

**LOS ANGELES COUNTY PUBLIC WORKS
ALTADENA/KINNELOA MESA RESIDENTIAL TRASH COLLECTION
FREQUENTLY ASKED QUESTIONS**

TOP 7 QUESTIONS

Q: Who can I contact for questions, concerns, or service issues?

A: Public Works is here to assist you. Our goal is to provide you the very best customer experience possible.

Contract Oversight

Public Works, (888) CleanLA/(888) 253-2652, trash@pw.lacounty.gov, CleanLA.com

Residential Trash Collection Services

Universal Waste Systems (UWS), (800) 631-7016, customerservice@UniversalWasteSystemscompany.com, UniversalWasteSystemscompany.com

Commercial Trash Collection Services

Altadena – American Reclamation, (888) 999-9330, info@socoastrec.com, americanreclamationinc.com

Kinnetoa Mesa – Ware, (877) 714-9273, waredisposal.com

Q: How many carts are included in Basic Service?

A: Basic Service includes three 96-gallon carts: one for trash, one for recyclables, and one for organic waste. Additional carts beyond these three carts are subject to a fee.

Q: Why is there a charge for the 2nd recyclables and 2nd organic waste cart?

A: Changes over the last few years in the solid waste industry due to new regulations and market conditions have led to increased prices. The cost to process green waste has increased over 400 percent since the previous contract with Athens Services was executed in 2011. Adjusting the basic service level to three carts keeps the cost of basic service down and allows residents to control their own costs by deciding if they still need the same number and size of carts or if they want to reduce costs by reducing the number of additional carts. Source reduction, or reducing the amount of waste you generate, is a good way to eliminate the need for additional carts. Visit CleanLA.com or call (888) CleanLA/(888) 253-2652 for tips to compost organic waste or reduce waste generation at home.

For customers who currently have extra green and blue carts but wish to adjust the number of carts to a different service level, please contact Universal Waste Systems, Inc., at (800) 631-7016, to make an adjustment. When considering the level of service needed, please note the additional on-call services that are available to handle fluctuations in waste generation, as described in the Additional Services section of this FAQ.

Q: Is there an option to down-size to smaller sized carts?

A: Yes, 32-gallon and 64-gallon carts are available upon request. There is no additional charge if the same total capacity as basic service is maintained, such as one 32-gallon plus one 64-gallon cart or three 32-gallon carts in lieu of the one 96-gallon cart for trash.

Q: Are bear carts available?

A: Yes, Bear carts for trash, recyclables, and organic waste will be available to all customers who wish to have one, at no additional cost. More information will be forthcoming.

Q: Is roll-out service available?

A: Yes, roll-out service is available. This service is at no additional charge for elderly or disabled customers, who must certify with Universal Waste Systems that there is no able-bodied individual in the household who can move the carts to the set-out site. Residents who received this service from the previous hauler will have this service carried over to their new account with Universal Waste Systems.

Q: How do I qualify for a Senior Discount?

A: A Senior Discount of 25 percent will be given to residents who meet both of the following criteria:

1. Head of household, 62 or older, and
2. (a) Qualify for utility rate discounts based on financial need or (b) Generate small amounts of waste and use a 32-gallon cart for trash.

Residents already receiving this discount will have this discount carried over to their new account with Universal Waste Systems.

Additional Questions Below

BIDDING PROCESS

Q: Why is there a need to change waste haulers?

A: The Altadena and Kinneloa Mesa Residential Franchise contracts for Athens Services to provide trash collection services to your community expired on September 30, 2022. For the new contract period, a solicitation process was conducted to select a waste hauler to provide services to your community. Continuing with the previous services and rates was not possible.

Q: How was the waste hauler selected?

A: The County utilizes a competitive process in selecting a waste hauler. Invitations are sent to all permitted waste haulers to submit proposals. The proposals are then evaluated by a committee based on price; experience; work plan; references; disputes, actions, contests, and debarments; and environmental history. The table below shows the scores for this solicitation.

Waste Hauler (Proposer)	Evaluation Score	Proposed Monthly Rate
Universal Waste Systems, Inc.	91.57	\$32.58
Burrtec Waste Industries, Inc.	87.22	\$35.20
Athens Services	85.45	\$37.13
Ware Disposal, Inc.	83.40	\$35.54

Q: Does every waste hauler bid on the same service levels?

A: Yes, all four companies that submitted a bid were competing for the same contract, including the duration and service levels. They proposed a monthly price for those services, which are in the table above. Note that the monthly price submitted by Athens Services was \$37.13, which is \$4.53 higher than what they were charging in the old contract.

Q: Are we allowed to select our own waste hauler?

