

Progress Report recycLA

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LA Sanitation

recycLA
Make
waste
history

lacitysan.org/recycLA



How We Collect Waste in LA



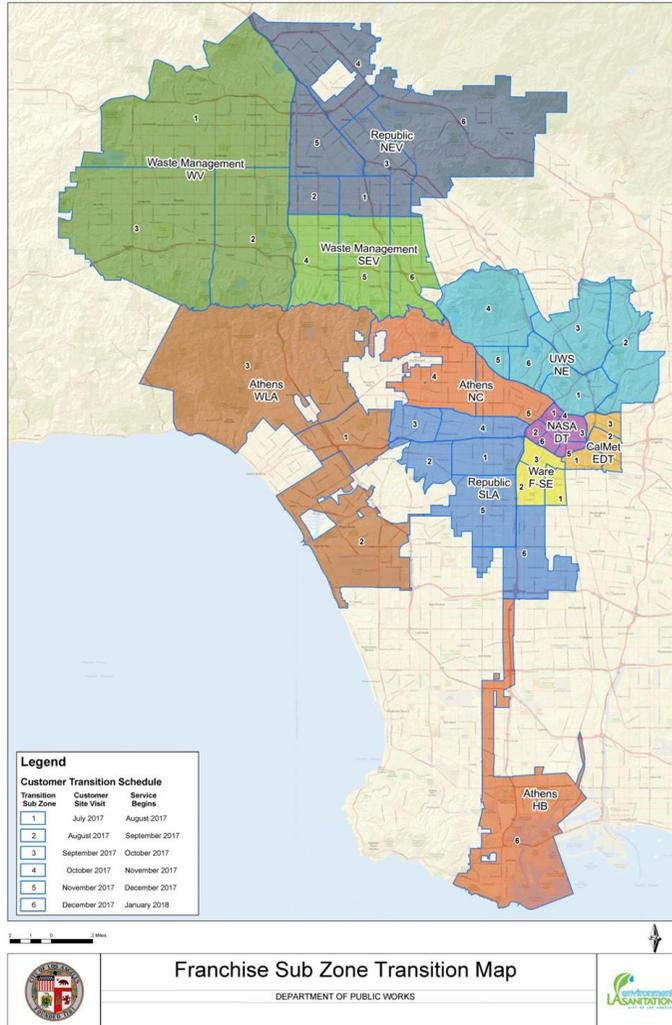
Specialized Waste Haulers

Single Family homes and small multifamily complexes; City offices

Medium & large multifamily complexes, condo buildings and commercial businesses

Construction & Demolition, Temporary Bin Rentals at LASAN customers

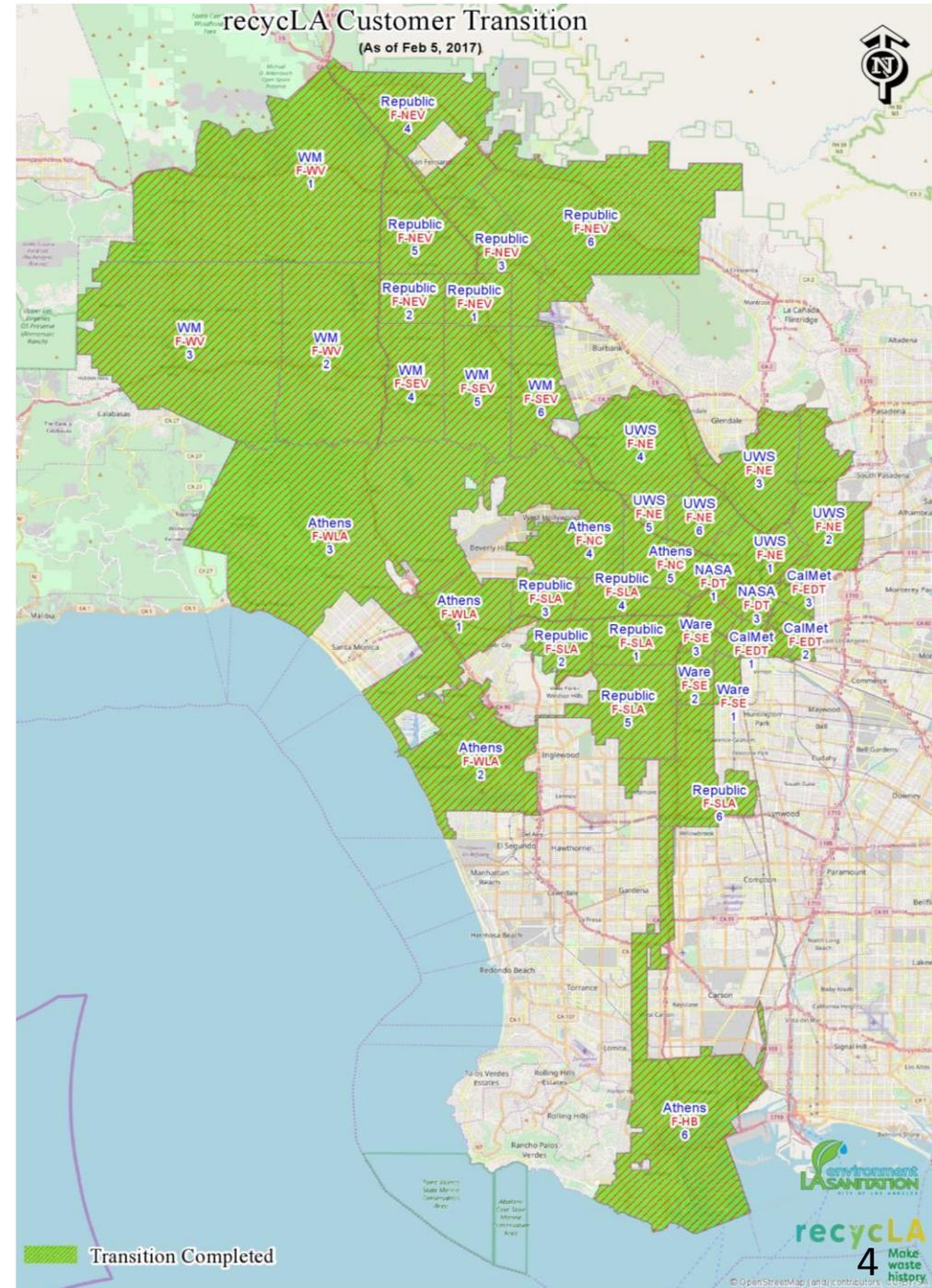
recycLA Structure



- 11 Collection Zones
- 71,419 accounts (so far)
- 7 recycLA service providers:
 - Athens
 - Republic
 - Waste Management
 - UWS
 - NASA
 - Ware
 - CalMet

Transition Schedule

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 st
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



recyclA Program Goals- Accomplishments

Category	RFP Goals	Contract Provisions	Progress as of February 2018
Environmental - Improve Air Quality	<ul style="list-style-type: none"> Clean fuel vehicles instead of diesel Eliminate unnecessary truck traffic New state of the art facilities 	<ul style="list-style-type: none"> Requires use of clean fuel heavy duty vehicles Efficient Routing to eliminate crisscrossing of vehicles Facility certification Verification of permit compliance, including health & Safety 	<ul style="list-style-type: none"> 260 near zero-emission heavy duty vehicles purchased RSPs will optimize both black bin and blue bin routes after reaching steady state Facility certification program to be considered by BPW
Diversion from landfill	<ul style="list-style-type: none"> Meet Zero Waste goal of 90% Diversion by 2025 as outlined by LA's 1st Sustainability pLAN Ensure sufficient facility processing capacity to meet local and State regulations 	<ul style="list-style-type: none"> Every Businesses and multifamily building in the City will receive a Waste Assessment Require recycling education Investments in food rescue and reuse organizations Ensure compliance with AB 341 – Mandatory Commercial Recycling Ensure compliance with AB 1826 - Mandatory Organics Recycling 	<ul style="list-style-type: none"> Over 52,000 waste assessments completed to-date 6,200 tons of Blue Bin collected in December 668 tons of food rescued Planned \$200 million in new infrastructure investment – primarily processing capacity

