

REPORT TO CITY COUNCIL

DATE: DECEMBER 8, 2021

TO: HONORABLE MAYOR AND MEMBERS OF THE CITY COUNCIL

FROM: NATHAN HAMBURGER, CITY MANAGER

BY: LOUIS CELAYA, DEPUTY CITY MANAGER

SUBJECT: GI INDUSTRIES/WASTE MANAGEMENT RESIDENTIAL SOLID WASTE RATE ESCALATION; CONSIDER REQUEST FOR ADDITIONAL SOLID WASTE RATE ADJUSTMENT FOR 2022; PERFORMANCE REVIEW 2017-2020

On December 16, 2016, the City Council approved a new solid waste franchise agreement with GI/Waste Management Industries (Waste Management) for the provision of residential solid waste services. The new franchise agreement commenced on January 1, 2017, and will terminate June 30, 2023.

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 rate increase. For this escalation request, January 1, 2022, is the beginning date the new rates will become effective. Escalation only reflects adjustments in the Consumer Price Index (CPI) for the twelve-month period ending September 30 of each year. For the 2020-2021 period, the CPI adjustment is 2.6%. Staff and the City's solid waste consultant have reviewed and confirmed that the rates being proposed (attached) reflect the CPI adjustment.

For the standard solid waste residential curbside service level (Level 1 – 64 gal trash, 64 gal recycle, 96 gal yard), this will equate to a \$.76 cost increase. Additional curbside service levels will see increases ranging from \$.92 to \$1.58 depending on the service level being used by the customer. For the residential bins service rates, the standard service (3 yd. trash bin @ 1x/wk.) will result in a \$2.53 increase. Additional bin service levels will see increases ranging from \$2.70 to \$5.02, depending on the service level being used by the customer. It should be noted that while there are projected increases, the three curbside service levels identified as "Minican, Level 1, and Level 2" will once again not see an increase as a result of rate protection language in the current agreement. Additionally, residential bin customers at the standard service frequency of once and twice per week collection will also not see an increase.

In addition to the CPI escalation for 2022, the current agreement permits Waste Management to request an additional solid waste rate adjustment. For the third year,

Waste Management has requested an additional solid waste rate adjustment (SWRA) for operation costs. This year's SWRA is being requested to once again reflect the landfill tipping rate increases at the Simi Valley Landfill and Recycling Center. There was a 2% increase (\$1.89/ton) at the landfill from the 2021 calendar year. The facility is owned and operated by Waste Management.

Should the City Council approve the SWRA request, an additional cost would be added to the CPI adjustment. This would result in an overall cost increase ranging from 2.87% to 4.23%. For the standard solid waste residential curbside service levels that are eligible for an increase, the overall cost increase would range from \$1.60 to \$1.92 per month depending on the service level being used. On the residential bins service side, the overall cost increase would range from \$3.67 to \$4.22 depending on the service level being used.

Per the agreement, any SWRA must be substantiated with supporting documentation. The City's solid waste consultant Solid Waste Solutions Inc. (SWS, Inc.) has received supporting documentation (attached) from Waste Management and verified these cost increases.

During the term of the agreement, City staff performs a three year review of Waste Management to ensure the company is performing to the satisfaction of the City and the agreement. This is the first review under the renewed agreement.

The City's solid waste consultant performed a review of Waste Management operations based on requested information. Among the several criteria that are reviewed include, compliance with required solid waste diversion, customer complaint resolution, compliance with state solid waste mandates, compliance with City waste collection programs, and education outreach.

During the 2017 to 2020 period, Waste Management has maintained a 57 percent residential waste diversion average, with 2019 registering at 58 percent. This assists the City with maintaining an overall diversion rate above the 50% target required by AB 939. With respect to complaints received by Waste Management, over the same time period, Waste Management has received a total of 9 complaints during this time frame. During the same period City staff received a total of two (2) complaints during that period. One complaint was for a missed pickup and the other was for a missed bulky item pickup. A comparison of these total complaints, versus the total number of accounts, represents less than one percent of the total customers. With respect to the overall collection service, the frequency of reported missed pickups has demonstrated a reduction in these occurrences. In 2017, missed pickups represented 4.3% of total customers, which has reduced to 2.2% in 2020. It should be noted that missed pickups are common in solid waste collection and not unique in Agoura Hills. Waste Management does resolve these issues within one business day and continues to demonstrate their effort to reduce these occurrences.

