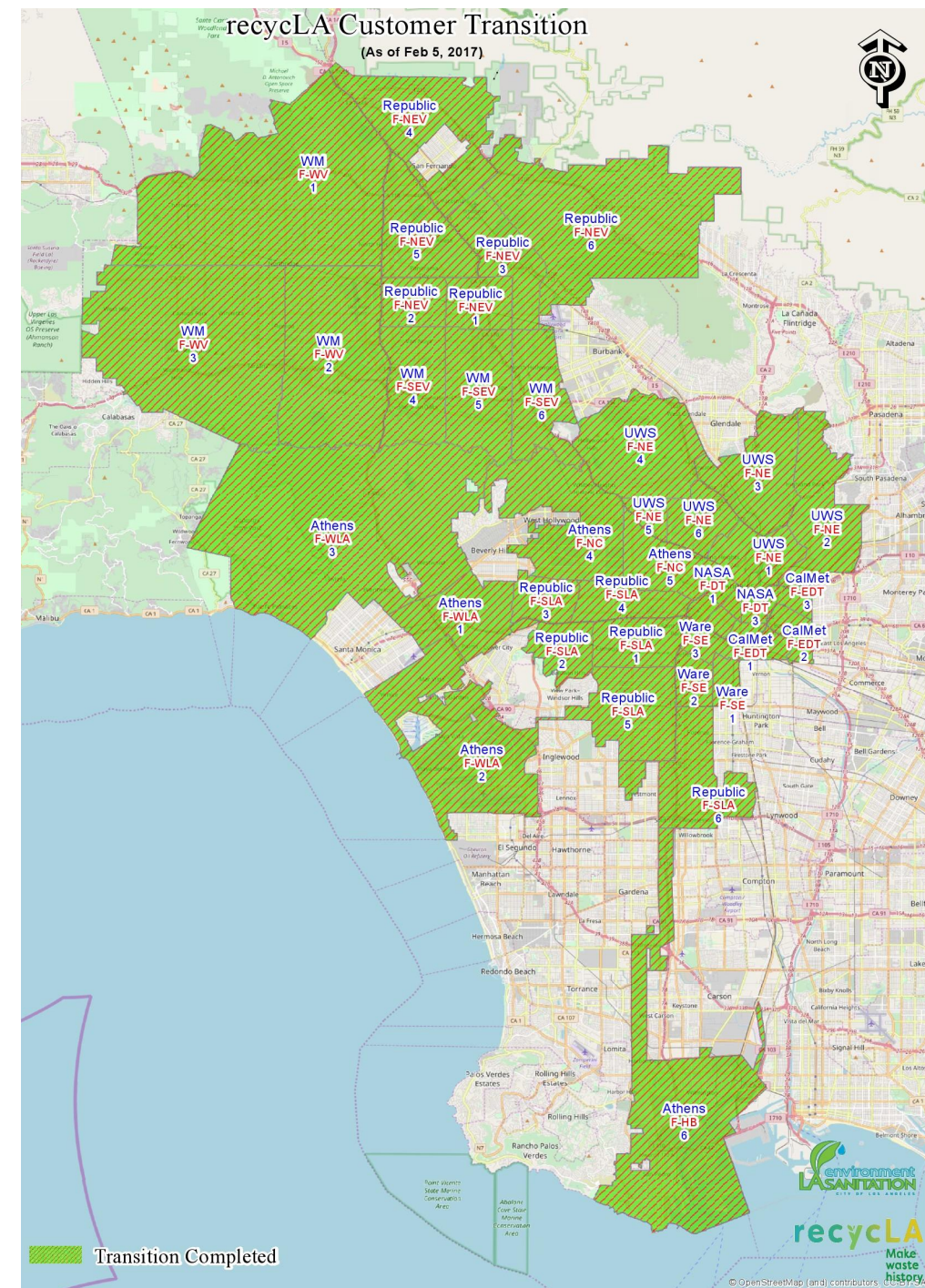
## Continued

Category	RFP Goals	Contract Provisions	Progress
Customer services	<ul style="list-style-type: none"> <li>24/7 Customer Service and Dispatch Center</li> <li>Ensure equitable and uniform customer rates</li> </ul>	<ul style="list-style-type: none"> <li>Connection of recycLA service provider customer care centers to LASAN</li> </ul>	<ul style="list-style-type: none"> <li>24/7 CCC with Dynamic Data analysis to track progress and operational changes</li> </ul>
Rates	<ul style="list-style-type: none"> <li>Fair &amp; Transparent</li> </ul>	<ul style="list-style-type: none"> <li>Negotiated rates set by contract</li> <li>Increases and extra charges explicitly stated in contract</li> <li>Rates covers environmental, labor, and social programs that are important to the City</li> </ul>	<ul style="list-style-type: none"> <li>recycLA rates rolled out.</li> </ul>
Labor	<ul style="list-style-type: none"> <li>Improve working-conditions by ensuring safe, good, green jobs for solid waste workers</li> </ul>	<ul style="list-style-type: none"> <li>Requires Benefits ( Boot allowances, uniforms, medical, dental, etc.)</li> <li>Safer work environment for employees</li> </ul>	<ul style="list-style-type: none"> <li>Created over 900 jobs directly supporting recycLA</li> </ul>



# Where Are We Now?

Sub Zone	City Notification Letter	Customer Site Visit	Billing Sent for Customers with Signed SA's	Service Begins For Signed Customers	Billing Sent for Auto-enrolled Customers	Service Begins for Auto-Enrolled Customers