recyclA Program Goals – Accomplishments

Continued

Category	RFP Goals	Contract Provisions	Progress
Customer service	<ul style="list-style-type: none"> 24/7 Customer Service and Dispatch Center Ensure equitable and uniform customer rates 	<ul style="list-style-type: none"> Connection of recyclA service provider customer care centers to LASAN 	<ul style="list-style-type: none"> 24/7 CCC with Dynamic Data analysis to track progress and operational changes
Rates	<ul style="list-style-type: none"> Fair & Transparent 	<ul style="list-style-type: none"> Negotiated rates set by contract Increases and extra charges explicitly stated in contract Rates covers environmental, labor, and social programs that are important to the City 	<ul style="list-style-type: none"> Citywide recyclA rates
Labor	<ul style="list-style-type: none"> Improve working-conditions by ensuring safe, good, green jobs for solid waste workers 	<ul style="list-style-type: none"> Requires Benefits (Boot allowances, uniforms, medical, dental, etc.) Safer work environment for employees (3rd highest industrial injuries) 	<ul style="list-style-type: none"> Wages for recyclA drivers-exceed previous industry salaries Created over 900 jobs directly supporting recyclA of which over 300 are newly created

Transition Effort

- Most of the 71,000 customers service level changed 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 RSP to attempt to contact 71,000 at minimum of 5 times
- Addition of XX new blue bin routes
- Every bin colorized for uniformity

Issues During Transition

- Non recycLA Haulers/ Abandoned Accounts
 - Accounts purchased often with wrong or missing data
 - Abandoned accounts transferred to recycLA service providers to provide immediate service
 - Truck and Equipment purchasing, staffing increase
- Auto-enrolled customers
 - Difficulty contacting responsible party
 - Customers refusing to sign agreements
 - Auto-enrolled customers typically did not right size account

Issues During Transition

- Missed collections
 - Dash Board to track missed collections
 - Weekly meeting with recycLA Haulers
- Rates / Bills
 - Rate increases

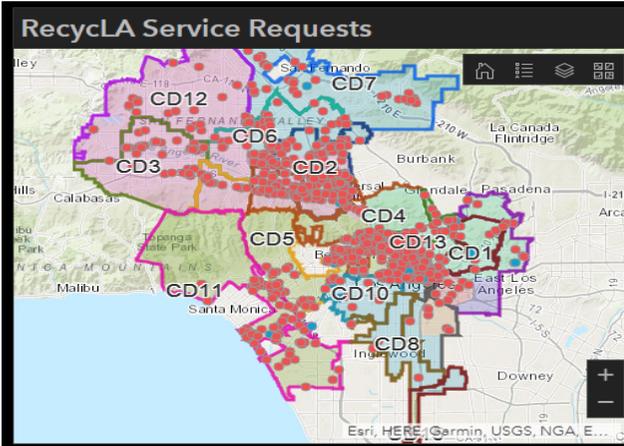
Service Requests

- LASAN can track multiple Service Request (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 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 and re-learn service routes and particular customer needs.