This demonstrates that, as a service provider, Waste Management is providing above average service and assisting the City with its compliance with state mandates.

Waste Management is also required, per the agreement, to ensure that it assists the City with meeting obligations under State legislation as it relates to solid waste. Waste Management has supported the City with meeting obligations to ensure it complies with AB 341 (Mandatory Multi-Family Recycling), AB 1826 (Multi-family Organics Recycling), and SB 1383 (Short Live Climate Pollutants-Organics), by working with City staff to finalize third party diversion tracking is implemented for those complexes using landscapers to assist collection of multi-family organics recycling. Waste Management was also in discussions with City staff during the development of its programs to ensure compliance with SB 1383, whereby organic waste is now suitable for co-mingling with landscape waste in one container, and they are currently developing outreach and education materials for the residential customers.

There are two areas staff believes Waste Management can improve. These are the areas of education outreach, and improvement with the City's At Your Door residential HHW/E-waste collection program, as it relates to scheduling. During the term of 2017-2020, there was little outreach performed by Waste Management. In 2019, at the request of City staff and its solid waste consultant, a residential waste and recycling newsletter was developed. Other publication materials cited as outreach materials, as presented during the performance review package submitted by Waste Management, revealed material that was presented as outreach were ones prepared by the City and newspaper articles of solid waste topics that were not prepared or written by Waste Management staff. Staff believes this outreach must improve to meet the needs of the community.

With respect to the At Your Door HHW/E-waste residential collection program, while the program overall is operating very well with respect to collections, Waste Management began to experience some challenges with respect to scheduling in the 2020 calendar year. During the two of the three scheduled collections, some residents experienced challenges making an appointment. This was the result of early registrations being taken by the At Your Door staff prior to the collection month, without notification to City staff this was occurring. While no resident experienced a collection not occurring, it did create some confusion, as initially, some customers were advised appointments were not available. Since this time, City staff has worked with Waste Management to provide further clarification to the appointment scheduling process and its expectations. City staff has been assured this will not occur in the future. Additionally, there is a possibility that the program may receive an enhancement, but this is in initial discussions between City staff and Waste Management.

It should be noted that there is a new local and regional team at Waste Management, and City staff has met with this team frequently in the past months. Waste Management has assured improvements will continue to occur and they will be working with City staff to utilize our social media platforms to assist with their outreach efforts. Additionally, Waste Management is working diligently with outreach education that will be required under SB 1383.

Based on its first three year performance review, Waste Management as an operator, continues to demonstrate compliance with the franchise agreement, and is a good solid waste collector. Additionally, Waste Management continues to demonstrate its commitment to the City through its various sponsorships and their long-term involvement in many community programs and events. City staff believes, with the new Senior District Manager and local and regional team, the City should see continued excellent customer and operational services, and staff is eager to see the work to be performed in the areas identified for improvement.

Based on Waste Management's performance, a good status report in their first three year performance review, and compliance with the agreement, the escalation CPI increase of 2.6% is approved and will be implemented effective January 1, 2022. The additional solid waste adjustment request will require consideration by the City Council.

RECOMMENDATION

Staff respectfully recommends:

- 1) The City Council receive and file the report for the solid waste rate escalation increase (2.6%) for residential solid waste services for 2022; and
- 2) Receive and file the Performance Review Report for 2017-2020; and
- 3) Consider approval of the additional solid waste rate adjustment request being submitted by Waste Management; or
- 4) Not consider approval the additional solid waste rate adjustment request being submitted by Waste Management

Attachments: Curbside Service /Condo/Townhome Residential Rates – 2022 (CPI Only)
Residential Bin Rates – 2022 (CPI Only)
Curbside Service /Condo/Townhome Residential Rates – 2022 (CPI & SWRA)
Residential Bin Rates – 2022 (CPI & SWRA)
Waste Management Escalation Request Letter Package
Solid Waste Solutions Inc., Performance Review Matrix 2017-2020