A: No, the County uses residential franchise contracts to ensure best pricing, service, and environmental standards in specific communities. The Altadena/Kinneloa Mesa Residential Franchise Contract is an exclusive contract that authorizes the successful bidder, Universal Waste Systems, to solely provide residential cart services to this area. Residents have the option to self-haul, as an alternative.

Q: How can we view the documents relating to the solicitation process?

A: Documents associated with this solicitation may be requested through our Public Records Request process by contacting Tommy Lau at (626) 458-7114 or tlau@pw.lacounty.gov.

CARTS

Q: Are we getting new carts?

A: Yes, Universal Waste Systems has already delivered new carts and Athens Services should have removed their carts. Please contact Athens Services at (888) 336-6100 for removal of any remaining carts belonging to them. Any existing bear-resistant carts will not be removed, and residents should continue to use them.

Q: Are we getting the same number and same sized carts?

A: Yes, all customers will continue to receive the same number and size carts under the new contract that they were getting before, unless you request a change. For example, customers who are using smaller 32-gallon carts as part of the Senior Discount Program will receive the same size carts and continue qualifying for the discount. Customers who are receiving 5 carts (one trash, two recyclables, and two green waste) will be required to pay extra for the additional recyclables and green waste carts if they choose to keep that service level. Please contact Universal Waste Systems, Inc., at (800) 631-7016 to make any changes.

Q: Do you know how many carts we currently have?

A: Yes, Athens Services provided the list of customers and their current service levels to Universal Waste Systems. Based on this information, Universal Waste Systems should have automatically opened an account for each customer for the same service levels.

BEAR CARTS

Q: Are bear-resistant carts available?

A: Yes, Bear carts will be available to all customers who wish to have one at no additional cost. More information will be forthcoming. Customers who already have the bear carts for trash from Athens Services will continue using their carts and new bear-resistant carts for recyclables and organic waste will be delivered when they become available. More information will be forthcoming.

Q: How did the County identify the boundary line for the bear zone?

A: The County consulted with a local wildlife biologist from the California Department of Fish and Wildlife who recommended that the boundary line be drawn a quarter mile outside the National Forest Service line. This was a preliminary boundary line, which has been changed to allow all customers who wish to have bear carts at no additional cost.

Q: How many bear carts is a customer entitled to?

A: Each customer is entitled to separate bear carts for trash, recyclables, and organic waste at no additional cost.

Q: What happens to the bear cart for trash that I currently have?

A: Current bear cart customers should still have their Athens bear cart and should continue to use it for trash. One new bear-resistant blue cart for recyclables and one new bear-resistant green cart for organic waste will be delivered to you.

Q: When will more bear carts be delivered?

A: Bear carts will be delivered in phases over the next 3 months. Shipment is delayed due to supply chain issues. The black, blue, and green bear carts will be delivered, exchanging the standard carts that you should have already received. More information will be forthcoming.

Q: What should I do with my food waste until the bear carts are delivered?

A: Please continue with any safety practices you have been following, such as freezing your food waste or keeping it inside your garage until the last moment. Also, continue to place your food waste in your bear-resistant trash cart until you receive your bear-resistant green cart for organic waste.

Q: If I live within the bear zone and do not currently have a bear cart, how do I get one?

A: Bear carts will be available to all customers who wish to have one at no additional cost. More information will be forthcoming.

Q: I live outside the bear zone, but I see bears on my street. What can I do?

A: Bear carts will be available to all customers who wish to have one at no additional cost. More information will be forthcoming.

ORGANIC WASTE COLLECTION

Q: Are plastic bags allowed in the green organic waste cart?

A: Yes, plastic bags containing food waste will be allowed in the green organic waste cart, but bags are not required. Hard plastic containers are not allowed. Those containers may be rinsed and placed in the blue recycle cart.

Q: Will you provide a small container to collect food waste inside the house?

A: Yes, a kitchen pail will be provided to assist in separating and transporting food waste from the kitchen to the organic waste cart. This pail will be delivered in the upcoming weeks.

OTHER SERVICES

Q: Would Universal Waste Systems continue using a smaller truck to provide weekly service to customers along narrow, winding roads?

A: Yes, Universal Waste Systems has received a list of addresses that were being serviced by a smaller truck and will continue using smaller trucks to service those locations.

Q: How do we report illegal dumping?

A: Public Works provides multiple options for residents to report illegal dumping - through the 888-8DUMPING hotline, the Works app, and through the Public Works website CleanLA.com.

BILLING

Q: When do we receive our first bill from Universal Waste Systems?

A: Bills from Universal Waste Systems will be going out in November. Like Athens Services, Universal Waste Systems bills quarterly and in advance of services. As such, your first bill will cover services for the period of October through December. Please contact Universal Waste Systems, Inc., at (800) 631-7016, for any billing related questions.