

## Survey of other Cities Waste Agreements (Responses)

1. *What is the name of your City?*  
**City of Miami**
2. *What is the population of your City? Pick the closest range of numbers.*  
**100,001 - 500,000**
3. *What is the total waste disposal (in tons) in your City for the calendar year 2010?  
Pick the closest range of numbers.*  
**100,001 - 500,000**
4. *The City collects waste from the following (check all that apply):*  
*Single Family Households? Y*  
*Multi-family households? Y*  
*Multi-family households? N*
5. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households? N*  
*Multi-family households? N*  
*Multi-family households? Y*
6. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
7. *If Yes, is your franchise system an:*  
**Non Exclusive**
8. *If your City has an exclusive franchise, how many areas/zones are designated?*
9. *How many haulers provide services through your commercial franchise system?*  
**16 to 30**
10. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**Junk-Be-Gone, S&S National Waste, Choice Environmental Services, Eagle Carting, Eastern Waste Systems, GarbageMan.com, J & M Scaffolds of FI, Lopefra Corp, Pronto Waste Services, Southern Waste Systems, Sunshine Recycling Services, Thunder Demolition, Town & Country Sanitation, Waste Management, Waste Pro of FI. Waste Services of FI, Waste Services USA,**
11. *What is the term of your commercial franchise contract(s)?*  
**2 - 5 years**

## **Survey of other Cities Waste Agreements (Responses)**

12. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*

**No**

13. *Are your multifamily residential and commercial properties combined into one franchise agreement?*

**No**

14. *Are your multifamily properties considered commercial?*

15. *At what unit size are your multifamily properties considered commercial?*

**5 or more**

16. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*

**No**

17. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*

**Not addressed under franchise agreement**

18. *Are franchise haulers required to pay living or prevailing wages?*

**Yes**

19. *Are franchise haulers required to provide health benefits?*

**No**

20. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*

21. *How does the City inspect and ensure contract compliance? Please select all that apply.*

**Field inspections of waste hauler activities and processes**

22. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*

**No**

23. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*

**Percentage of gross receipts**

24. *What other fees are added to the franchise fee? Please check all that apply.*

**annual fee, per account fee, permit roll-off fee, fines, truck inspection fee,**

## **Survey of other Cities Waste Agreements (Responses)**

25. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Franchise Fees go into the City's General Fund.**

26. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

27. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**The City has a 311 system for citizen complaints that our department follows-up on.**

28. *Do you assess liquidated damages for poor service performances?*

**Yes**

29. *Can a franchisee lose its rights due to service issues?*

**Yes**

30. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**When a call comes in regarding a complaint, it has to be resolved within 3 days, or stronger follow-up actions are taken. This could be a letter from our Director regarding the complaint and how the Franchisee will resolve the issue. If it is not, a final letter could be sent to the Franchisee by the Director informing them that they have 14 days in which to resolve the matter, or the Franchisee is in jeopardy of losing his license with the City of Miami.**

31. *Please provide us with your full name, contact phone number and email address.*

**Steven H. Margolis, Staff Auditor, Pr. Office: 305-960-2811 Cell: 954-709-8886 smargolis@miamigov.com**

## **Survey of other Cities Waste Agreements (Responses)**

32. *What is the name of your City?*

**City of Phoenix**

33. *What is the population of your City? Pick the closest range of numbers.*

**1000001**

34. *What is the total waste disposal (in tons) in your City for the calendar year 2010?*

*Pick the closest range of numbers.*

**1000001**

35. *The City collects waste from the following (check all that apply):*

*Single Family Households? Y*

*Multi-family households? N*

*Multi-family households? N*

36. *Private waste haulers collect waste from the following (check all that apply):*

*Single Family Households? N*

*Multi-family households? Y*

*Multi-family households? Y*

37. *Does your City have a franchise system for the collection of waste by private haulers?*

**No**

38. *If Yes, is your franchise system an:*

**Non Exclusive**

39. *If your City has an exclusive franchise, how many areas/zones are designated?*

40. *How many haulers provide services through your commercial franchise system?*

41. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*

42. *What is the term of your commercial franchise contract(s)?*

43. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*

44. *Are your multifamily residential and commercial properties combined into one franchise agreement?*

45. *Are your multifamily properties considered commercial?*

**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

46. *At what unit size are your multifamily properties considered commercial?*  
**5 or more**

47. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*

48. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*

49. *Are franchise haulers required to pay living or prevailing wages?*

50. *Are franchise haulers required to provide health benefits?*

51. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*

52. *How does the City inspect and ensure contract compliance? Please select all that apply.*

53. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*

54. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*

55. *What other fees are added to the franchise fee? Please check all that apply.*

56. *What are some of the uses of the collected franchise fees? Please check all that apply.*

57. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**City's customer service center**

58. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

59. *Do you assess liquidated damages for poor service performances?*

60. *Can a franchisee lose its rights due to service issues?*

61. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

62. *Please provide us with your full name, contact phone number and email address.*  
**John Trujillo 602-534-6307 john.trujillo@phoenix.gov**

## Survey of other Cities Waste Agreements (Responses)

63. What is the name of your City?

**Fort Worth**

64. What is the population of your City? Pick the closest range of numbers.

**500,001 - 1,000,000**

65. What is the total waste disposal (in tons) in your City for the calendar year 2010?  
Pick the closest range of numbers.