1	Completed June	Completed July	Completed July-Aug	Completed Aug 1st	Completed Aug-Sept	Completed Sep 1st
2	Completed July	Completed Aug	Completed Aug-Sept	Complete Sep 1st	Completed Sep-Oct	Completed Oct 1st
3	Completed Aug	Completed Sep	Completed Sept - Oct	Completed Oct 1st	Completed Oct-Nov	Completed Nov 1st
4	Completed Sep	Completed Oct	Completed Oct-Nov	Completed Nov 1st	Completed Nov-Dec	Completed Dec 1 <sup>st</sup>
5	Completed Oct	Completed Nov	Completed Nov-Dec	Completed Dec 1st	Completed Dec-Jan	Completed Jan 1st
6	Complete Nov	Completed Dec	Completed Dec-Jan	Completed Jan 1st	Completed Jan-Feb	Completed Feb 1st



# Transition Effort

- Service level changes to most of the 71,000 customers over the last 7 months
  - Addition of Blue Bins, or
  - Changes in Black Bin service, or
  - Both Black and Blue Bin changes/additions
- RSPs reported that nearly every route has been changed or modified
- LASAN required the RSPs to attempt to contact 71,000 at minimum of 5 times
- Bins will be colorized for uniformity

# Service Requests

- LASAN can track multiple Service Requests (SR) from customers or the RSP
  - Bin Requests, Billing Inquires or Service Not Complete (SNC)
- All SRs for SNC from July – Dec were treated as missed collections
  - SNC could include service issues from: Duplicate SRs, Blocked containers, customer confusion (unaware of collection day)
- Beginning January 2018 RSPs can differentiate between different types of SNCs