RESIDENTIAL CURBSIDE SERVICE/CONDO-TOWNHOME RATES 2022 (with CPI escalation only)

Curbside Service	Trash Cart	Recycle Cart	Yard Cart	Monthly Rate	2021 Rate		
Minican	Blue 32	Grey 64	Green 96	\$ 20.39	\$20.39		
Level 1	Blue 64	Grey 64	Green 96	\$ 29.34	\$29.34		
Level 2	Blue 96	Grey 64	Green 96	\$ 35.33	\$35.33		
Level 3	2 -Blue 64	Grey 64	Green 96	\$ 54.38	\$53.00		
Level 4	1-64 & 1-96	Grey 64	Green 96	\$ 61.12	\$59.57		
Level 5	2-Blue 96	Grey 64	Green 96	\$ 62.15	\$60.57		
Condos/Townhomes	Trash Cart	Recycle Cart	Yard Cart	Rate per unit			
	Blue 32	Grey 64	n/a	\$ 15.80	\$15.40		
	Blue 64	Grey 64	n/a	\$ 23.14	\$22.35		
	Blue 96	Grey 64	n/a	\$ 30.51	\$29.74		
Valet/pullout service				\$ 15.76	\$15.36		

SERVICE OPTIONS

RATE

Start Charge	\$23.80	
Cut Off Restart Fee	\$23.20	
Customer Service Credit Card Processing Fee	\$9.38	
Senior Discount	15%	
Third Additional 96 gal Trash Cart	\$18.47	
Third Additional 64 gal Trash Cart	\$12.29	
Additional 64 gal Recycle Cart (2 nd N/C)	\$4.97	After two carts
Additional 96 gal Recycle Cart (2 nd N/C)	\$4.97	After two carts
Additional 96 gal Green Waste cart	\$3.71	
96 gal Yard/Manure Cart	\$10.64	
Additional 96 gal Yard/Manure Cart	\$10.64	
Recycle Contamination Fee	\$29.58	
Green Waste Contamination Fee	\$29.58	
Extra Pick Up on scheduled service day (bag)	\$3.69	Per bag
Extra Pick Up on scheduled service day (cart)	\$6.11	Per cart
Extra Pick Up on non-scheduled service day	\$29.56*	
*For 3 carts or 6 bags. Anything over this amount is extra. See Above		
Bulky Items Pick Up	4 items total; 2 trips per calendar year	
Additional Bulky Items Pick-ups	\$29.25	

RESIDENTIAL BIN RATES 2022 (w/ CPI escalation only)

RESIDENTIAL & MULTI-FAMILY TRASH BINS RATES

			<u>2021 Rate</u>			<u>2021 Rate</u>
1.5 yd. Trash Bin:	1x Week	\$ 83.83	\$81.70	5x Week	\$ 331.17	\$322.77
	2x Week	\$ 150.31	\$146.50	6x Week	\$ 391.47	\$381.55
	3x Week	\$ 210.61	\$205.27			
	4x Week	\$ 266.21	\$259.46			
3 yd. Trash Bin:	1x Week	\$ 97.33	\$97.33	5x Week	\$ 409.54	\$399.16
	2x Week	\$ 177.05	\$177.05	6x Week	\$ 485.51	\$473.19
	3x Week	\$ 257.63	\$251.10			
	4x Week	\$ 333.59	\$325.13			
4 yd. Trash Bin:	1x Week	\$ 103.73	\$103.73	5x Week	\$ 474.24	\$474.24
	2x Week	\$ 192.87	\$192.87	6x Week	\$ 577.96	\$563.30
	3x Week	\$ 285.90	\$285.90			
	4x Week	\$ 385.21	\$385.21			