**100,001 - 500,000**

66. The City collects waste from the following (check all that apply):

Single Family Households? **Y**

Multi-family households? **N**

Multi-family households? **Y**

67. Private waste haulers collect waste from the following (check all that apply):

Single Family Households? **N**

Multi-family households? **Y**

Multi-family households? **Y**

68. Does your City have a franchise system for the collection of waste by private haulers?

**Yes**

69. If Yes, is your franchise system an:

**Non Exclusive**

70. If your City has an exclusive franchise, how many areas/zones are designated?

71. How many haulers provide services through your commercial franchise system?

**6 to 10**

72. Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)

**Waste Management, Republic/Allied, IESI, Service Waste, Knight Waste Services, Empire Waste, Bluebonnet Waste, Area Waste Solutions**

73. What is the term of your commercial franchise contract(s)?

**Annual renewal**

74. Are your single family residential and multifamily residential properties combined into one franchise agreement?

**No**

## **Survey of other Cities Waste Agreements (Responses)**

75. Are your multifamily residential and commercial properties combined into one franchise agreement?

**No**

76. Are your multifamily properties considered commercial?

**Yes**

77. At what unit size are your multifamily properties considered commercial?

**2 to 3**

78. Under the franchise contract, is the waste hauler required to use clean fuel vehicles?

**No**

79. How does your City ensure franchisee compliance with OSHA? Please check all that apply.

**Not addressed under franchise agreement**

80. Are franchise haulers required to pay living or prevailing wages?

**No**

81. Are franchise haulers required to provide health benefits?

**No**

82. Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).

83. How does the City inspect and ensure contract compliance? Please select all that apply.

**Field inspections of businesses only**

84. Does the franchise contract stipulate specific disposal or recycling facilities that should be used?

**No**

85. Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?

**Percentage of gross receipts**

86. What other fees are added to the franchise fee? Please check all that apply.

**No other fees added**

87. What are some of the uses of the collected franchise fees? Please check all that apply.

**Street Repair**

## **Survey of other Cities Waste Agreements (Responses)**

88. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**City's customer service center**

89. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**None**

90. *Do you assess liquidated damages for poor service performances?*

**No**

91. *Can a franchisee lose its rights due to service issues?*

**Yes**

92. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**If equipment is not kept to adequate standards.**

93. *Please provide us with your full name, contact phone number and email address.*

**Debbie Branch 817-392-5151 debbie.branch@FortWorthTexas.gov**



## **Survey of other Cities Waste Agreements (Responses)**

94. *What is the name of your City?*

**City of Houston**

95. *What is the population of your City? Pick the closest range of numbers.*

**1000001**

96. *What is the total waste disposal (in tons) in your City for the calendar year 2010?*

*Pick the closest range of numbers.*

**1000001**

97. *The City collects waste from the following (check all that apply):*

*Single Family Households? Y*

*Multi-family households? N*

*Multi-family households? N*

98. *Private waste haulers collect waste from the following (check all that apply):*

*Single Family Households? Y*

*Multi-family households? Y*

*Multi-family households? Y*

99. *Does your City have a franchise system for the collection of waste by private haulers?*

**Yes**

100. *If Yes, is your franchise system an:*

**Non Exclusive**

101. *If your City has an exclusive franchise, how many areas/zones are designated?*

102. *How many haulers provide services through your commercial franchise system?*

**31 plus**

103. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*

**List will be emailed.**

104. *What is the term of your commercial franchise contract(s)?*

**2 - 5 years**

105. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*

**No**

## **Survey of other Cities Waste Agreements (Responses)**

106. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**No**
107. *Are your multifamily properties considered commercial?*  
**No**
108. *At what unit size are your multifamily properties considered commercial?*
109. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**No**
110. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Not addressed under franchise agreement**
111. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
112. *Are franchise haulers required to provide health benefits?*  
**No**
113. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
114. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**We have an outside auditor that ensures compliance with the franchise fee provisions of the franchise. We do not have any other type of compliance effort.**
115. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**No**
116. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**Percentage of gross receipts**
117. *What other fees are added to the franchise fee? Please check all that apply.*  
**No other fees added**
118. *What are some of the uses of the collected franchise fees? Please check all that apply.*

## **Survey of other Cities Waste Agreements (Responses)**

**All fees are booked to the General Fund.**

119. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

120. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**None**

121. *Do you assess liquidated damages for poor service performances?*

**No**

122. *Can a franchisee lose its rights due to service issues?*

**No**

123. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

124. *Please provide us with your full name, contact phone number and email address.*

**Juan Olguin Deputy Assistant Director Administration & Regulatory Affairs Department 713.837.9623 [juan.olguin@houstontx.gov](mailto:juan.olguin@houstontx.gov)**

## Survey of other Cities Waste Agreements (Responses)

125. *What is the name of your City?*  
**Hidden Hills**
126. *What is the population of your City? Pick the closest range of numbers.*  
**1 - 25,000**
127. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**1 - 20,000**
128. *The City collects waste from the following (check all that apply):*  
*Single Family Households?* **N**  
*Multi-family households?* **N**  
*Multi-family households?* **N**
129. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households?* **Y**  
*Multi-family households?* **N**  
*Multi-family households?* **N**
130. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
131. *If Yes, is your franchise system an:*  
**Exclusive franchise**
132. *If your City has an exclusive franchise, how many areas/zones are designated?*  
**1**
133. *How many haulers provide services through your commercial franchise system?*  
**2 to 5**
134. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**Waste Management Anderson Rubbish Disposal J&L Disposal**
135. *What is the term of your commercial franchise contract(s)?*  
**2 - 5 years**
136. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

137. *Are your multifamily residential and commercial properties combined into one franchise agreement?*
138. *Are your multifamily properties considered commercial?*  
**No**
139. *At what unit size are your multifamily properties considered commercial?*
140. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**Yes**
141. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Penalties imposed by the City for OSHA violations**
142. *Are franchise haulers required to pay living or prevailing wages?*
143. *Are franchise haulers required to provide health benefits?*  
**Yes**
144. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
145. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Should City staff observe hauler practices that are not consistent with standard operating procedures or standard of care, the hauler is contacted for corrective action.**
146. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**Yes**
147. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**Percentage of gross receipts**
148. *What other fees are added to the franchise fee? Please check all that apply.*  
**Poor performance fees**  
**Franchise hauler is required to pay 5% of recycling receipts back to the City.**

## **Survey of other Cities Waste Agreements (Responses)**

149. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Fees are used on a variety of City sponsored projects.**

150. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

151. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**Solicit via customer service surveys**

152. *Do you assess liquidated damages for poor service performances?*

**Yes**

153. *Can a franchisee lose its rights due to service issues?*

**Yes**

154. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**The City makes every effort to resolve issues that may arise with the Franchise hauler. To date the City has never had to exercise this option.**

155. *Please provide us with your full name, contact phone number and email address.*