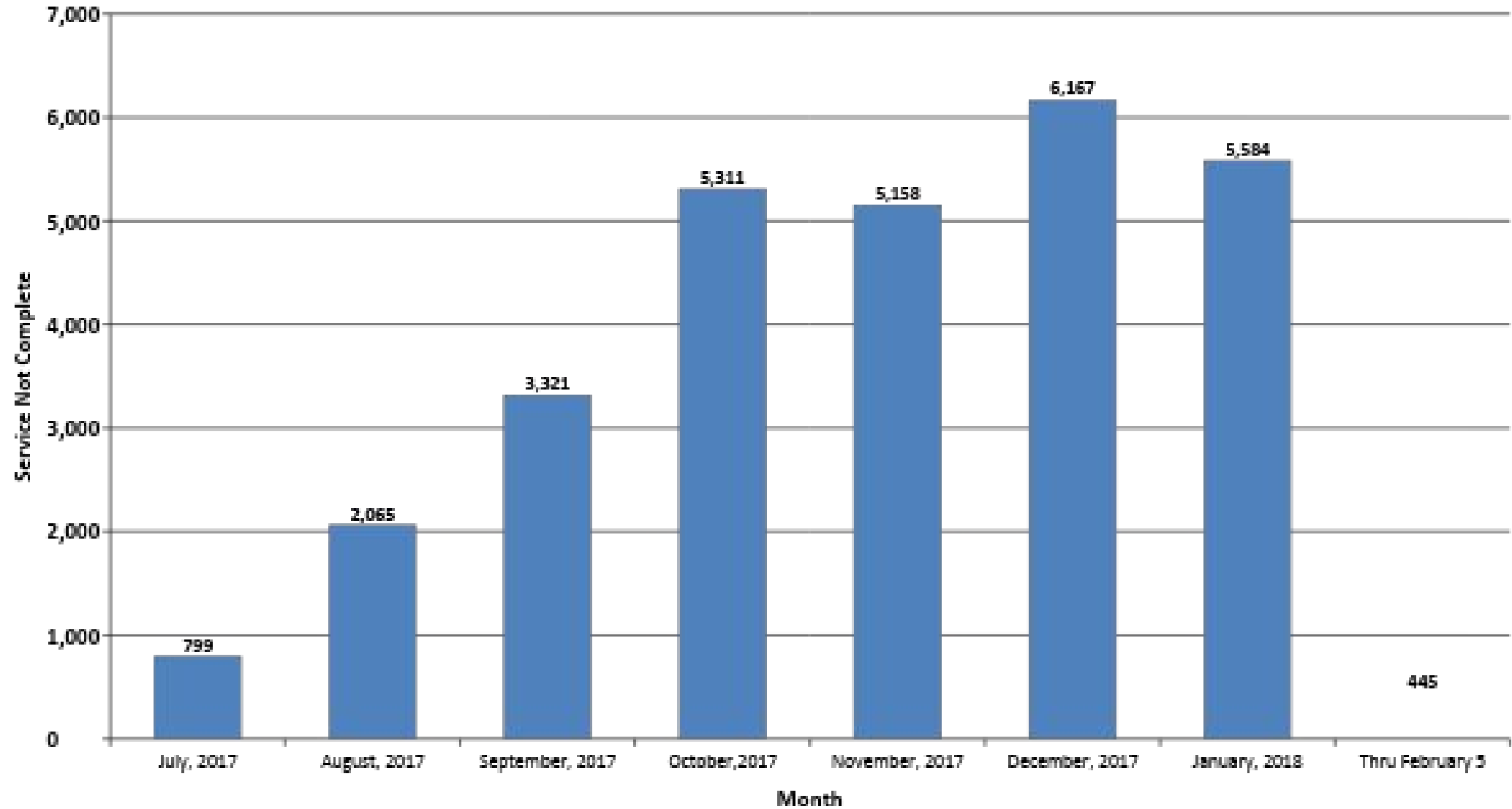


# Missed Collections Root Causes

- Customers reported to LASAN that they had tried to call their RSP for missed collections, did not receive service, and indeed only called LASAN after several weeks without service, when the situation impacted their business, tenants or residents.
- RSPs reported that their initial staffing assumptions were low.
- RSPs reported the needed vehicles for collection, scouting bins, and for bin delivery and exchanges were also higher than anticipated.
- Residents were not aware of changes to collection frequency and schedule by apartment owners and managers, for both the black and blue bins, creating confusion and generating additional service requests.
- System errors and operator errors that caused service requests to be closed without service rendered.
- Collection and scout drivers had to learn or re-learn service routes and particular customer needs.

