

WORKSHOP THEMES

1. Desire for improved recycling outreach and public education
2. Desire for larger residential recycling and green waste containers
3. Concern over control of franchisees and audits
4. Desire for enhanced bulky item collection services, particularly at multi-family buildings
5. Interest in retaining and increasing residential discounts
6. Questions regarding the handling of e-waste and other HHW, and desire for improved access to HHW disposal services
7. Mixed response to diaper recycling
8. Some interest in a reduced rate for low-volume generators



RESIDENTIAL WORKSHOP COMMENTS

Participant Comments	Consultant Notes
1. Residents reiterated many times that the key to recycling is education.	The new contract will significantly enhance recycling outreach requirements.
2. Residents commented that good recyclers recycle more than they dispose.	Larger recycling cart will increase residents' ability to recycle.
3. The preference for larger recycling containers was unanimous at the September 30th workshop.	See #2 above.
4. Residents inquired about having volume-based rates, in which residents are charged more or less depending upon their selected refuse cart size. Some residents were particularly interested in a "small generator" rate for residents using a 32-gallon cart.	A "mini-can" rate could be offered.
5. The 34-gallon recycling container used was considered too small.	The proposed new contract terms include a 64- or 90-gallon recycling cart and additional carts at no additional charge in order to provide residents with as much recycling capacity as they can use. According to a Waste Management representative, recycling increased 50% in the pilot program area when the city transitioned from a 34-gallon recycling barrel to a 64-gallon wheeled recycling cart.



RESIDENTIAL WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
6. Can customers receive a reduced rate on green waste bin service? One or two green waste containers are insufficient in rural areas, where brush must be removed regularly, and the hauler charges for the collection of additional bundles (beyond a minimum collected at no additional charge.	A reduced green waste bin rate will be offered, with free disposal of residential bundled green waste.
7. Residents were concerned with the stability of solid waste containers in high winds and on hills. In particular, the 34-gallon recycling cans are blown away and the lids are lost.	The new contract will include minimum cart specifications and stability will be addressed. Cart lids will be attached.
8. Residents requested stickers on recycling containers indicating which materials were accepted.	This requirement will be in the proposed contract.
9. It was noted that currently all plastics, #1 through #7, are now accepted in the curbside recycling program.	This requirement will be continued under the new contract.
10. Recycling of overnight mailbags is available from Federal Express.	
11. A survey of workshop participants indicated that 80% of the attendees placed their carts in the street for collection. The other 20% placed them on the curb, but generally could move them to the street as well.	Proposal is to move all carts to street gutter where practical to increase route productivity and lower costs.



RESIDENTIAL WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
12. A resident indicated that the city is under a 1995 commitment to use a MRF to resolve other issues.	A MRF, either city-owned or contracted for by haulers, is expected to be used to process recyclables.
13. Which is better, to send all waste through a "dirty" MRF to sort out recyclables or to source-separate out recyclables prior to collection?	Diversion through the three-cart system should surpass diversion gained through sending mixed residential waste to a "dirty" MRF.
14. The city should encourage alternative disposal technologies.	The RFP will encourage proposers to propose innovative, costs effective technologies.
15. Some condominium and apartment customers felt that it was unfair that they do not receive the same bulky item collection services that single family dwellings receive.	Under the new contract, all residents would be entitled to the same bulky item services. These services will be increased to four free call-in collections per year, with three items collected at each pickup.
16. Holiday tree collection was added to the current contract as a service provided at no additional charge.	This service will continue under the new contract.
17. Will there be an ABOP facility (antifreeze, battery, oil, and paint drop-off site) provided?	Under the RFP, proposers will be asked to provide costs for the provision and operation of an ABOP facility as an optional service.
18. Residents would like more frequent access to household hazardous waste disposal events.	The RFP will request costs for a permanent HHW drop-off site.
19. Will the city continue to collect city litter cans under the new contract, or will it be assigned to a private hauler?	City staff is researching this issue.



