

REPORT TO CITY COUNCIL

DATE: NOVEMBER 14, 2012

TO: HONORABLE MAYOR AND MEMBERS OF THE CITY COUNCIL

FROM: GREG RAMIREZ, CITY MANAGER

BY: LOUIS CELAYA, DEPUTY CITY MANAGER

SUBJECT: GI/WASTE MANAGEMENT INDUSTRIES RESIDENTIAL SOLID WASTE RATE ADJUSTMENT FOR 2013

In July 2007, the City Council approved a solid waste franchise agreement with GI/Waste Management Industries (Waste Management) for the provision of residential solid waste services. The agreement was established to ensure the provision of future residential refuse services for the protection of the residents in light of the changing solid waste industry and pending State legislation, the rates the residents pay in the future, and securing of necessary services to insure all refuse and recycling disposal needs were met conveniently.

Per Section 5.4.1 of the solid waste agreement, Waste Management is entitled to future adjustments (escalation) annually. All solid waste rates are subject to escalation beginning January 1 of each year, and Waste Management is required to notify its customers at least fifteen (15) days prior to the effected increase. Escalation is to only reflect adjustments in the Consumer Price Index (CPI) for the twelve month period ending September 30 of each year. For the 2011-2012, the CPI adjustment is 2.18%. Staff has reviewed and confirmed that the rates being proposed are reflective of the CPI adjustment (attached). It should be noted that due to a combination of the economic downturn that affected CPI in past years and agreement language, Waste Management has not seen an escalation increase since 2009, and residents have enjoyed no adjustment in their residential refuse since that time.

For 2012, Waste Management continues to demonstrate compliance with its agreement by providing the required residential refuse services and timely submittals of diversion reports and fees. They successfully continue to implement the Household Hazardous Waste and Electronic Waste collection program at no cost and continue to assist the City with its State mandatory solid waste diversion requirement, with the City maintaining a 59% diversion rate for the 2011 reporting year. This is an increase of 1% from 2010 reporting year.

As part of the residential agreement, Waste Management is required to adhere to specific service performance standards (i.e., Collection Reliability, Collection Quality, Customer Responsiveness, etc.) that are connected to monetary penalties for non-compliance. For 2011-2012 the City and its solid waste consultant received no complaints attributed to service performance standards. For 2012-2013, a total of 2 complaints were reported to the City. These complaints were attributed to billing issues with investigations concluding that Waste Management had acted accordingly with respect to delinquent accounts.

For 2012 year to date, Waste Management reported 128 complaints received attributed to missed pickups. The complaints received represent approximately two percent (2%) of the total customers served.

Finally, Waste Management continues to provide excellent customer service with same day or next day responses or actions and immediate responses to staff inquiries and requests. They also are active in many community programs and events, and have sponsored several City events. Based on Waste Management's performance and compliance with the agreement, escalation is approved and will be implemented effective, January 1, 2013.

RECOMMENDATION

Staff respectfully recommends the City Council receive and file the report for solid waste adjustments for residential solid waste services for 2013.

Attachment: Curbside Service /Condo/Townhome Residential Rates - 2013
Residential Bin Rates - 2013

MAXIMUM RATES
January 1, 2013
700-AGOURA HILLS-RESIDENTIAL

Curbside Service	Trash Cart	Recycle Cart	Yard Cart	Monthly Rate	Price Group
Minican	Blue 32	Grey 64	Green 96	\$ 18.29	AGM
Level 1	Blue 64	Grey 64	Green 96	\$ 23.51	AG1
Level 2	Blue 96	Grey 64	Green 96	\$ 28.74	AG2
Level 3	2 -Blue 64	Grey 64	Green 96	\$ 34.70	AG3
Level 4	1-64 & 1-96	Grey 64	Green 96	\$ 40.04	AG4
Level 5	2-Blue 96	Grey 64	Green 96	\$ 45.38	AG5

Condos/Townhomes	Trash Cart	Recycle Cart	Yard Cart	Rate per unit	Price Group
	Blue 32	Grey 64	n/a	\$ 10.15	
	Blue 64	Grey 64	n/a	\$ 15.48	
	Blue 96	Grey 64	n/a	\$ 20.82	
Valet/pullout service				\$ 10.68	

SERVICE OPTIONS

	Rate
Start Charge	\$ 17.08
Cut Off Restart Charge	\$ 21.36
Customer Service Credit Card Processing Fee	\$ 8.54
Senior Discount	15%
Additional 64gal Trash Cart	\$ 10.45
Additional 96gal Trash Cart	\$ 15.68
Additional 96 Gal Yard Cart	\$ 3.21
Additional 64gal Recycle Cart (2nd N/C)	\$ 3.21 per cart (after 2)
Additional 96 Gal Manure Cart	\$ 8.54
Extra Pick Up on scheduled day	\$ 3.21 per bag
Extra Pick Up on scheduled day	\$ 5.34 per cart
Extra Pick Up Non-pick up days	\$ 26.70 bags anything over is extra see
Bulky Item Pick Up	4 items total/2 trips per calendar year
Additional Bulkies	\$ 26.70 each

MAXIMUM RATE
700-AGOURA HILLS - RESIDENTIAL BIN RATES
January 2013

RESIDENTIAL & MULTI-FAMILY TRASH BINS RATES

1.5 yd Trash Bin:	1x Week	\$ 64.07	5x Week	\$ 234.91
	2x Week	\$ 106.78	6x Week	\$ 277.63
	3x Week	\$ 149.49		
	4x Week	\$ 192.20		
3 yd Trash Bin:	1x Week	\$ 80.09	5x Week	\$ 288.30
	2x Week	\$ 128.13	6x Week	\$ 341.69
	3x Week	\$ 181.52		
	4x Week	\$ 234.91		
4 yd Trash Bin:	1x Week	\$ 85.42	5x Week	\$ 341.69
	2x Week	\$ 149.49	6x Week	\$ 405.76
	3x Week	\$ 213.56		
	4x Week	\$ 277.63		

RESIDENTIAL & MULTI-FAMILY RECYCLE BINS RATES

1.5 yd Trash Bin:	1x Week	\$ 26.70	5x Week	\$ 133.48
	2x Week	\$ 53.39	6x Week	\$ 160.17
	3x Week	\$ 80.09		
	4x Week	\$ 106.78		
3 yd Trash Bin:	1x Week	\$ 26.70	5x Week	\$ 133.48
	2x Week	\$ 53.39	6x Week	\$ 160.17
	3x Week	\$ 80.09		
	4x Week	\$ 106.78		
4 yd Trash Bin:	1x Week	\$ 26.70	5x Week	\$ 133.48
	2x Week	\$ 53.39	6x Week	\$ 160.17
	3x Week	\$ 80.09		
	4x Week	\$ 106.78		