RESIDENTIAL & MULTI-FAMILY RECYCLE BINS RATES

			<u>2021 Rate</u>			<u>2021 Rate</u>
1.5 yd. Trash Bin:	1x Week	\$ 37.62	\$36.67	5x Week	\$ 187.21	\$182.46
	2x Week	\$ 74.94	\$73.04	6x Week	\$ 224.66	\$218.96
	3x Week	\$ 112.27	\$109.42			
	4x Week	\$ 149.90	\$146.10			
3 yd. Trash Bin:	1x Week	\$ 44.76	\$43.62	5x Week	\$ 211.11	\$205.75
	2x Week	\$ 88.06	\$85.83	6x Week	\$ 254.14	\$245.74
	3x Week	\$ 128.97	\$125.70			
	4x Week	\$ 170.18	\$165.86			
4 yd. Trash Bin:	1x Week	\$ 50.71	\$49.42	5x Week	\$ 229.00	\$223.19
	2x Week	\$ 96.40	\$93.95	6x Week	\$ 272.43	\$265.52
	3x Week	\$ 142.06	\$138.47			
	4x Week	\$ 185.69	\$180.98			

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G.I. Industries

195 W. Los Angeles Ave
Simi Valley, CA. 93065
(805) 522-9400/(818) 782-2474
(805) 581-5407 Fax

October, 22 2021

City of Agoura Hills
30001 Lady Face Ct
Agoura Hills, CA. 91301
Attn: Louis Celaya

Dear Mr. Celaya;

Waste Management always strives to offer excellent solid waste and recycling alternatives at competitive prices. Providing the City of Agoura Hills with quality service is our number one priority. In order to maintain our caliber of service we must sometimes revise our pricing structure to accommodate the costs involved in transporting, handling and disposing of your waste.

Due to a very challenging economic environment, it is simply beyond our control. Pursuant to section 5.3.1 Escalation we are requesting an increase effective January 1, 2022, as follows:

- 2021 current Residential rate: \$29.34 basic service
- 2021 CPI = 2.60% = \$0.76
- 2021 SW Disposal Adjustment = \$0.11
- 2022 new Residential rate: \$30.21 basic service

Upon the City's approval, WM will send a written notification to all our customers via U S mail.

We appreciate your business and look forward to our continued service with the City of Agoura Hills. If you have any additional questions please do not hesitate to call me at (559) 217-3475.

Sincerely,
Waste Management

A handwritten signature in black ink, appearing to read 'AJ Singh', written over a horizontal line.

AJ Singh
Sr. District Manager



Statement for Rate Review

Collection Reliability

Waste Management has always met or exceeded all collection requirements in accordance with the Residential Franchise Agreement. WM has furnished new start customers with necessary equipment within 24 hours of notice of start date. To date WM has never failed to complete any route collection service on a scheduled day, all miss picks will be collected within 24 hours of notification.

Collection Quality

Waste Management performs ongoing routine inspections on all residential carts to ensure containers are in good working order, left standing after collection and uniform color with appropriate markings. Never at any time do WM drivers leave a site that has had a spill occurrence, Route Supervisors are notified and clean up starts immediately. WM starts collection at 7 am as stated in the Franchise Agreement. All equipment requests are delivered within 24 to 48 hours, in some cases if possible same day.

Customer Responsiveness

At this time Waste Management has no unresolved complaints to address with any residential customer. WM is always quick to find solutions and resolve every issue because our Route Supervisors perform personal visits to each and every situation that may arise. WM is committed to providing the highest level of customer service. No equipment is allowed out of facility that is not in like new condition.

Timeliness of Submissions to the City

Pursuant to the Franchise Agreement, Waste Management is in compliance with all reporting requirements, quarterly and annually.

Accuracy of Billing

Waste Management has billed all residential customers by type of service, with a due date and in accordance with the approved rate schedule.

Implementation of Public Education Plan

Waste Management has performed all public education plans set forth to meet all required deadlines.

Imposition of Liquidated Damages

Waste Management is not aware of any occurrences of events at this time through customer complaints or other investigation that would require liquidated damages. WM has not received a notice from the city of an incident of non-performance.

Amount & Timing of Payment

Waste Management has never been assessed by the City of Agoura Hills to pay for an assessment of Liquidated Damages.

Extension of Time of Performance

Since the inception of the Franchise Agreement July 2007 there has not been any interruption or discontinuance of service due to natural causes or other. WM has never asked for an extension for delayed services.