RESIDENTIAL WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
20. A resident was concerned that collection trucks meet minimum age, cleanliness and other requirements.	The new contract will include specifications that collection vehicles must meet regarding age, cleanliness, operational safety, etc.
21. A resident was concerned about the scavenging of recyclables from the current recycling containers.	While scavenging may always exist, the new 90-gallon recycling carts may decrease this practice. Materials will be commingled in a heavier container, making it more difficult to scavenge.
<p>22. More public education is needed as customers are not aware of all of the current services available, such as:</p> <ul style="list-style-type: none"> - Residents may pre-pay for twelve months and receive the thirteenth month free - Bulk billing discounts for apartment and condominium complexes that receive one bill for multiple individually serviced customers - The \$1.50 monthly rate reduction for participating in home composting and generating no green waste in need of collection - Free compost is available to residents at the city's Arbor Day event. 	<p>New contractors will be required to provide regular public education regarding available services.</p> <p>The pre-payment discount will be continued.</p> <p>A percentage discount will be given to bulk billed customers under the new agreement.</p> <p>The home composting discount shall be retained under the new contract.</p> <p>Haulers will be asked to continue to provide compost made from city-generated green waste at the Arbor Day event.</p>



RESIDENTIAL WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
23. Residents expressed interest in discounts for senior and those on fixed incomes.	Under the proposed contract, this discount will be increased from 10% to 15% and will apply to seniors over 60 and low income households that qualify for lifeline telephone service.
24. A request was made for a discount for disabled customers.	A discounted rate may be difficult to administer. For example, in determining who would qualify, would it be the person in whose name the account was held, or any family member or resident in the home.
25. A recycling instructional video was suggested.	A public education video requirement will be included in the proposed contract.
26. A resident desired improved public education regarding what is or is not appropriate for bulky item collection.	The proposed contract will require such information to be provided on an ongoing basis in periodic mailings.
27. One resident was under the impression that newspapers must be bundled.	No source separation of individual recyclable commodities is required.
28. Invoices are currently payable by credit card. Residents inquired if this service were to remain available.	The new agreement will require this practice to continue.



RESIDENTIAL WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
29. Is it feasible for the city to take over the residential customer billing in order to reduce costs?	As there is no utility billing in the city, the method available for municipal billing would be for the city to place charges on the County Property Tax Roll. Currently, 14% of the cities in Los Angeles County use Property Tax Roll billing.
30. What is the feasibility of municipal collection service?	Less than 10% of the cities in Los Angeles County have public collection and usually only for residential services.
31. A resident suggested that, currently, quarterly billing in advance provides the hauler with a hidden profit.	If the contractor requirement for billing is specified in the RFP, then quarterly bill will result in lower rates rather than hidden profits.
32. Most workshop attendees expressed a preference for lower rates.	Customers that choose to pay annually in advance, receive the thirteenth month of service free of charge.
33. A diaper recycling program should at least be investigated in the RFP.	Proposers will be required to provide rates for diaper recycling as an optional service.
34. The city should try a diaper recycling pilot program.	The city is implementing such a program in November.



RESIDENTIAL WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
<p>35. A resident requested that there be a fixed income exemption from the diaper collection charge.</p>	<p>The senior and low-income discounts would already apply to this portion of the collection charge.</p> <p>According to the consultant's report on the diaper service, if adult incontinence products were to be included in the program, they would account for approximately one third of such diversion. Therefore, as a group, seniors could still use the service as much or more than the general population and are already receiving a discount on it.</p> <p>If implemented, the diaper service would be available to all residents, as it is used to increase the entire city's diversion rate to avoid penalties from the State.</p>
<p>36. Should the cost for the diaper recycling program be borne entirely by participants?</p>	<p>Who pays for the diaper recycling program is a public policy issue. The entire city benefits from the increase in the diversion rate. If the cost is only paid by those that participate, then the cost may be prohibitive for many individuals to participate.</p>