**Kimberly Colbert (310) 257-2004  
kimberlycolbert@caaprofessionals.com**

## Survey of other Cities Waste Agreements (Responses)

156. What is the name of your City?  
**Chicago**
157. What is the population of your City? Pick the closest range of numbers.  
**1000001**
158. What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.  
**500,001 - 1,000,000**
159. The City collects waste from the following (check all that apply):  
Single Family Households? **Y**  
Multi-family households? **Y**  
Multi-family households? **N**
160. Private waste haulers collect waste from the following (check all that apply):  
Single Family Households? **N**  
Multi-family households? **Y**  
Multi-family households? **Y**
161. Does your City have a franchise system for the collection of waste by private haulers?  
**No**
162. If Yes, is your franchise system an:
163. If your City has an exclusive franchise, how many areas/zones are designated?
164. How many haulers provide services through your commercial franchise system?
165. Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)
166. What is the term of your commercial franchise contract(s)?
167. Are your single family residential and multifamily residential properties combined into one franchise agreement?
168. Are your multifamily residential and commercial properties combined into one franchise agreement?
169. Are your multifamily properties considered commercial?

## **Survey of other Cities Waste Agreements (Responses)**

170. *At what unit size are your multifamily properties considered commercial?*
171. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*
172. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*
173. *Are franchise haulers required to pay living or prevailing wages?*
174. *Are franchise haulers required to provide health benefits?*
175. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
176. *How does the City inspect and ensure contract compliance? Please select all that apply.*
177. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*
178. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*
179. *What other fees are added to the franchise fee? Please check all that apply.*
180. *What are some of the uses of the collected franchise fees? Please check all that apply.*
181. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*
182. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*
183. *Do you assess liquidated damages for poor service performances?*
184. *Can a franchisee lose its rights due to service issues?*
185. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*
186. *Please provide us with your full name, contact phone number and email address.*



## Survey of other Cities Waste Agreements (Responses)

187. What is the name of your City?  
**Palos Verdes Estates**
188. What is the population of your City? Pick the closest range of numbers.  
**1 - 25,000**
189. What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.  
**1 - 20,000**
190. The City collects waste from the following (check all that apply):  
Single Family Households? **N**  
Multi-family households? **N**  
Multi-family households? **N**
191. Private waste haulers collect waste from the following (check all that apply):  
Single Family Households? **Y**  
Multi-family households? **Y**  
Multi-family households? **Y**
192. Does your City have a franchise system for the collection of waste by private haulers?  
**Yes**
193. If Yes, is your franchise system an:  
**Exclusive franchise**
194. If your City has an exclusive franchise, how many areas/zones are designated?  
**1**
195. How many haulers provide services through your commercial franchise system?
196. Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)  
**No Commercial Franchise.**
197. What is the term of your commercial franchise contract(s)?
198. Are your single family residential and multifamily residential properties combined into one franchise agreement?  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

199. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**No**
200. *Are your multifamily properties considered commercial?*  
**No**
201. *At what unit size are your multifamily properties considered commercial?*
202. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**No**
203. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Not addressed under franchise agreement**
204. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
205. *Are franchise haulers required to provide health benefits?*  
**No**
206. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
207. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**None**
208. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**No**
209. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**No**
210. *What other fees are added to the franchise fee? Please check all that apply.*  
**No other fees added**
211. *What are some of the uses of the collected franchise fees? Please check all that apply.*  
**N/A**

## **Survey of other Cities Waste Agreements (Responses)**

212. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*  
**Waste haulers customer service center**
213. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*  
**The City responds to complaints under the residential franchise.**
214. *Do you assess liquidated damages for poor service performances?*  
**Yes**
215. *Can a franchisee lose its rights due to service issues?*  
**Yes**
216. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*  
**The service contract can be terminated for cause.**
217. *Please provide us with your full name, contact phone number and email address.*  
**Latoya Cyrus (310) 257 - 2012 latoyacyrus@caaprofessionals.com**

## Survey of other Cities Waste Agreements (Responses)

218. What is the name of your City?  
**AZUSA**
219. What is the population of your City? Pick the closest range of numbers.  
**25,001 - 100,000**
220. What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.  
**20,001 - 50,000**
221. The City collects waste from the following (check all that apply):  
Single Family Households? **N**  
Multi-family households? **N**  
Multi-family households? **N**
222. Private waste haulers collect waste from the following (check all that apply):  
Single Family Households? **Y**  
Multi-family households? **Y**  
Multi-family households? **Y**
223. Does your City have a franchise system for the collection of waste by private haulers?  
**Yes**
224. If Yes, is your franchise system an:  
**Exclusive franchise**
225. If your City has an exclusive franchise, how many areas/zones are designated?  
**1**
226. How many haulers provide services through your commercial franchise system?  
**1**
227. Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)  
**ATHENS SERVICES**
228. What is the term of your commercial franchise contract(s)?  
**Exists in perpetuity (Evergreen)**
229. Are your single family residential and multifamily residential properties combined into one franchise agreement?  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

230. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**Yes**
231. *Are your multifamily properties considered commercial?*  
**Yes**
232. *At what unit size are your multifamily properties considered commercial?*  
**4 to 5**
233. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**No**
234. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Penalties imposed by the City for OSHA violations**
235. *Are franchise haulers required to pay living or prevailing wages?*  
**Yes**
236. *Are franchise haulers required to provide health benefits?*  
**Yes**
237. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
238. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Monthly, quarterly, annual disposal and diversion or other reports as maybe required.**
239. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**No**
240. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**10% of the sum collected by hauler for services rendered**
241. *What other fees are added to the franchise fee? Please check all that apply.*  
**No other fees added**

## **Survey of other Cities Waste Agreements (Responses)**

242. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Used to implement recycling programs in the City**

243. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

244. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**Follow-up with hauler on customer complaints**

245. *Do you assess liquidated damages for poor service performances?*

**No**

246. *Can a franchisee lose its rights due to service issues?*

**No**

247. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

248. *Please provide us with your full name, contact phone number and email address.*