Customer Service Tracking System

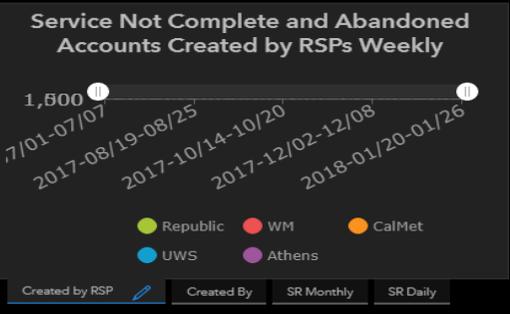
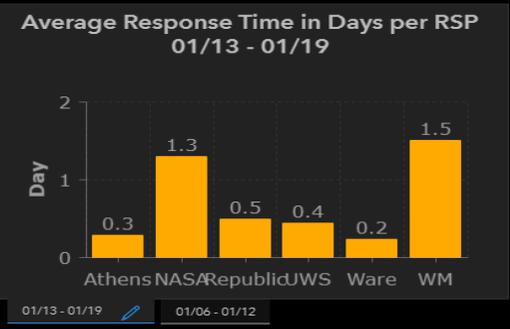
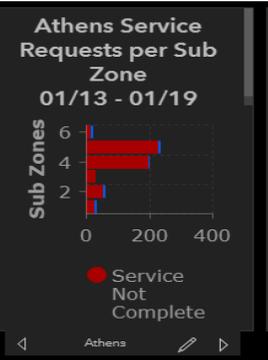
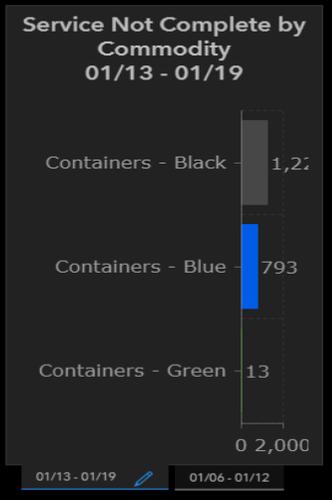
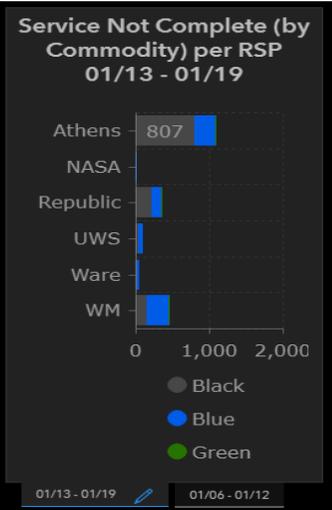
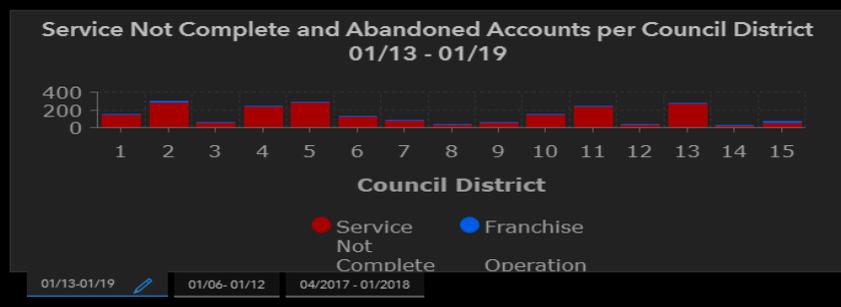
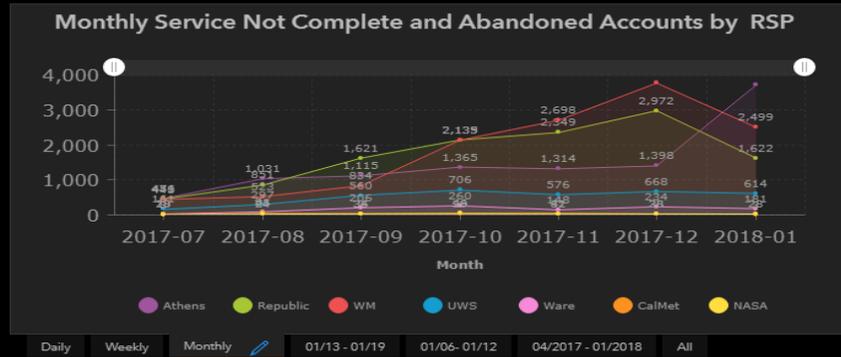
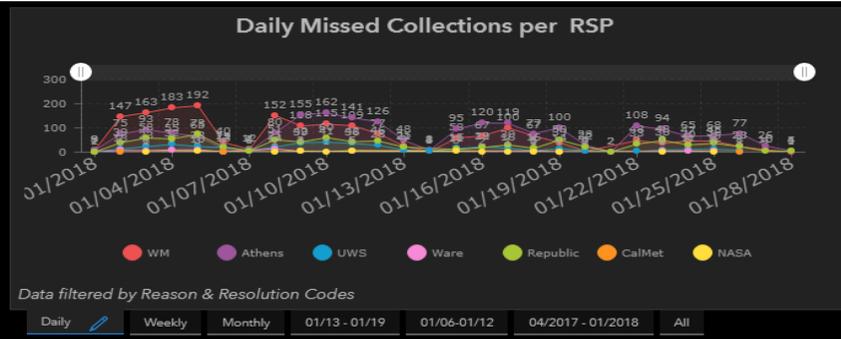