RESIDENTIAL WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
37. Is the Santa Clarita diaper machine the first of its type to be used in the United States? Was it a failure in Canada?	<p>Both the counties of Los Angeles and Ventura have looked at the technology, but found it to be cost prohibitive.</p> <p>According to a city interoffice memorandum, three Canadian cities participated in a pilot program with Knowaste. Each indicated that the technology worked well, but each city cancelled the contracts due to prohibitive costs.</p> <p>In one city participation was 65%, but accounted for only 1% diversion. The tipping fees reached \$150 per ton and several hidden costs came out after the program started, according to the Director of Public Works.</p>
38. A resident was interested in having the proposed new contract reviewed by the haulers and the public.	The proposed contract will be circulated to haulers, city staff and the city attorney for review. Also, those in attendance at the workshops will be sent notification that the draft contract is available for public review and that it may be obtained from the city.
39. A resident requested that a history of hauler violations be requested in the RFP.	The proposed contract includes significant disclosure requirements.
40. A resident requested that the new contract require the contractor to provide a "living wage."	The proposed contract will require payment of union scale wages or equivalent.



RESIDENTIAL WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
41. A longer contract term of 12 to 15 years was requested.	Collection vehicles' useful life is ten years, so the ideal contract term would be closer to ten years. The industry average is five to ten years.
42. There should be a fixed base rate for five years, with an annual cap on the rate increase thereafter. Rate adjustments should be based upon changes in labor, equipment and fuel costs. Extraordinary rate increases should be limited to increases in fuel costs. Contractors should be required to provide guaranteed fixed costs for disposal to avoid needing to audit internal landfill costs for landfill owners.	The recommended rate mechanism is currently under development.
43. Rate adjustment mechanisms should permit the rate to be adjusted down, as well as up.	The recommended rate mechanism is currently under development, but is expected to include this.
44. Residents considered the city's ability to audit haulers to be critical. Annual reports should be required and certified. Contractors should reimburse fees for audits.	The proposed contract includes requirements and mechanisms for accessing hauler records to confirm contract and fee payment compliance. Contractors would be required to reimburse audit costs if discrepancies over a specified amount are found.
45. Contractors should require bonding.	The proposed contract requires contractors to post performance bonds.



RESIDENTIAL WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
46. A complaint process and monitoring of resolutions to complaints should be required.	The proposed contract includes such requirements.
47. Concern was expressed that city rates are significantly higher than those in Compton are.	There are many components that account for a city's service rate and a direct comparison can be misleading. Based on a recent Los Angeles County survey, Santa Clarita's rate ranked 61st out of 67 cities that reported their rates. Some of these cities may subsidize residential rates.
48. How will the community support of the proposers be weighed in their evaluation?	<p>Community involvement is difficult to require and quantitatively measure under a collection contract. However, we will gain a feel for the level of community commitment a proposer generally offers through reference checks.</p> <p>A recycling revenue sharing fund administered by the City Council will be established under the new contract, whereby revenue from the sale of recyclables will be shared with the city for use in community project.</p>
49. An objective comparison of bids on a dollar-quantified basis should be considered.	This is our evaluation approach.



RESIDENTIAL WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
<p>50. One resident submitted the following written opinions:</p> <ul style="list-style-type: none"> - Strongly opposed a renewal option out of concern for a political influence in negotiations, necessity to negotiate new rates for the renewal period and inability to effectively audit the companies' profits. - Recommended three service areas with different expirations for each contract. - Any capital/recycling facilities shall be given or sold for a nominal fee to the city at the end of the contract for lease-back or sale to the next contractor. - City, not the contractor, shall track complaints. - City should receive regular fee payment and tonnage reports, with sufficient detail to verify numbers. - Haulers should be limited in their ability to wine and dine City Council and city staff. - City should have full audit rights. - City should have the ability to terminate the contract for non-compliance. - City should pay the hauler for city-generated trash. - Larger recycling and green waste containers with no limit on these types of waste. - Bulky items should include reasonable household-generated construction debris. - Haulers should have recycling receptacles available at city parks and city events. 	<p>The proposed renewal option would be for up to two years at the city's sole discretion. The contract would still dictate rates without need for negotiation. The contract includes audit provisions. A short, city-controlled extension may allow the city additional time, if necessary, to properly conduct a future competitive process or negotiation without having to negotiate such an extension at the end of the contract.</p> <p>Many of the requested service/contract terms are included in the recommended procurement strategy.</p>



