



## REPORT TO CITY COUNCIL

**DATE:** DECEMBER 10, 2014  
**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 2015

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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 conveniently met.

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 2013-2014 period, the CPI adjustment is 1.674%. Staff has reviewed and confirmed that the rates being proposed (attached) reflect the CPI adjustment.

For 2014, 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 61% diversion rate for the 2013 reporting year. This is an increase of 2.5% from 2012 reporting year, which is being attributed to the reduction in solid waste disposal and increases in recycling.

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 2014, the City and its solid waste consultant received no complaints attributed to service performance standards. For 2014, year-to-date, a total of two (2)

complaints were reported to the City. The complaints were attributed to a reported failure to pick up, but investigation revealed the customer had not paid their monthly bill for an extended period of time. The second was a billing code error, that Waste Management addressed and resolved within the same day.

A review of compliant logs from Waste Management identified three (3) occurrences where the collection reliability standard was not adhered to (failure to collect solid waste/recyclables, which were properly set up from the same residential address – three scheduled annually). Waste Management has identified the cause and assured City staff the issue has been resolved. This represents a reduction from 2013, where seven occurrences were reported.

For 2014 year-to-date, Waste Management reported 105 complaints received that were attributed to missed pickups. This is a 8% reduction from 2013. The missed pickup complaints represent approximately one percent (1%) of the total customers served.

Finally, Waste Management continues to provide overall excellent customer service with same day or next day responses or actions and immediate responses to staff inquiries and requests. They also continue their long-term involvement 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, February 1, 2015.

## **RECOMMENDATION**

Staff respectfully recommends the City Council receive and file the report for solid waste adjustments for residential solid waste services for 2015.

Attachment: Curbside Service /Condo/Townhome Residential Rates - 2015  
Residential Bin Rates - 2015

**MAXIMUM RATES**  
**January 1, 2015**  
**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	\$ 35.50	AG3
Level 4	1-64 & 1-96	Grey 64	Green 96	\$ 40.96	AG4
Level 5	2-Blue 96	Grey 64	Green 96	\$ 46.43	AG5

Condos/Townhomes	Trash Cart	Recycle Cart	Yard Cart	Rate per unit	Price Group
	Blue 32	Grey 64	n/a	\$ 10.38	
	Blue 64	Grey 64	n/a	\$ 15.84	
	Blue 96	Grey 64	n/a	\$ 21.30	
Valet/pullout service				\$ 10.93	

**SERVICE OPTIONS**

	<b>Rate</b>
Start Charge	\$ 17.19
Cut Off Restart Charge	\$ 21.50
Customer Service Credit Card Processing Fee	\$ 8.59
Senior Discount	15%
Additional 64gal Trash Cart	\$ 10.45
Additional 96gal Trash Cart	\$ 15.68
Additional 96 Gal Yard Cart	\$ 3.23
Additional 64gal Recycle Cart (2nd N/C)	\$ 3.23 per cart (after 2)
Additional 96 Gal Manure Cart	\$ 8.73
Extra Pick Up on scheduled day	\$ 3.23 per bag
Extra Pick Up on scheduled day	\$ 5.37 per cart
Extra Pick Up Non-pick up days	\$ 26.87 (for 3 carts or 6 bags anything over is extra see above)
Bulky Item Pick Up	4 items total/2 trips per calendar year
Additional Bulkies	\$ 26.87 each



**MAXIMUM RATE**  
**700-AGOURA HILLS - RESIDENTIAL BIN RATES**  
**January 2015**

**RESIDENTIAL & MULTI-FAMILY TRASH BINS RATES**

	<b>2014</b>		<b>2014</b>	
1.5 yd Trash Bin:	1x Week	\$ 65.56	5x Week	\$ 240.36
	2x Week	\$ 109.26	6x Week	\$ 284.07
	3x Week	\$ 152.96		
	4x Week	\$ 193.22		
3 yd Trash Bin:	1x Week	\$ 80.89	5x Week	\$ 294.98
	2x Week	\$ 131.10	6x Week	\$ 349.61
	3x Week	\$ 185.73		
	4x Week	\$ 240.36		
4 yd Trash Bin:	1x Week	\$ 85.96	5x Week	\$ 349.61
	2x Week	\$ 152.96	6x Week	\$ 415.17
	3x Week	\$ 218.51		
	4x Week	\$ 284.07		

**RESIDENTIAL & MULTI-FAMILY RECYCLE BINS RATES**

1.5 yd Trash Bin:	1x Week	\$ 26.87	5x Week	\$ 134.32
	2x Week	\$ 53.73	6x Week	\$ 161.18
	3x Week	\$ 80.60		
	4x Week	\$ 107.46		
3 yd Trash Bin:	1x Week	\$ 26.87	5x Week	\$ 134.32
	2x Week	\$ 53.73	6x Week	\$ 161.18
	3x Week	\$ 80.60		
	4x Week	\$ 107.46		
4 yd Trash Bin:	1x Week	\$ 26.87	5x Week	\$ 134.32
	2x Week	\$ 53.73	6x Week	\$ 161.18
	3x Week	\$ 80.60		
	4x Week	\$ 107.46		