

Contact Information

Neighborhood Council: NC Valley Village

Name: Anthony Braswell

Phone Number: [310-423-4472](tel:310-423-4472)

Email: Anthony.Braswell@cshs.org

The Board approved this CIS by a vote of: Yea(14) Nay(0) Abstain(0) Ineligible(0) Recusal(0)

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Impact Information

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Directed To: City Council and Committees

Council File Number: 18-0878-S2

Agenda Date:

Item Number:

Summary: Neighborhood Council Valley Village requests that the city review the RecyclLA agreements and determine whether to proceed with taking necessary steps to terminate the individual contracts for substantial failure in service.

Neighborhood Council Valley Village (NCVV) has received stakeholder complaints regarding implementation of the Franchise Service Provider (FSP) program for trash collection, and multiple stakeholders have presented public comment to our Board.

NCVV expresses a high level of concern and frustration with the Franchise Service Provider ("FSP") program implementation. Rates have risen dramatically, service has decreased significantly, and providers are not communicating with our stakeholders. NCVV moves that the city eliminate this monopolistic program that reduces competition and has resulted in higher costs and lower quality services for our stakeholders. Further NCVV asks that the City of Los Angeles immediately take the following measures:

1. To offset the precipitous escalation of trash collection fees during the approximately 2 year period between the original announcement of the FSP program and its implementation, roll back the first year trash collection fees that can be charged by FSP franchisees to 2015 levels for properties affected by FSP program.
2. Establish and impose quality of service standards with respect to FSP franchisees that ensure service commensurate with the service levels that existed in 2015 for properties affected by FSP program, and develop, implement and support enforcement procedures to ensure compliance therewith;
3. Develop and implement a complaint system for affected stakeholders whereby they can report violations of the foregoing rates and service levels; and,
4. Periodically report to the NCs and other groups/associations on FSP program and the implementation and enforcement of the foregoing measures