MULTI-FAMILY WORKSHOP COMMENTS

Participant Comments	Consultant Notes
1. Customers would like recycling collection more frequently than once per week.	This service is available now and public outreach will be improved to ensure customers are informed.
2. A list of refuse and recycling services should be provided to customers periodically.	Under the proposed contract, hauler will be required to provide customers with a full list of service and billing options on a regular basis.
3. Customers would like a permanent drop-off site for household hazardous waste, so that they do not have to wait for the County events.	Costs for a permanent drop-off site are being requested in the RFP.
4. Customers would like curbside collection events for household hazardous waste collection.	
5. Customers felt that smaller refuse carts, such as a standard 64-gallon instead of 90-gallon cart, would provide an incentive to recycle.	Both cart sizes will be offered.
6. Recycling bins and carts should carry stickers indicating which materials should be placed in the containers.	This will be required under the proposed contract.
7. Bin enclosures should display signs indicating which materials may be recycled using the enclosed recycling containers.	The city may consider providing such signs to customers with bin enclosures.



MULTI-FAMILY WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
8. Customers report problems with people illegally dumping in their containers.	Locks are available for bins and enclosures; however, locks may not be practical due to many residents requiring access.
9. \$25 per extra bulky item collected is high. Consider lowering this rate.	Under the proposed contract, all residents will receive additional free bulky item collections, and the collection of additional items will be \$15 per pickup.
10. Bulky item collection labels are provided to each multi-family resident. Due to the high turnover, these labels are lost and not adequately used.	Under the proposed contract, property managers shall be provided with the stickers.
11. Regarding bulky item collection services, the current contract does not clarify "resident" – multi-family versus single family.	Under the proposed contract, all residents shall receive the same level of bulky item service.
12. Customers need a specific list of accepted items and requirements for bulky item collection. For example, refrigerators are accepted, but only if the doors are removed, and no building materials are accepted.	Under the proposed contract, improved public education requirements will include all special bulky waste requirements.
13. Green waste collection service is not available to multi-family residents. Can it be provided at a reduced rate? Can it be made available to landscapers?	Under the proposed contract, additional green waste carts shall be provided at no cost, or green waste bins shall be provided at a reduced rate. If a customer subscribes to green waste bin service, the customer may allow landscapers to use the bins.



MULTI-FAMILY WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
14. Two-man crews are used for bag service, but only one man is used to collect bins. This cost control measure can lead to enclosure damage and spills due to the difficulty in maneuvering bins.	The contractor will be responsible for damage to property and cleaning up of spills.
15. Due to the 30% annual turnover rate in multi-family dwellings, in-unit containers may not be cost-effective, due to too many being lost.	In-unit containers will not be recommended.
16. Commingling recyclables would help customers to recycle more.	Currently, recyclables are supposed to be commingled. Improved customer education will help customers understand this feature.
17. Arbitration proceedings between the hauler and individual customers should be provided.	The city will be indicated in the new contract as the party in charge of resolving disputes between customers and haulers.
18. Cart stability on inclined streets is an issue.	Cart stability requirements shall be addressed in the RFP.



COMMERCIAL WORKSHOP COMMENTS

Participant Comments	Consultant Notes
1. Consider permanent rolloff box and compactor collection in the scope of the franchise.	Rolloff box and compactor service is intended to be addressed in a separate permitting process, and would not be part of the scope of the new franchise.
2. Concern was expressed over having a valid reporting system for rolloff box haulers.	Rolloff box reporting issues can be addressed through permitting or non-exclusive contracts for rolloff service providers that are separate from the exclusive commercial franchise.
3. Business owner expressed concern that outreach is not being done effectively.	More specific public education requirements will be included in the new contract.
4. A request was made for bilingual outreach.	The city-funded recycling coordinator and the franchisee's recycling liaison shall be required to be bilingual in English and Spanish.
5. A business owner requested additional education on what can or can not be discarded in refuse bins.	Under the new contract, public education materials will be required to emphasize on what is and is not a hazardous material and what may safely be discarded in refuse bins.
6. Can containers carry large stickers indicating what may be placed in the containers?	Stickers will be included.
7. A business owner inquired about the possibility of partnering with re-use agencies / thrift stores to encourage re-use of materials.	City and franchisee should provide residents and business owners with a resources list of phone numbers and locations for thrift stores and other organizations that accept donations of recyclable items such as furniture, clothing, appliances, packing material, used oil, etc.

