

MOTION

In July 2017, the Los Angeles Bureau of Sanitation ("LASAN") launched an ambitious new program, RecycLA, designed to dramatically increase recycling, move Los Angeles toward its zero waste goals, ensure fair pricing, improve service, and enhance working conditions. The program was also launched to meet recycling and waste diversion requirements mandated by the state. The program is laudable and well-intended, but its implementation has faced severe service challenges.

Since the initial rollout of RecycLA program, City Council offices have been inundated with calls and correspondence from small businesses, landlords, and homeowner associations. They've expressed a thread of complaints and confusion regarding sudden and sharply increased costs, confusing new fees and surcharges and inaccurate bills. Their concerns also include frequent and repeated lack of service, lack of notice and widespread poor customer service from the waste haulers.

In the four months since RecycLA launched, these problems have not improved. In some cases, delayed or missed collections have led to customers receiving warnings or citations from the Los Angeles County Department of Health. In addition, these customers continue to complain of rates that have doubled, tripled, or even quadrupled.

The City must take significant steps to improve the program so that it meets its stated goal of offering "customer-friendly and efficient waste and recycling services to all commercial and industrial businesses, institutions, and large multifamily buildings." The City must explore all possible ways to reduce or minimize costs for customers.

I THEREFORE MOVE that the Los Angeles Bureau of Sanitation ("LASAN") immediately provide a comprehensive report, presentation, and recommendations to the City Council that address the following with regard to the RecycLA program:

- The identification of extra service charges and how they are calculated and applied by waste haulers; including 100+ foot rollout charges and the justification/determination of the Point A to Point B factor used by waste haulers;
- The feasibility of reducing/eliminating extra service charges for distance, access, and the unlocking of gates;
- The feasibility of apartment buildings sharing bins to lower costs; and
- LASAN's ongoing responsibilities for ensuring that billing errors and disputes are resolved in an equitable and timely manner.

I FURTHER MOVE that LASAN immediately report on the development of a more robust and expansive Citywide outreach effort to promote recycling through the RecycLA program; and potential customer incentives for waste reduction and recycling.

I FURTHER MOVE that LASAN, in consultation with the City Attorney, and Board of Public Works, and other relevant City departments, provide a comprehensive report to the City Council that provides the following with regard to the RecycLA program:



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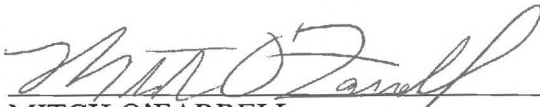
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- Options available for the City to assess additional penalties, including financial penalties, on waste haulers that fail to provide a reasonable level of service pursuant to their contractual obligations:
 - Any violation to the terms of the hauler contracts;
 - Delayed hauler transition and/or missed pick-ups,
 - Delayed or rescheduled initial waste assessments,
 - Delayed initial delivery of blue, green, or black bins;
 - Inaccurate billing statements; and
 - Bill credits to account for billing and service errors.

PRESENTED BY:

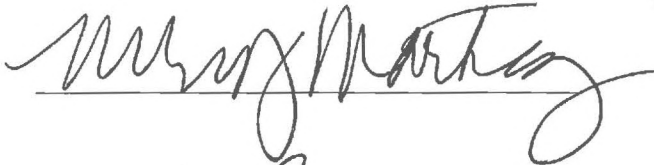


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