



**COUNTY OF LOS ANGELES**  
**DEPARTMENT OF PUBLIC WORKS**  
Environmental Programs Division  
900 S. Fremont Avenue, Alhambra, CA 91803  
Franchise Hotline: 800-993-5844



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**FREQUENTLY ASKED QUESTIONS**  
for  
**NON-EXCLUSIVE COMMERCIAL SOLID WASTE COLLECTION FRANCHISE**  
**(Customers)**

**What is the current trash collection system in the unincorporated areas?**

Commercial solid waste collection services in bins or dumpsters within the unincorporated County areas are currently provided by private waste haulers through an open-market system where customers directly arrange for services with waste haulers and not with the County.

**Why change the current waste collection system in the unincorporated areas?**

The open-market system has been unable to meet demands due to changes in Federal and State laws, public attitudes towards protecting the environment, and customers' desire for enhanced recycling and collection services. Pursuant to State law, the County must implement a mandatory commercial recycling and waste reduction program by July 1, 2012 due to diminishing space in landfills and growing environmental concerns. In order to comply with the State's mandate, the County is required to implement a franchise system for the unincorporated areas of the County.

**What type of system will the County be implementing?**

The County will be implementing a Non-Exclusive Commercial Solid Waste Collection Franchise System (non-exclusive franchise). A non-exclusive franchise is a system in which a jurisdiction allows solid waste collection services to be provided by private waste haulers but requires haulers to enter into a non-exclusive commercial franchise agreement (Agreement) with the jurisdiction, in this case the County. Under this non-exclusive franchise system, customers will have a choice of more than one waste hauler because the system is open to competition to all haulers that enter into an Agreement. The waste haulers deal directly with the public and businesses in competing for customers.

**When did the Board of Supervisors authorize the franchise system to move forward on a countywide basis?**

On September 28, 2004, the Board adopted an ordinance to authorize franchise agreements for solid waste handling services in all or part of the unincorporated areas.

**What is the non-exclusive franchise system intended to do?**

The franchise system is intended to:

- Enhance recycling efforts and participation by providing customers separate collection of trash, recyclables and green waste materials, offering free bulky item and electronic waste collection, and by distributing recycling and waste diversion educational outreach materials.
- Improve customer service by offering a standardized, high-level of service, based on community input and specific needs. The County will enforce service standards through daily inspection of hauler's performance and assessment of liquidated damages for not meeting the standards prescribed in the agreement.
- Improve documentation of recycling efforts by requiring the franchise waste hauler to provide collection, disposal, and recycling information. This aids the County's effort to substantiate its compliance with the State's waste reduction mandate.

Overall, the franchise system will assist the County in meeting the State mandate by increasing recycling, requiring better reporting, and providing funding for additional recycling and educational programs.

**Who is required to obtain an Agreement?**

All waste haulers who provide service or plan to provide service in **bins or dumpsters and roll-off boxes** to residential, multi-family, commercial, industrial and institutional properties in the unincorporated areas of Los Angeles County will be required to enter into an Agreement. Additionally, this requirement applies to all waste haulers providing roll-off and construction and demolition handling services in the unincorporated areas of the County.

**Who will be affected?**

All customers that utilize **bins or dumpsters and roll-off boxes** for the collection of their solid waste will be affected.

**How does a Non-Exclusive Solid Waste Commercial Franchise work?**

A non-exclusive solid waste commercial franchise allows the County to enter into agreements with waste haulers to provide waste collection services to multi-family and commercial properties in the unincorporated areas of the County. Under these agreements, waste haulers would abide by specific service standards and requirements.

**When will the new franchise system be implemented?**

The new system will begin July 1, 2012.

**Can I stay with my current hauler?**

Yes, provided your hauler is a franchise waste hauler. Waste haulers will be required to enter into a non-exclusive commercial franchise agreement with the County in order to provide services in bin or dumpsters and roll-off boxes to customers within the unincorporated areas of the County. Customers will be able to arrange for collection services with any of the franchised waste haulers. Prior to the start of the new system, the County will provide all customers a list of permitted franchise waste haulers for them to choose from.

**Will my rates increase under the new system?**

The franchise agreement will not dictate or set rates. However, you may lower your trash bill by subscribing to recycling services because less trash will be collected resulting in a smaller trash container. By downsizing your trash container you may reduce your costs.

**What do the State's mandatory commercial recycling regulations require?**

Assembly Bill 341 and Assembly Bill 32 require all businesses that generate 4 cubic yards of commercial solid waste per week and multi-family properties (5 units or more) to arrange for recycling service starting July 1, 2012 through one of the following:

- o Subscribe to service that collects recyclables separately, or
- o Send materials to mixed waste processing facility that diverts recyclables, or
- o Self-haul your own recyclables

**What are the recycling service options that the County is offering with the new system?**

All customers that are subject to the State's mandatory commercial recycling regulation will receive one of the following at no additional charge:

- o One cubic yard recycling bin;
- o Two 96 gallon recycling carts due to storage constraints;
- o Processing at a mixed waste processing facility to recover recyclables

Additional recycling containers, capacity and frequency will be offered for no more than half the rate for the same type of trash collection service. Also, customers that are not subject to mandatory recycling regulation can request the same recycling services above at no additional charge by contacting their franchise waste hauler.

**I am interested in recycling but I don't have the space for additional bins. What can I do?**

The franchise agreement requires waste haulers to provide recycling services to customers upon request. The waste hauler will work with you to determine and customize recycling services to meet your needs such as exchanging your current trash bin for smaller bins or providing smaller recycling carts.

**I am not sure what can be recycled.**

As the franchise system is rolled out, Public Works and your franchise waste hauler will provide customers with a list of the materials that can be placed in the recycling containers.

**Under the new system, who can I call if I have a complaint about the trash collection services I receive?**

Customers are encouraged to contact their waste hauler first to resolve issues concerning the delivery of service. If the waste hauler fails to resolve the issue to your satisfaction please contact Public Works at the franchise hotline number below.

**I don't have trash service. I haul my own trash. Will I be able to continue this under the franchise system?**

Yes, you may continue to self-haul under the franchise system.

**Do I have to pay extra to have furniture or appliances picked up? How many items are allowed for each pick-up?**

Residential and multi-family customers have the choice of having bulky items and electronics collected by selecting one of the following free service options: (1) 5 pickups of bulky items (limit of 5 items per pick-up) and unlimited amounts of certain electronics upon request each year or (2) One annual cleanup event with a collection of unlimited amounts of bulky items and certain electronics on the date agreed to between the customer and the waste hauler.

**If you have any questions, please call the franchise hotline at (800) 993-5844, Monday through Thursday, 7 a.m. to 5:30 p.m. or for more information please visit [www.CleanLA.com](http://www.CleanLA.com).**