

County's New Exclusive Commercial Franchise System

Since 2012, Los Angeles County has offered its unincorporated commercial customers solid waste collection services through a Non-Exclusive Commercial Franchise system where any waste hauler that met contract requirements could obtain a contract to provide solid waste collection service and/or temporary roll-off container service. To adhere to the new California organic waste management regulations under Senate Bill (SB) 1383, the County is transitioning its commercial customers from the existing non-exclusive system to the newly formed exclusive system beginning October 1, 2022. The new exclusive system complies with SB 1383 for every resident and business to have default organic waste collection services, which the non-exclusive system did not explicitly provide.

In Spring 2022, the County utilized a competitive process to select waste haulers. The County evaluated proposals submitted based on specified criteria such as proposed rates, work plans, experiences, financial strength, and other factors. The selection process ensures quality service at competitive rates. Transitioning to an exclusive system helps create standardized recordkeeping and reporting required for State law. Benefits of the exclusive system includes increased County oversight of waste hauler services, affordable rates, and increased waste hauler accountability for high quality customer service. This allows waste haulers to build strong customer relationships through a customer-centric approach due to exclusive designated service areas. The exclusive system also provides waste haulers secured waste volume to encourage investment in needed organic waste processing infrastructure. Additionally, benefits to the unincorporated communities and regions include optimizing waste hauling route efficiency by having fewer collection trucks on the road, reduced traffic, less pollution, and reduced road wear and tear.

The new exclusive system is separated into eight service areas, each is comprised of different County unincorporated communities and serviced by one waste hauler. Five service areas will collect waste via a 3-container system and three service areas will collect waste via 2-container system. Customers in all eight areas will have default source-separated organic waste containers.

All commercial customers will receive:

- automated waste collection service at least once a week or more as requested or needed by the customer
- 96-gallon cart of weekly recyclables collection services
- 64-gallon cart of weekly organic waste collection services as a default unless they have the need for larger service levels

In addition, multi-family customers will receive free bulky item services according to the number of units within their complex, resulting in a significant increase in allotted free pickups compared to the existing non-exclusive system.

All residential customers within the commercial franchise will receive a free in-home kitchen pail to assist with food scraps collection (one pail per single-family household or one pail per unit in a multi-family complex).

In preparation for the transition, virtual community meetings were held for each service area, recordings can be viewed at [CleanLA.com](https://www.CleanLA.com). Additional information and a map of the new exclusive system can be found on the Commercial Solid Waste Collection and Recycling website at pw.lacounty.gov/go/cf. For questions about the County's Exclusive Commercial Franchise, contact LA County Public Works at CommercialFranchise@pw.lacounty.gov or call (888)-CLEANLA.