**Liza Cawte 626-812-5109 lcawte@ci.azusa.ca.us**

## **Survey of other Cities Waste Agreements (Responses)**

249. *What is the name of your City?*  
**Seattle, WA**
250. *What is the population of your City? Pick the closest range of numbers.*  
**500,001 - 1,000,000**
251. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**100,001 - 500,000**
252. *The City collects waste from the following (check all that apply):*  
*Single Family Households?* **N**  
*Multi-family households?* **N**  
*Multi-family households?* **N**
253. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households?* **Y**  
*Multi-family households?* **Y**  
*Multi-family households?* **Y**
254. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
255. *If Yes, is your franchise system an:*  
**Exclusive franchise**
256. *If your City has an exclusive franchise, how many areas/zones are designated?*  
**4**
257. *How many haulers provide services through your commercial franchise system?*  
**2 to 5**
258. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**CleanScapes - a local firm Waste Management , Inc.**
259. *What is the term of your commercial franchise contract(s)?*  
**11 - 15 years**
260. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**

## Survey of other Cities Waste Agreements (Responses)

261. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**Yes**
262. *Are your multifamily properties considered commercial?*  
**No**
263. *At what unit size are your multifamily properties considered commercial?*
264. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**Yes**
265. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Not addressed under franchise agreement**
266. *Are franchise haulers required to pay living or prevailing wages?*  
**Yes**
267. *Are franchise haulers required to provide health benefits?*  
**Yes**
268. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
269. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Contractor (i.e., "franchisee" reports**
270. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**Yes**
271. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**No**
272. *What other fees are added to the franchise fee? Please check all that apply.*  
**We do have poor performance fees and good performance bonuses.  
We collect bills and pay the contractors to collect.**



## **Survey of other Cities Waste Agreements (Responses)**

273. *What are some of the uses of the collected franchise fees? Please check all that apply.*

274. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

275. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**Contractor ("franchisee") reports call center statistics**

276. *Do you assess liquidated damages for poor service performances?*

**Yes**

277. *Can a franchisee lose its rights due to service issues?*

**Yes**

278. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**Mostly it makes them look less competitive at rebid time. If it were bad enough, there could be a default, but that would be a very extreme situation**

279. *Please provide us with your full name, contact phone number and email address.*

**Timothy Croll Solid Waste Director Seattle Public Utilities 206-684-7934  
timothy.croll@seattle.gov**

## Survey of other Cities Waste Agreements (Responses)

280. What is the name of your City?  
**San Jose**
281. What is the population of your City? Pick the closest range of numbers.  
**1000001**
282. What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.  
**500,001 - 1,000,000**
283. The City collects waste from the following (check all that apply):  
Single Family Households? **N**  
Multi-family households? **N**  
Multi-family households? **N**
284. Private waste haulers collect waste from the following (check all that apply):  
Single Family Households? **Y**  
Multi-family households? **Y**  
Multi-family households? **Y**
285. Does your City have a franchise system for the collection of waste by private haulers?  
**Yes**
286. If Yes, is your franchise system an:  
**Exclusive franchise**
287. If your City has an exclusive franchise, how many areas/zones are designated?  
**2**
288. How many haulers provide services through your commercial franchise system?  
**1**
289. Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)  
**Commercial: From July 2012, Allied Waste will be the exclusive collection franchise for both districts in San Jose. Currently, the commercial system is a non-exclusive franchise system with multiple haulers. The contract with Allied will be for a 15 year term. Residential: Residential is also divided into districts and different haulers have contracts to service each district's SFDs, MFDs, and yard waste.**
290. What is the term of your commercial franchise contract(s)?

## **Survey of other Cities Waste Agreements (Responses)**

### **11 - 15 years**

291. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*

**No**

292. *Are your multifamily residential and commercial properties combined into one franchise agreement?*

**No**

293. *Are your multifamily properties considered commercial?*

**No**

294. *At what unit size are your multifamily properties considered commercial?*

295. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*

**Yes**

296. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*

**Franchisee must submit compliance reports**

297. *Are franchise haulers required to pay living or prevailing wages?*

**Yes**

298. *Are franchise haulers required to provide health benefits?*

**Yes**

299. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*

300. *How does the City inspect and ensure contract compliance? Please select all that apply.*

**Field inspections of waste hauler activities and processes**

301. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*

**Yes**

302. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*

**Flat fee for a zone(s)**

## **Survey of other Cities Waste Agreements (Responses)**

303. *What other fees are added to the franchise fee? Please check all that apply.*  
**AB939**
304. *What are some of the uses of the collected franchise fees? Please check all that apply.*  
**Used to implement recycling programs in the City**
305. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*  
**City's customer service center**
306. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*  
**Solicit via customer service surveys**
307. *Do you assess liquidated damages for poor service performances?*  
**Yes**
308. *Can a franchisee lose its rights due to service issues?*  
**Yes**
309. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*  
**Hauler will conduct extensive outreach, assess customer needs before service start, acquire containers, acquire larger companies already providing services. City will monitor hauler's vehicle orders (in advance of start date), employee training and hiring (in advance of start date), project milestones (provisioning of MRF equipment, new construction, etc.)**
310. *Please provide us with your full name, contact phone number and email address.*  
**Bill Roth 408-975-2585 bill.roth@sanjoseca.gov**

## Survey of other Cities Waste Agreements (Responses)

311. *What is the name of your City?*  
**Sierra Madre**
312. *What is the population of your City? Pick the closest range of numbers.*  
**1 - 25,000**
313. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**1 - 20,000**
314. *The City collects waste from the following (check all that apply):*  
*Single Family Households? N*  
*Multi-family households? N*  
*Multi-family households? N*
315. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households? Y*  
*Multi-family households? Y*  
*Multi-family households? Y*
316. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
317. *If Yes, is your franchise system an:*  
**Exclusive franchise**
318. *If your City has an exclusive franchise, how many areas/zones are designated?*  
**1**
319. *How many haulers provide services through your commercial franchise system?*  
**1**
320. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**Athens Services**
321. *What is the term of your commercial franchise contract(s)?*  
**15 years or more**
322. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

323. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**Yes**
324. *Are your multifamily properties considered commercial?*  
**Yes**
325. *At what unit size are your multifamily properties considered commercial?*  
**5 or more**
326. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**No**
327. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Not addressed under franchise agreement**
328. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
329. *Are franchise haulers required to provide health benefits?*  
**No**
330. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
331. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Field inspections of waste hauler activities and processes**
332. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**Yes**
333. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**Percentage of gross receipts**
334. *What other fees are added to the franchise fee? Please check all that apply.*  
**Administration fees**

## **Survey of other Cities Waste Agreements (Responses)**

335. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Used to implement recycling programs in the City**

336. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

337. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

338. *Do you assess liquidated damages for poor service performances?*

**No**

339. *Can a franchisee lose its rights due to service issues?*

**Yes**

340. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**There is a clause in the Contract for lack of performance that includes a number of steps to follow. I imagine it would be a difficult process to get through if needed. Fortunately, we are generally satisfied with our contract hauler.**

341. *Please provide us with your full name, contact phone number and email address.*

**James Carlson 626-355-7135, jcarlson@cityofsierramadre.com**

## Survey of other Cities Waste Agreements (Responses)

342. *What is the name of your City?*  
**Redondo Beach**
343. *What is the population of your City? Pick the closest range of numbers.*  
**25,001 - 100,000**
344. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**20,001 - 50,000**
345. *The City collects waste from the following (check all that apply):*  
*Single Family Households? N*  
*Multi-family households? N*  
*Multi-family households?*
346. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households? Y*  
*Multi-family households? Y*  
*Multi-family households? Y*
347. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
348. *If Yes, is your franchise system an:*  
**Exclusive franchise**
349. *If your City has an exclusive franchise, how many areas/zones are designated?*  
**2**
350. *How many haulers provide services through your commercial franchise system?*  
**1**
351. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**Athens Services**
352. *What is the term of your commercial franchise contract(s)?*  
**6 - 10 years**
353. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**



## Survey of other Cities Waste Agreements (Responses)

354. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**Yes**
355. *Are your multifamily properties considered commercial?*  
**No**
356. *At what unit size are your multifamily properties considered commercial?*
357. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**Yes**
358. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*
359. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
360. *Are franchise haulers required to provide health benefits?*  
**No**
361. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
362. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Field inspections of waste hauler activities and processes  
biannual audits Monthly meetings complaint resolution**
363. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**Yes**
364. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**No**
365. *What other fees are added to the franchise fee? Please check all that apply.*  
**Administration fees  
AB 939, HHW fees**

## **Survey of other Cities Waste Agreements (Responses)**

366. *What are some of the uses of the collected franchise fees? Please check all that apply.*

367. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

368. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**Review Daily Call Reports**

369. *Do you assess liquidated damages for poor service performances?*

**Yes**

370. *Can a franchisee lose its rights due to service issues?*

**No**

371. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

372. *Please provide us with your full name, contact phone number and email address.*

**Jon Emerson 310-318-0686 extension 4151 jon.emerson@redondo.org**

## Survey of other Cities Waste Agreements (Responses)

373. *What is the name of your City?*  
**San Diego**
374. *What is the population of your City? Pick the closest range of numbers.*  
**1000001**
375. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**1000001**
376. *The City collects waste from the following (check all that apply):*  
*Single Family Households? Y*  
*Multi-family households? N*  
*Multi-family households? N*
377. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households? N*  
*Multi-family households? Y*  
*Multi-family households? Y*
378. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
379. *If Yes, is your franchise system an:*  
**Non Exclusive**
380. *If your City has an exclusive franchise, how many areas/zones are designated?*
381. *How many haulers provide services through your commercial franchise system?*  
**11 to 15**
382. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to:*  
[san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)  
**<http://www.sandiego.gov/environmental-services/miramar/pdf/haulerlist.pdf>**
383. *What is the term of your commercial franchise contract(s)?*  
**Exists in perpetuity (Evergreen)**
384. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**No**

## **Survey of other Cities Waste Agreements (Responses)**

385. *Are your multifamily residential and commercial properties combined into one franchise agreement?*

**Yes**

386. *Are your multifamily properties considered commercial?*

**Yes**

387. *At what unit size are your multifamily properties considered commercial?*

**2 to 3**

388. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*

**Yes**

389. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*

**Not addressed under franchise agreement**

390. *Are franchise haulers required to pay living or prevailing wages?*

**No**

391. *Are franchise haulers required to provide health benefits?*

**No**

392. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*

393. *How does the City inspect and ensure contract compliance? Please select all that apply.*

**Field inspections of waste hauler activities and processes**

394. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*

**No**

395. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*

**Per ton charge**

396. *What other fees are added to the franchise fee? Please check all that apply.*

**No other fees added**

**AB 939 fees assessed on City tonnage**

## **Survey of other Cities Waste Agreements (Responses)**

397. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**General Fund**

398. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

399. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**Open to customer complaints**

400. *Do you assess liquidated damages for poor service performances?*

**No**

401. *Can a franchisee lose its rights due to service issues?*

**Yes**

402. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**Franchise agreements are renewed annually by City Council.  
Department can recommend that a franchise agreement should not be approved. Non-exclusive system is open to competition for customers.**

403. *Please provide us with your full name, contact phone number and email address.*

## Survey of other Cities Waste Agreements (Responses)

404. What is the name of your City?  
**Manhattan Beach**
405. What is the population of your City? Pick the closest range of numbers.  
**25,001 - 100,000**
406. What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.  
**20,001 - 50,000**
407. The City collects waste from the following (check all that apply):  
Single Family Households? **N**  
Multi-family households? **N**  
Multi-family households? **N**
408. Private waste haulers collect waste from the following (check all that apply):  
Single Family Households? **Y**  
Multi-family households? **Y**  
Multi-family households? **Y**
409. Does your City have a franchise system for the collection of waste by private haulers?  
**Yes**
410. If Yes, is your franchise system an:  
**Exclusive franchise**
411. If your City has an exclusive franchise, how many areas/zones are designated?
412. How many haulers provide services through your commercial franchise system?  
**1**
413. Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)  
**Waste Management**
414. What is the term of your commercial franchise contract(s)?  
**6 - 10 years**
415. Are your single family residential and multifamily residential properties combined into one franchise agreement?  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

416. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**Yes**
417. *Are your multifamily properties considered commercial?*  
**Yes**
418. *At what unit size are your multifamily properties considered commercial?*  
**5 or more**
419. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**Yes**
420. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Not addressed under franchise agreement**
421. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
422. *Are franchise haulers required to provide health benefits?*  
**No**
423. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
424. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Field inspections of waste hauler activities and processes**  
**Monthly reports, monthly meetings**
425. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**Yes**
426. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**No**
427. *What other fees are added to the franchise fee? Please check all that apply.*  
**We have an Administration fee, but no Franchise fee**

## Survey of other Cities Waste Agreements (Responses)

428. *What are some of the uses of the collected franchise fees? Please check all that apply.*

429. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Depends on the resident. Some call the hauler, some call the city.**

430. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**Solicit via customer service surveys**

431. *Do you assess liquidated damages for poor service performances?*

432. *Can a franchisee lose its rights due to service issues?*

**Yes**

433. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**Transition to the Next Company** If the transition of services to another company occurs through expiration of term, default and termination, or otherwise, the Company will cooperate with the City and subsequent company(ies) to assist in an orderly transition which will include, but not be limited to, the Company providing detailed route lists, billing and service-level information and other operating records needed to service all properties covered by this Agreement. The failure to cooperate with City following termination shall be conclusively presumed to be grounds for specific performance of this covenant and/or other equitable relief necessary to enforce this covenant. Company shall provide a new service provider with all keys, security codes and remote controls used to access garages and Bin enclosures. Company shall be responsible for coordinating transfer immediately after Company's final pickups, so as not to disrupt service. Company shall provide City with detailed route sheets containing service names and addresses, Billing names and addresses, monthly rate and service levels (number and size of Containers and pickup days) at least 90 days prior to the transition date, and provide an updated list two weeks before the transition and a final list of changes the day before the transition. Company shall provide means of access to the new service provider at least one full Working Day prior to the first day of Collection by another party, and always within sufficient time so as not to impede in any way the new service provider from easily servicing all Containers. Company shall cooperate in good faith with City and new service provider in scheduling exchanges of Company containers with containers provided by the new service provider so as to assure that customers neither need to find storage for two sets of containers nor go without a container for an inconvenient length of time.



## **Survey of other Cities Waste Agreements (Responses)**

434. *Please provide us with your full name, contact phone number and email address.*

**Anna Luke 310-802-5363 aluke@citymb.info**

## Survey of other Cities Waste Agreements (Responses)

435. *What is the name of your City?*  
**City of Montbello**
436. *What is the population of your City? Pick the closest range of numbers.*  
**25,001 - 100,000**
437. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**50,001 - 100,000**
438. *The City collects waste from the following (check all that apply):*  
*Single Family Households?* **N**  
*Multi-family households?* **N**  
*Multi-family households?* **N**
439. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households?* **Y**  
*Multi-family households?* **Y**  
*Multi-family households?* **Y**
440. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
441. *If Yes, is your franchise system an:*  
**Non Exclusive**
442. *If your City has an exclusive franchise, how many areas/zones are designated?*  
**1**
443. *How many haulers provide services through your commercial franchise system?*  
**6 to 10**
444. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**Athens Services AAA Rubbish American Reclamation Cal Met Services Commercial Waste Services, Inc. Consolidated Disposal G&B Rubbish and Roll-Off Haul-Away Rubbish Service Key Disposal NASA Services Serv-Well Disposal Universal Waste Systems**
445. *What is the term of your commercial franchise contract(s)?*  
**Annual renewal**

## **Survey of other Cities Waste Agreements (Responses)**

446. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*

**Yes**

447. *Are your multifamily residential and commercial properties combined into one franchise agreement?*

**No**

448. *Are your multifamily properties considered commercial?*

**Yes**

449. *At what unit size are your multifamily properties considered commercial?*

**4 to 5**

450. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*

**No**

451. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*

**Inspections performed by City staff**

452. *Are franchise haulers required to pay living or prevailing wages?*

453. *Are franchise haulers required to provide health benefits?*

454. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*

455. *How does the City inspect and ensure contract compliance? Please select all that apply.*

**Field inspections of businesses only**

**Field inspections of waste hauler activities and processes**

456. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*

457. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*

**Percentage of gross receipts**

458. *What other fees are added to the franchise fee? Please check all that apply.*

**No other fees added**

## **Survey of other Cities Waste Agreements (Responses)**

459. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Used to implement recycling programs in the City**

460. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**City Staff**

461. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

462. *Do you assess liquidated damages for poor service performances?*

**No**

463. *Can a franchisee lose its rights due to service issues?*

**No**

464. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

465. *Please provide us with your full name, contact phone number and email address.*

**Martha Balderrama Assistant Director**

## Survey of other Cities Waste Agreements (Responses)

466. What is the name of your City?  
**Rosemead**
467. What is the population of your City? Pick the closest range of numbers.  
**25,001 - 100,000**
468. What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.  
**20,001 - 50,000**
469. The City collects waste from the following (check all that apply):  
Single Family Households? **N**  
Multi-family households? **N**  
Multi-family households? **N**
470. Private waste haulers collect waste from the following (check all that apply):  
Single Family Households? **Y**  
Multi-family households? **Y**  
Multi-family households? **Y**
471. Does your City have a franchise system for the collection of waste by private haulers?  
**Yes**
472. If Yes, is your franchise system an:  
**Exclusive franchise**
473. If your City has an exclusive franchise, how many areas/zones are designated?  
**1**
474. How many haulers provide services through your commercial franchise system?  
**1**
475. Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)  
**Consolidated Disposal Service/Republic Services**
476. What is the term of your commercial franchise contract(s)?  
**2 - 5 years**
477. Are your single family residential and multifamily residential properties combined into one franchise agreement?  
**No**