COMMERCIAL WORKSHOP COMMENTS (CONTINUED)



Participant Comments	Consultant Notes
8. Will split recycling/ refuse bins be available?	Proposers can propose to use bins divided in half for use as both a refuse and a recycling container, if they feel that this method is cost effective.
9. The current commercial contractors recycle material placed for collection even if it will not fit in the recycling containers, or are placed in customer-provided containers. Will the future contractor do so as well?	Individual arrangements should be made between the business and the contractor to ensure that all recyclables are collected, through providing additional containers or otherwise.
10. Free recycling containers would be an incentive to increase recycling.	This is what is proposed.
11. Can commercial green waste service be provided at a reduced rate?	Yes.
12. How will e-waste be handled? Can e-waste be dropped off at a County HHW site?	Los Angeles County HHW drop off events do accept e-waste, but often have restrictions as to which days during each event they are accepted.
13. Is there a State fund for e-waste recycling?	There is a bill pending that would collect \$10 for each television and computer monitor sold to help fund e-waste collection efforts of local governments and non-profit organizations. HHW grants may be obtained through the CIWMB.



COMMERCIAL WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
14. Will refuse and recycling carts be provided, instead of bins, for small commercial waste generators?	Proposers will be asked to propose rates for commercial cart collection.
15. Where business complexes have multiple bin enclosures, but only room for one container in each location, contractors should offer to replace one or some of the refuse bins with recycling bins.	Creative approaches like this would be encouraged in the RFP process. The city recycling coordinator would be helpful in seeking out appropriate businesses and encouraging such an arrangement.
16. How do commercial rates stack up?	The low end of the rate band is the second lowest rate in the County. The high end rate is higher than 36 of the 46 cities that reported commercial rates.
17. Looney Bins provides temporary bin service to studios as part of its on-site services and is concerned that the inability to continue to provide temporary bin service may effect its ability to provide comprehensive services for certain customers.	Temporary bin service should be cost efficiently provided by the franchise collector due to routing efficiencies.
18. Aerospace companies recycle by selling metal.	Companies may continue to recycle in this manner under the new contract.
19. Magic Mountain is in unincorporated Los Angeles County, but its waste may be counted as belonging to Santa Clarita.	Haulers will be required to dedicate routes exclusively to city waste in order to avoid reporting problems.
20. Major office growth is expected, particularly at Valencia Industrial Center, Centerpoint and Gates project. What will the impact be on the haulers?	The RFP will contain a projected development schedule.



COMMERCIAL WORKSHOP COMMENTS (CONTINUED)

Participant Comments	Consultant Notes
21. How will annexation impact the haulers?	Annexed areas will be added at rates and terms set in the contract. However, exclusivity will be affected by other haulers' five-year continuation rights under State Law.
22. What about annexation of vacant areas?	See #18 above.
23. Valencia Industrial Association representative said its members were interested in good rates and services, and were less concerned about having an option of several haulers. The fewer trucks, the better. [Note: The representative indicated that the association's membership is primarily small businesses, with less than 50 employees.]	
24. The Looney Bins representative indicated his company prefers to keep the current commercial waste hauling system.	
25. Are biomedical services included?	Medical waste removal is governed by a separate set of regulations and will not be included in this contract.
26. What is the commercial, versus residential, diversion rate?	City staff has submitted to the state for approval an overall diversion rate of approximately 44%. City staff is researching the residential/commercial split.

