

MOTION BY SUPERVISORS KATHRYN BARGER  
HOLLY J. MITCHELL

OCTOBER 17, 2023

**EVALUATION OF WASTE HAULING SERVICES**

On October 4, 2022, the Board of Supervisors took a decisive step toward ameliorating the waste management challenges in Altadena and Kinneloa Mesa by approving a motion by Supervisor Barger titled “Resolving the Residential Franchise Transition in Altadena and Kinneloa Mesa.”

In 2022, the Los Angeles County Department of Public Works (DPW) embarked on a mission to provide organic waste collection services to both residents and businesses in the County's unincorporated territories. This initiative was geared toward aligning with the objectives set forth in the County's Zero Waste and OurCounty Sustainability Plans, and to comply with state mandates like Senate Bill 1383 (D-Lara).

To achieve this goal, DPW was tasked with overhauling existing waste hauling contracts, and subsequently issuing new contracts across the County. This overhaul prominently featured the roll-out of organic waste collection services, particularly targeting residents in the unincorporated communities of Altadena, Kinneloa Mesa, and Marina del Rey.

Regrettably, the transition between residential and commercial waste haulers in these communities experienced turbulence, yielding a substantial volume of customer complaints. DPW directed the service haulers to adhere to contractual terms, which were intended to elevate customer experience and enhance service quality.

Given the challenges faced not only by Altadena, Kinneloa Mesa, and Marina del Rey but mirrored in communities across the County, paired with multifaceted legislation on waste management requirements from the California Legislature, has resulted in significant increases in service costs. It's imperative that we have a thorough evaluation of the existing contract, the County's requirements in the solicitation process, and any other ways we can make future transitions smooth for our residents.

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Despite the efforts of DPW to work with haulers, almost a year has passed since the initial motion, and customer concerns persist. The feedback received from these communities indicates that many of the concerns within the community have been largely unresolved.

This includes an inability to deploy bear-proof carts to customers, which are critically needed in the foothills area of Altadena. In addition, there was a slow deployment of the organic waste bin equipment required to comply with the County's Mandatory Organic Waste Disposal Reduction Ordinance. Concerns have also been raised of waste bins going missing, missed pickups, and waste hauling vehicles leaking fluids on roadways.

This underscores the urgent need for DPW to engage more closely with these communities to pinpoint and address the ongoing issues. It is critical that the feedback from the community continue to be at the forefront of the discussion between the Department and the waste haulers to ensure they can better understand and resolve the current and ongoing issues.

**WE, THEREFORE, MOVE** that the Board of Supervisors direct the Department of Public Works to take the following actions:

1. Report back in 30 days in writing with a one-year review of the current waste hauling contract for the Altadena and Kinneloa Mesa Residential Franchise and the Westside Commercial Franchise serving Marina del Rey;
2. Host multiple in-person community engagement sessions to obtain feedback from community members and report back in 60 days in writing with a summary of feedback along with recommendations for service improvements;
3. Report back in writing in 90 days with an evaluation of the County's requirements in the solicitation process for both Residential and Commercial Franchises and Garbage Disposal Districts, including recommendations to improve service delivery, data transparency, and accountability; and
4. Report back in 60 days with grant opportunities, funding streams and recommendations to assist with the implementation of organic waste collection services, including waste reduction strategies, additional community education, and bill assistance programs.

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