## **Survey of other Cities Waste Agreements (Responses)**

478. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**No**
479. *Are your multifamily properties considered commercial?*  
**Yes**
480. *At what unit size are your multifamily properties considered commercial?*  
**4 to 5**
481. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**No**
482. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Franchisee must submit compliance reports**
483. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
484. *Are franchise haulers required to provide health benefits?*  
**No**
485. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
486. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Field inspections of waste hauler activities and processes**
487. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**No**
488. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**No**
489. *What other fees are added to the franchise fee? Please check all that apply.*  
**No other fees added**

## **Survey of other Cities Waste Agreements (Responses)**

490. *What are some of the uses of the collected franchise fees? Please check all that apply.*

491. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

492. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**None**

493. *Do you assess liquidated damages for poor service performances?*

**No**

494. *Can a franchisee lose its rights due to service issues?*

**Yes**

495. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**This has not been encountered, but franchise agreement provides for a removal mechanism if continual poor service/significant collection problems are encountered. Performance bond is also provided if this occurs.**

496. *Please provide us with your full name, contact phone number and email address.*

**Chris Marcarello (626) 569-2118 cmarcarello@cityofrosemead.org**

## Survey of other Cities Waste Agreements (Responses)

497.      *What is the name of your City?*  
**Downey**
498.      *What is the population of your City? Pick the closest range of numbers.*  
**100,001 - 500,000**
499.      *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**50,001 - 100,000**
500.      *The City collects waste from the following (check all that apply):*  
Single Family Households? **N**  
Multi-family households? **N**  
Multi-family households? **N**
501.      *Private waste haulers collect waste from the following (check all that apply):*  
Single Family Households? **Y**  
Multi-family households? **Y**  
Multi-family households? **Y**
502.      *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
503.      *If Yes, is your franchise system an:*  
**Exclusive franchise**
504.      *If your City has an exclusive franchise, how many areas/zones are designated?*  
**0**
505.      *How many haulers provide services through your commercial franchise system?*  
**1**
506.      *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**CalMet Services, Inc.**
507.      *What is the term of your commercial franchise contract(s)?*  
**6 - 10 years**
508.      *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**

Responder: Downey



## **Survey of other Cities Waste Agreements (Responses)**

509. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**Yes**
510. *Are your multifamily properties considered commercial?*  
**Yes**
511. *At what unit size are your multifamily properties considered commercial?*  
**5 or more**
512. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**No**
513. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Not addressed under franchise agreement**
514. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
515. *Are franchise haulers required to provide health benefits?*  
**No**
516. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
517. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Through frequent contact with hauler liason and through monthly reporting process.**
518. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**Yes**
519. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**Percentage of gross receipts**
520. *What other fees are added to the franchise fee? Please check all that apply.*  
**Fee for City billing of residential trash.**

## **Survey of other Cities Waste Agreements (Responses)**

521. *What are some of the uses of the collected franchise fees? Please check all that apply.*

522. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

523. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**City staff contacts hauler with complaints about service.**

524. *Do you assess liquidated damages for poor service performances?*

**Yes**

525. *Can a franchisee lose its rights due to service issues?*

**Yes**

526. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**City has the right to take possession of hauler's operating assets, and collect, transport and dispose of all City solid waste.**

527. *Please provide us with your full name, contact phone number and email address.*

**Kathy Simmons 562-904-7103 ksimmons@downeyca.org**

## Survey of other Cities Waste Agreements (Responses)

528. *What is the name of your City?*  
**City of Pomona**
529. *What is the population of your City? Pick the closest range of numbers.*  
**100,001 - 500,000**
530. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**100,001 - 500,000**
531. *The City collects waste from the following (check all that apply):*  
*Single Family Households? Y*  
*Multi-family households? Y*  
*Multi-family households? Y*
532. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households? N*  
*Multi-family households? Y*  
*Multi-family households? Y*
533. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
534. *If Yes, is your franchise system an:*  
**Non Exclusive**
535. *If your City has an exclusive franchise, how many areas/zones are designated?*
536. *How many haulers provide services through your commercial franchise system?*  
**2 to 5**
537. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to:*[san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)  
**Athens Services, Waste Management, Mission Recycling, Valley Vista Services, Burrtec Waste Industries**
538. *What is the term of your commercial franchise contract(s)?*  
**2 - 5 years**
539. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**No**

## **Survey of other Cities Waste Agreements (Responses)**

540. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**No**
541. *Are your multifamily properties considered commercial?*  
**Yes**
542. *At what unit size are your multifamily properties considered commercial?*  
**4 to 5**
543. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**No**
544. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Not addressed under franchise agreement**
545. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
546. *Are franchise haulers required to provide health benefits?*  
**No**
547. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
548. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Periodic audits**
549. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**No**
550. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**Percentage of gross receipts**
551. *What other fees are added to the franchise fee? Please check all that apply.*  
**Administration fees**

## **Survey of other Cities Waste Agreements (Responses)**

552. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**General Fund, community cleanups, illegal dumping abatement, abandoned shopping cart retrieval**

553. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

554. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**Followup on customer complaints registered to City staff**

555. *Do you assess liquidated damages for poor service performances?*

**No**

556. *Can a franchisee lose its rights due to service issues?*

**Yes**

557. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**Customer can subscribe with another hauler**

558. *Please provide us with your full name, contact phone number and email address.*

**Howard Morris 909/620-2362 howard\_morris@ci.pomona.ca.us**

## Survey of other Cities Waste Agreements (Responses)

559. *What is the name of your City?*  
**Portland Oregon**
560. *What is the population of your City? Pick the closest range of numbers.*  
**500,001 - 1,000,000**
561. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**100,001 - 500,000**
562. *The City collects waste from the following (check all that apply):*  
*Single Family Households?* **N**  
*Multi-family households?* **N**  
*Multi-family households?* **N**
563. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households?* **N**  
*Multi-family households?* **N**  
*Multi-family households?* **Y**
564. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
565. *If Yes, is your franchise system an:*  
**Exclusive franchise**
566. *If your City has an exclusive franchise, how many areas/zones are designated?*  
**0**
567. *How many haulers provide services through your commercial franchise system?*  
**31 plus**
568. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to:* [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)  
**I will send a list of our permitted commercial haulers. Residential 4 plex and under is franchised, commercial is open market and haulers are "permitted" by the City. Commercial is neither a franchise or a contract.**
569. *What is the term of your commercial franchise contract(s)?*
570. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*