Assurance of Performance

Waste Management has made a commitment to the City of Agoura Hills to provide world class service to their customers and the environment. At no time during the beginning of the Franchise Agreement has WM provided untimely or unsatisfactory service.



COUNTY of VENTURA

Jeff Pratt
Agency Director

David Fleisch
Assistant Director

Central Services
Joan Araujo, Director

Engineering Services
Christopher Cooper, Director

Roads & Transportation
Christopher Kurgan, Director

Water & Sanitation
Joseph Pope, Director

Watershed Protection
Glenn Shephard, Director

October 13, 2021

Mr. Mark Grady, District Manager
Waste Management of California
Simi Valley Landfill and Recycling Center
2801 Madera Road
Simi Valley, CA 93065

**SUBJECT: SUBMITTAL OF FINAL 2021 SIMI VALLEY LANDFILL AND
RECYCLING CENTER ANNUAL REPORT - 2022 PROPOSED GATE RATES**

Dear Mr. Grady:

Pursuant to Section 4.2 of the *Amended and Restated Agreement for the Operation and Closure of the Simi Valley Landfill and Recycling Center* between the County of Ventura and Waste Management of California (WMC), the County has completed our review of the Final 2021 Annual Report for the Simi Valley Landfill and Recycling Center for the period July, 2020 through June, 2021. The Service & Fee Schedule attached to the Annual Report is approved, effective January 1, 2022.

The approved Maximum and Posted Gate Rates, effective January 1, 2022 through December 31, 2022 unless adjusted per applicable provisions in the Operating Agreement or a subsequent modification thereof, are as follows:

2022 WMC Posted Gate Rate for MSW - Ventura County (or outside CA)	\$75.39/ton
2022 Maximum Allowable Gate Rate for MSW – Ventura County (or outside CA)	\$75.94/ton
2022 WMC Posted Gate Rate for MSW – Non-Ventura County (within CA)	\$79.39/ton
2022 Maximum Allowable Gate Rate for MSW – Non-Ventura County (within CA)	\$79.39/ton

In reference to Section 10 of the Annual Report, you have committed to provide the "Volume Discount" rate for municipal solid waste (MSW) after publishing of the September CPI. Accordingly, please provide Lisa McCullough, of my staff, with the volume discount rate no later than November 1, 2021.

If you should have any questions, please do not hesitate to contact Lisa at (805) 658-4320.

Sincerely,

Bruce Belluschi
Manager

Cc: Joseph Pope, Director, Water and Sanitation Department
Michael Kumazawa, Analyst, CEO
Lisa McCullough, Analyst, IWMD

Task/Detail	Answer Included Yes/No	Comments
A. Compliance with the terms of the Franchise Agreement and applicable law.		
<p>1. Have all collection vehicles been inspected and passed by the California Highway Patrol on a regular basis.</p> <ul style="list-style-type: none"> ➤ If yes, please provide documentation certifying the approval. ➤ If, no, please provide documentation and evidence of correction to deficiencies sited. 	Yes	<p>Per GI/Waste Management: All scheduled vehicles have been inspected and passed according to the CHP BIT inspection guidelines. Last site inspection was May 14, 2020 in which no vehicles that serviced the Coty of Agoura Hills were selected.</p>
B. Overall organizational structure and management systems and procedures		
<p>1. Please provide an organization structure listing personnel, title and summary of duties</p> <p>Note: Local team identified here. Detailed job assignments provided in submittal.</p>	Yes	<ul style="list-style-type: none"> • AJ Singh, Sr. District Manager • Steve Lee, District Operations Manager • Marisol Aldana, Residential Route Manager • Marilyn Gallagher, Government Liaison • Kathleen Sherman, Contract Compliance Representative • Denise Kane, Residential/Multifamily Recycling Manager • Lisa Hemenway, Community Outreach Specialist

Task/Detail	Answer Included Yes/No	Comments
C. Efficiency of collection operations, including an analysis of routes, schedules and the impact to Agreement requirements.		
1. Are the AB939 goals being met? If not identify any failing sector and make recommendations for future correction.	Yes	2017: 58.30% 2018: 56.40% 2019: 57.80% 2020: 55.40% Diversion reports included. No program changes identified.
2. Provide copies of all advertising that was done for the Agoura Hills residential collection program.	Yes	WM uses a program called "Recycle Right" The program provides recycling education based on behavioral science. We do not have details on how used and when used. WM did the following outreach: Public education and promotional flyers were generated in 2019 and 2020. It is indicated that they were distributed at community events and presentations. WM indicates their media outlets were the Acorn and Ventura Co. Star and also social media. But there are no copies of this use. Worked with the Las Virgenes School District: Outreach for foodwaste recycling, recycle/trash flyers, Waste free lunch week. Have an Agoura Hills page on their website.