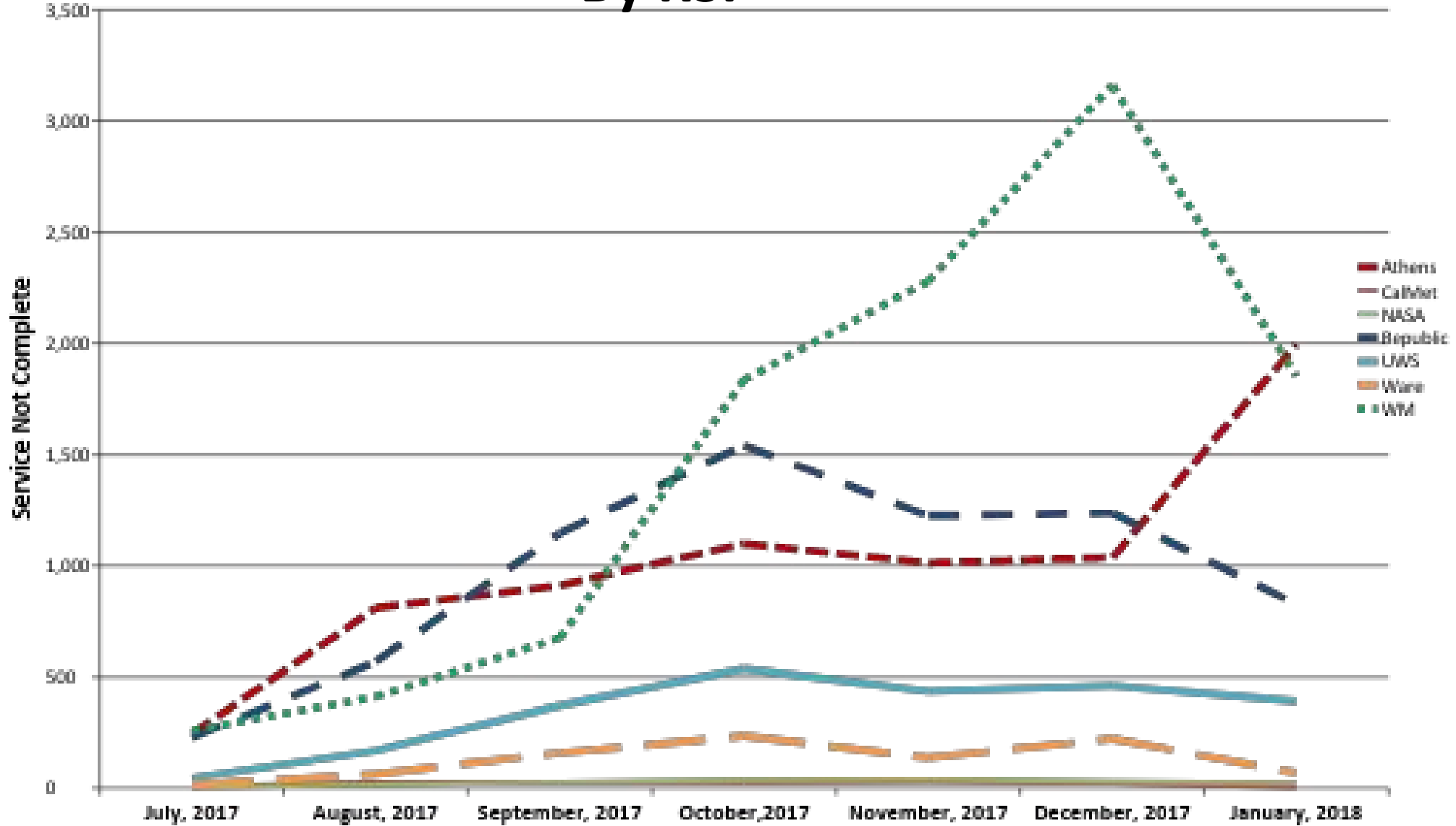
# Service Not Completed

SNCs July 1st, 2017 thru February 5th, 2018



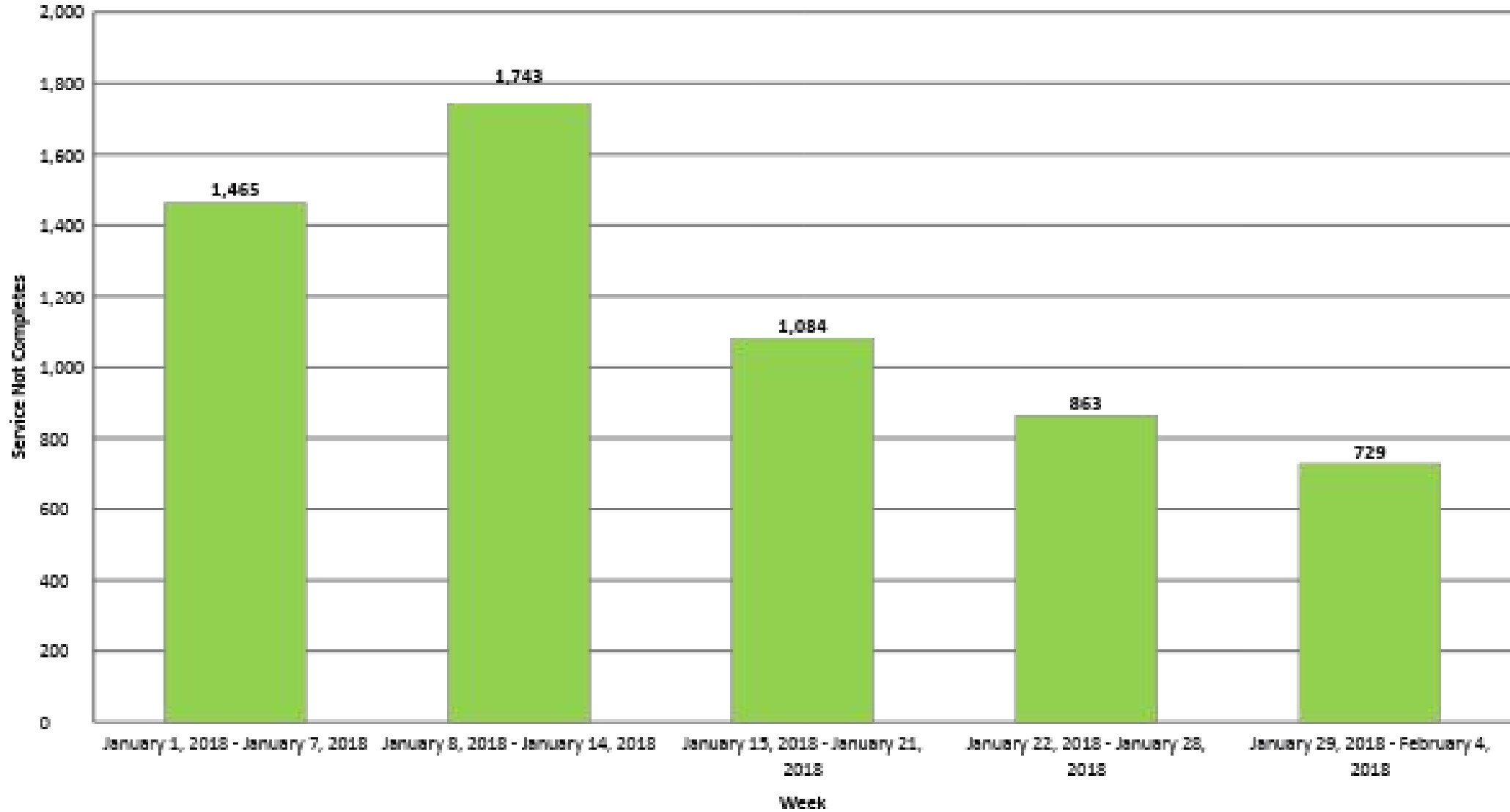


# Service Not Complete Service Requests By RSP



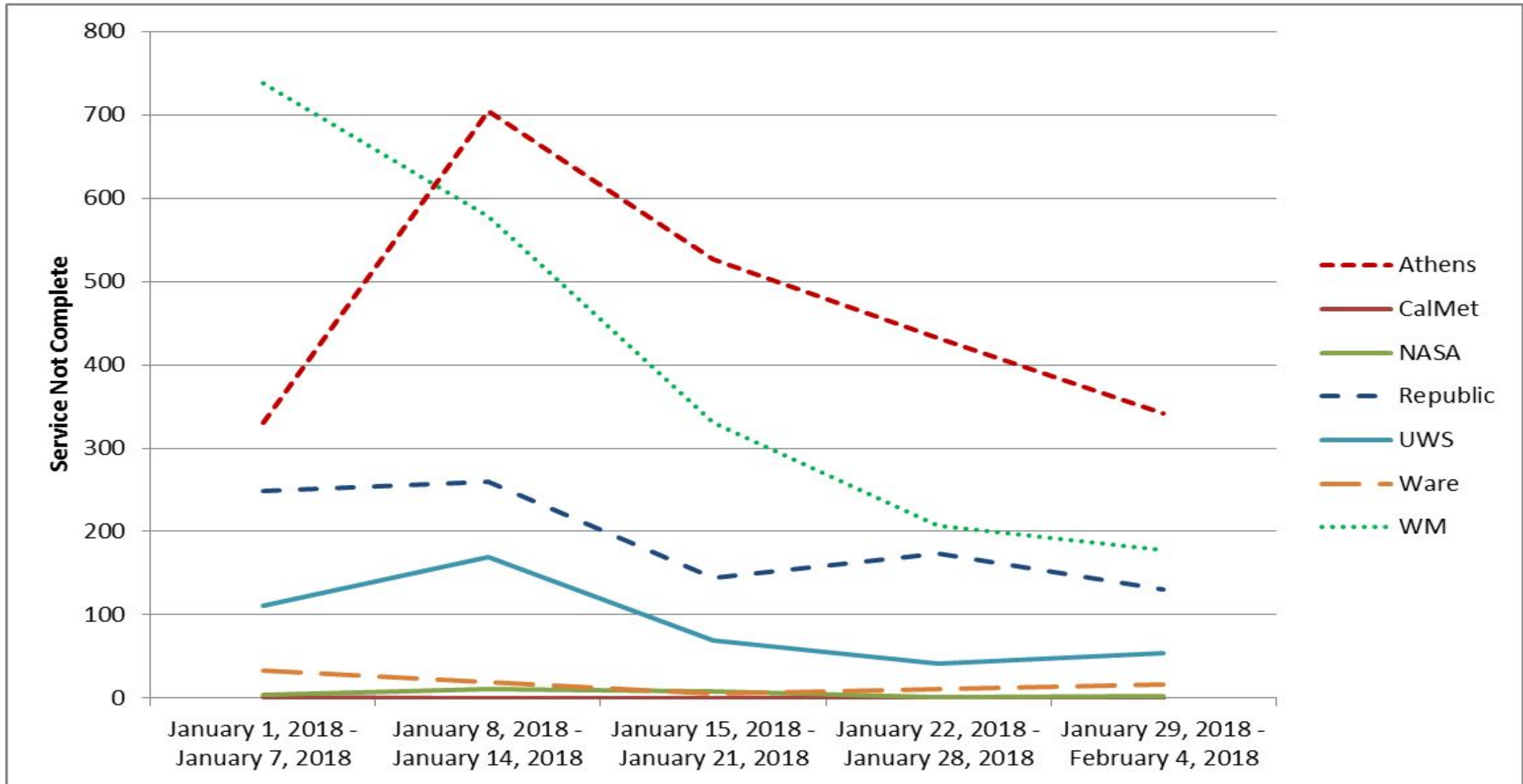
# January Missed Collections

SNCs January 1 thru February 4th, 2018



# Service Not Complete

## January– By RSP



# Rates

- Bill increases partially due to unsustainable low base rates and partially due to extra service fees
- Still are working through issues that can help reduce rates
  - Working with customers that have refused to accept recycling