Service Not Complete Weekly % Change

01/13 - 01/19: 2,097
 01/06 - 01/12: 3,041
% Change: -31%

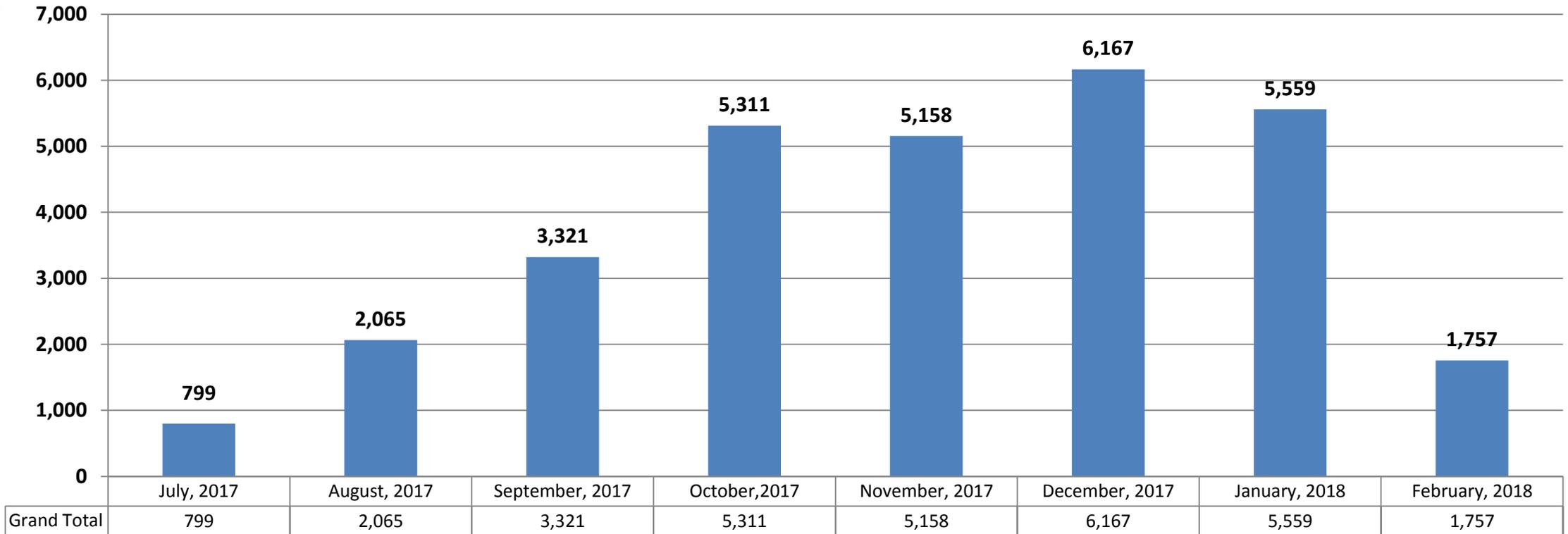
Abandoned Accounts Weekly % Change

01/13 - 01/19: 48
 01/06 - 01/12: 68
% Change: -29%



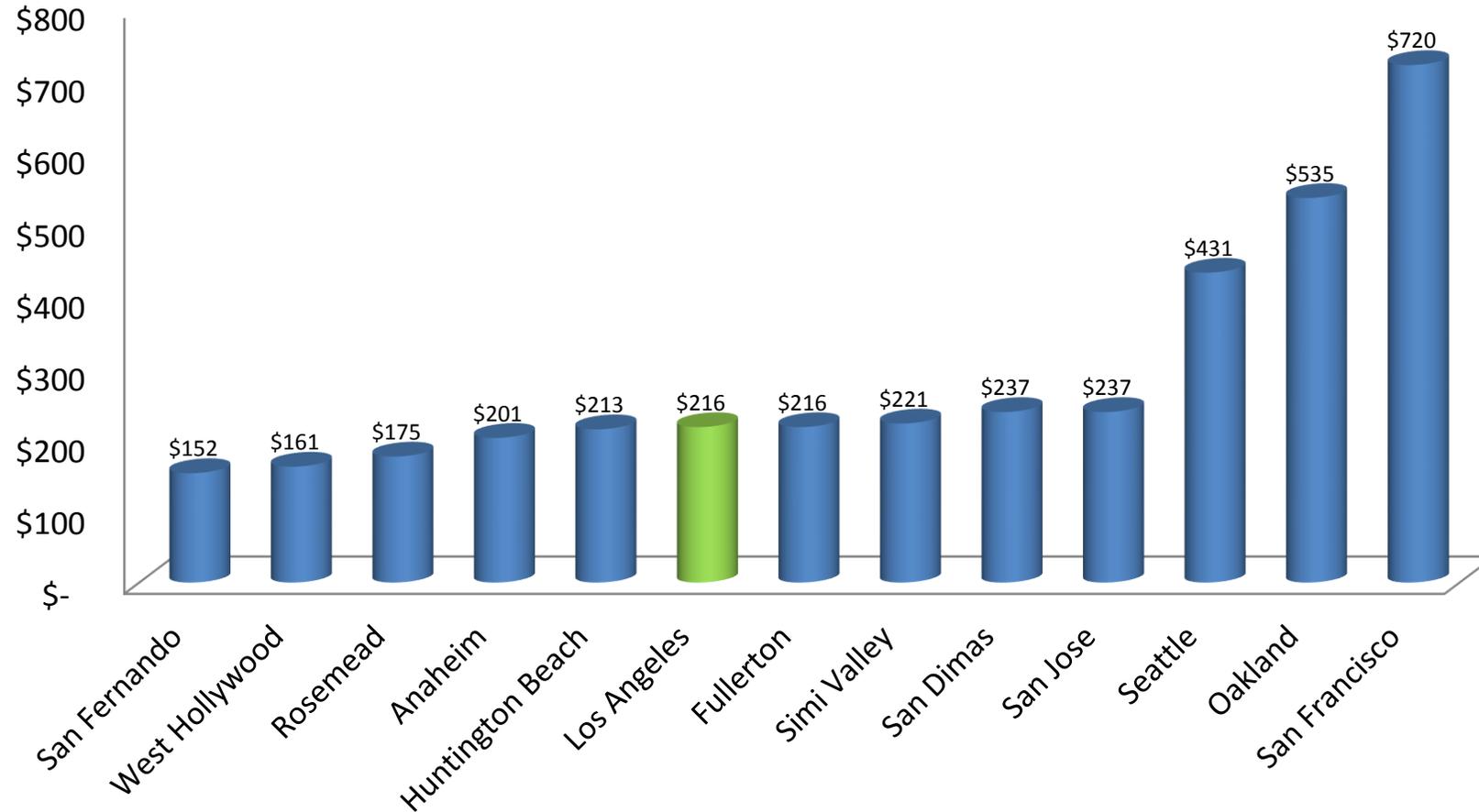
Missed Collections

July 1, 2017 thru February 28, 2018



LA Monthly recycleLA Rate Comparison to Other Cities

Solid Waste and Recycling
3 cubic yard bins collected once per week



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 the 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 5% 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 inquire/disputes process

Questions on Billing

Questions on billing or Billing Disputes

- Contact your RSP
- Call LASAN Customer Care Center
- Complete an online billing form

Customers can appeal a disputes resolution determination of the RSP to LASAN

- LASAN Established a Bill Review Task Force
 - Proactively review customers bills
 - Conduct site visits and review billing with RSPs
 - Assist in Determine customer's options to mitigate service level options and extra service charges if possible

recyclA Billing Issues

Use this form for initiating recyclA related billing disputes, to appeal to LASAN service provider denied billing disputes, or to ask general recyclA related questions. Upon submission of your form, LASAN will create a Service Request Ticket that will be forwarded to your service provider for handling.

Important note to customers with billing disputes: To ensure continued collection services, you are responsible to continue to pay your bill during the dispute process.

If you are experiencing difficulties submitting this form, please call our 24-hour Customer Care Center at 1-800-773-2489. For general information about the recyclA program, please refer to the recyclA Home Page (www.lacitysan.org/recyclA)

* Required

Your Contact Information

First Name *

The Billing Dispute form can be accessed at www.recycla.com or by calling LASAN Customer Care Center.

THANK YOU