Task/Detail	Answer Included Yes/No	Comments

Task/Detail	Answer Included Yes/No	Comments
<p>3. Provide a list of the community service projects that the company has participated in.</p>	<p>Yes</p>	<p>List included. Here are a few City events: Fireworks sponsor, many school events, Great Race Agoura Hills, Community Clean-up, Trash busters, Concerts in the park, Reyes Adobe Days, 4th of July.</p> <p>Also provide tours of the landfill.</p> <p>Note in 2020 events were not held due to COVID 19.</p>
<p>4. Records indicating tons collected, processed, diverted and disposed of by type of service, Weight of each category of recyclable material recovered at a MRF, be specific. Please provide them by calendar year since the time of contract inception</p>	<p>Yes</p>	<p>Monthly tonnage reports Included, no summary provided.</p>
<p>5. Is the Household Hazardous Waste program being implemented effectively pursuant to State HHW regulations? Provide documentation verifying compliance. If deficiencies or violations have been identified, please provide evidence of corrective actions taken to address deficiencies/violations</p>	<p>Yes</p>	<p>April/August/December At Your Door Program ABOP & E-waste: Odd months of the year. No summary in pounds was provided. Just by material type.</p> <p>Collection activity provided for At your Door HHW Program 2017 – 2020.</p> <p>2017: 15,492 pounds 2018: 12,095 pounds 2019: 15,309 pounds 2020: 12,718 pounds</p> <p>No violations identified.</p>

Task/Detail	Answer Included Yes/No	Comments
6. Provide information relative to the implementation of the current limited residential organics waste collection program (i.e. Outreach, education, monitoring, etc.)		<p>As of April 1, 2017 resident could place food waste into their green waste carts. WM did education pieces on 3/9/17, 2019 fall newsletter.</p> <p>Material is collected and taken to the Simi Valley Landfill and transferred to a permitted facility for mixed organics.</p> <p>In Sept 2021 education was sent with the bill.</p>
D. Staffing practices, including the deployment of management and supervisory personnel		
1. List of local office critical staff members, titles, office and cell phone numbers and tasks performed by each staff member	Yes	An organizational list is provided and corresponding phone list.
		WM post job openings both internally and externally. The do due diligence when hiring new employees that are knowledgeable and skilled. All employees are subject to drug testing.
E. Financial management practices, including Company's billing and collection system and its policies with regard to uncollected accounts.		
1. This section should identify financial management practices/procedures undertaken in relation to agreement, including billing system utilized, and policies addressing	Yes	Collection process has not changed and neither has the method of on-line payments. Invoices due 30 days with a 4 day grace period. 2.5% interest rate is charged after. Cut off of service occurs after 75 days.

Task/Detail	Answer Included Yes/No	Comments
delinquent and uncollected accounts. a) Include a summary of delinquent accounts, in a 30, 60 and 90 day format b) Include number of uncollected accounts, and current remedies to address them		Reactivation charges will apply.
F. Personnel management practices, including compensation policies and the resolution of employee grievances		
1. Explain all practices and resolution of grievances.	Yes	WM Code of Conduct is included. All grievances are taken seriously by the local managers. No other detailed explanation provided.
G. Employee job & safety training, and management of Hazardous Waste		
1. Frequency of safety training?	Yes	Employees are trained in safety and customer service. New drivers have a 2 week intensive training. Then there is a 45 day driver training. They have 80 hours of training in the classroom and behind the wheel. Weekly tailgate meeting and drive along done. Drivers have check in/out procedures, and maintenances issue reporting procedures if problems need to be reported. Sample tests, etc. attached. Trucks have GPS tracking and onboard computer tracks customer data. There are now cameras in the trucks cab to monitor driver's behavior.
2. Frequency of Household Hazardous Waste Training?	Yes	All drivers are trained to handle hazardous waste they may encounter. For the Used oil collection, No

Task/Detail	Answer Included Yes/No	Comments
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		additional details provided.
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H. Procedures for receiving and resolving subscriber complaints and concerns.