  - Working with customers that have not engaged with their RSP to right size their account
- 33% of all accounts pay an access and/or distance fees
- Extra service fees make up 40% or more of bills for 8% of all customers
- During the implementation phase found some inconsistent application of the extra service charges by RSPs.

	Total Accounts Billed	Accounts Billed Without Fees	Accounts Billed With Fees	Accounts Billed With Only Access Fees	Accounts Billed With Only Distance Fees	Accounts Billed With Access and Distance Fees
Athens	18,274	62%	38%	26%	6%	6%
CalMet	1,261	87%	13%	9%	3%	1%
NASA	1,593	70%	30%	23%	3%	4%
Republic	15,269	56%	44%	31%	5%	9%
UWS	5,509	71%	29%	18%	7%	4%
WM	13,429	84%	16%	8%	5%	3%
Grand Total	55,335	67%	33%	22%	5%	6%

# LASAN Active Roll In Billing Review

## **Contract Terms**

- Customers initiate billing disputes
- Customers contact RSP directly or LASAN CCC
- Service Providers responsible for resolving disputes or answering inquiries
- LASAN handles appeals from recycLA customers

## **LASAN Develops a Proactive Approach**

- LASAN Billing Strike Team
  - Review Auto-enroll notices
- LASAN Billing Unit
- LASAN online billing inquiry/dispute process



**THANK YOU**