<p>This section should detail the process utilized for addressing resident/customer complaints and concerns.</p> <p>Please provide detailed records relating to customer service issues, routes, log of complaints and remedy to issues (i.e., missed pick ups, discourteous drivers/staff; tipped containers, etc) Information should be formatted by calendar year and in table format</p>	<p>Yes</p>	<p>Waste Management procedures for resolving complaints and missed pickups have not changed.</p> <p>Waste Management has 5200 customers.</p> <table border="1" data-bbox="1199 721 1902 1281"> <thead> <tr> <th>Dates</th> <th>Issue</th> <th>Number of Occurrences</th> <th>% of Total Customers</th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>Missed Pick ups</td> <td>227</td> <td>4.3%</td> </tr> <tr> <td>2017</td> <td>Complaints</td> <td>6</td> <td>0.1%</td> </tr> <tr> <td>2018</td> <td>Missed pick ups</td> <td>51</td> <td>0.9%</td> </tr> <tr> <td>2018</td> <td>Complaints</td> <td>3</td> <td>0.05%</td> </tr> <tr> <td>2019</td> <td>Missed pick ups</td> <td>257</td> <td>4.9%</td> </tr> <tr> <td>2019</td> <td>Complaints</td> <td>0</td> <td></td> </tr> <tr> <td>2020</td> <td>Missed pick ups</td> <td>116</td> <td>2.2%</td> </tr> <tr> <td>2020</td> <td>Complaints</td> <td>0</td> <td></td> </tr> </tbody> </table> <p>Totals/Summary not provided. Only spreadsheet information provided.</p>	Dates	Issue	Number of Occurrences	% of Total Customers	2017	Missed Pick ups	227	4.3%	2017	Complaints	6	0.1%	2018	Missed pick ups	51	0.9%	2018	Complaints	3	0.05%	2019	Missed pick ups	257	4.9%	2019	Complaints	0		2020	Missed pick ups	116	2.2%	2020	Complaints	0	
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Task/Detail	Answer Included Yes/No	Comments
		All issues indicated as resolved.
I. Procedures for the acquisition, maintenance, safety check and replacement of equipment. Compliance with air quality regulations etc...		
Details for I:	Yes	WM implements a Preventative Maintenance Program. This minimizes vehicle and equipment failures. Drivers do daily inspections before and after each shift, leak detection tests are done every 200 hours of use. Detailed maintenance information is provided.
J. Utilization and management of facilities, equipment and personal.		
Details for J:	Yes	Listed the following facilities: <ul style="list-style-type: none"> • GI Industries-Simi Valley • Simi Valley Landfill-Simi Valley • Sun Valley Recycle Park – Sun Valley • Customer Call Center-Commerce
K. Compliance with AB 341		

Task/Detail	Answer Included Yes/No	Comments
1. Mandatory Multi-family Recycling Program	Yes	All 14 multi-family accounts with service have recycling. Education process will continue. List of locations is attached.
L. Compliance with AB 1826		
1. Mandatory Multi-family Recycling Program	Yes	There are 14 multi-family complexes. There are 8 with space issues to address. Most of these have landscapers, so no green waste in the trash or recycling. Outreach being done in 2021. A recycling tool-kit is being distributed.
M. Compliance with SB 1383		
1. Provide information on compliance plans for implementation of SB 1383	Yes	Establishing 3 container service (already in place) . Green waste and food waste can be collected together. They will facilitate a 1383 dashboard, route review by a Smart Truck program, will provide organics capacity guarantee, will provide certified staff and education and program monitoring.

Task/Detail	Answer Included Yes/No	Comments
N. Liquidated Damages/Performance Standards		
	Yes	WM does not track these statistics. They do not identify if they have triggered liquidated damages.