## **Survey of other Cities Waste Agreements (Responses)**

**No**

571. *Are your multifamily residential and commercial properties combined into one franchise agreement?*

**No**

572. *Are your multifamily properties considered commercial?*

**Yes**

573. *At what unit size are your multifamily properties considered commercial?*

**5 or more**

574. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*

**Yes**

575. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*

**Franchisee must submit compliance reports**

576. *Are franchise haulers required to pay living or prevailing wages?*

577. *Are franchise haulers required to provide health benefits?*

578. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*

579. *How does the City inspect and ensure contract compliance? Please select all that apply.*

**There is no contract, the City has Administrative Rules for both Residential and Commercial haulers and there are penalties for violations.**

580. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*

**No**

581. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*

**Percentage of gross receipts**

582. *What other fees are added to the franchise fee? Please check all that apply.*

583. *What are some of the uses of the collected franchise fees? Please check all that apply.*

## **Survey of other Cities Waste Agreements (Responses)**

### **Used to implement recycling programs in the City**

584. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Both the hauler customer service or the City's customer service.**

585. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

586. *Do you assess liquidated damages for poor service performances?*

**Yes**

587. *Can a franchisee lose its rights due to service issues?*

**Yes**

588. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**Please review our administrative rules - this only applies to a "franchise", there are ways haulers can have a commercial permit revoked as well. Our rules can be reviewed at [www.portlandonline.com/bps](http://www.portlandonline.com/bps) and search for Administrative Rules.**

589. *Please provide us with your full name, contact phone number and email address.*

**Laura Haggi Bureau of Planning and Sustainability Solid Waste and Recycling 1900 SW 4th Ave #7100 Portland OR 97201  
Laura.Haggi@portlandoregon.gov 503 823-6111**



## **Survey of other Cities Waste Agreements (Responses)**

590. *What is the name of your City?*  
**City of West Hollywood**
591. *What is the population of your City? Pick the closest range of numbers.*  
**25,001 - 100,000**
592. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**20,001 - 50,000**
593. *The City collects waste from the following (check all that apply):*  
*Single Family Households? Y*  
*Multi-family households? Y*  
*Multi-family households? Y*
594. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households? Y*  
*Multi-family households? Y*  
*Multi-family households? Y*
595. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
596. *If Yes, is your franchise system an:*  
**Exclusive franchise**
597. *If your City has an exclusive franchise, how many areas/zones are designated?*  
**1**
598. *How many haulers provide services through your commercial franchise system?*  
**1**
599. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**Athens Services**
600. *What is the term of your commercial franchise contract(s)?*  
**11 - 15 years**
601. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

602. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**Yes**
603. *Are your multifamily properties considered commercial?*  
**Yes**
604. *At what unit size are your multifamily properties considered commercial?*  
**5 or more**
605. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**Yes**
606. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Franchisee must submit compliance reports**
607. *Are franchise haulers required to pay living or prevailing wages?*  
**Yes**
608. *Are franchise haulers required to provide health benefits?*  
**Yes**
609. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
610. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Field inspections of businesses only**
611. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**No**
612. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**Percentage of gross receipts**
613. *What other fees are added to the franchise fee? Please check all that apply.*  
**AB939 Fee of \$100,000 per year for public education**
614. *What are some of the uses of the collected franchise fees? Please check all that apply.*

## **Survey of other Cities Waste Agreements (Responses)**

**Used on a variety of City programs, and not limited to achieving zero waste in the community**

615. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

616. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**Solicit via customer service surveys**

617. *Do you assess liquidated damages for poor service performances?*

**Yes**

618. *Can a franchisee lose its rights due to service issues?*

**Yes**

619. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**The City of West Hollywood's Franchise Agreement includes extensive language regarding Default, Remedies, and Liquidated Damages. Additionally, the Agreement includes provisions to enable the City to take over performance of the waste collection services if the hauler fails or refuses to do so. It is too complicated to write up in this small box for you.**

620. *Please provide us with your full name, contact phone number and email address.*

**Sharon Perlstein, City Engineer City of West Hollywood 8300 Santa Monica Blvd West Hollywood, CA 90069 sperlstein@weho.org**

## Survey of other Cities Waste Agreements (Responses)

621. *What is the name of your City?*  
**CITY OF PASADENA**
622. *What is the population of your City? Pick the closest range of numbers.*  
**100,001 - 500,000**
623. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**100,001 - 500,000**
624. *The City collects waste from the following (check all that apply):*  
*Single Family Households? Y*  
*Multi-family households? Y*  
*Multi-family households? Y*
625. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households? N*  
*Multi-family households? Y*  
*Multi-family households? Y*
626. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
627. *If Yes, is your franchise system an:*  
**Non Exclusive**
628. *If your City has an exclusive franchise, how many areas/zones are designated?*
629. *How many haulers provide services through your commercial franchise system?*  
**16 to 30**
630. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**AAA Rubbish, Inc. \* American Reclamation \* Arakelian Enterprises, Inc. dba Athens Services \* Cedarwood-Young, Company dba Allan Company City of Pasadena - SMIWM City Rent A Bin/Serv-Wel Disposal/A Rent A Bin \* Consolidated Disposal Service, L.L.C.\* Crown Disposal Company, Inc. \* Direct Disposal \* Haul-Away-Rubbish Service Company, Inc. \* Heritage Disposal, Inc.\* Interior Removal Specialist, Inc.\* J & L Hauling & Disposal, Inc.\* Metropolis Disposal Inc. \* Nasa Services, Inc. \* Nu-Way Roll-Off Service \* Perez Disposal Company, Inc. \* Southland Disposal Company \* United Pacific Waste \* Universal Waste Systems, Inc.**

## Survey of other Cities Waste Agreements (Responses)

\* USA Waste of California dba Waste Management\* Valley Vista Services,  
Inc. \* Ware Disposal Company, Inc. \* Waste and Recycling Services \*  
Western Tear-Off & Disposal dba Western Waste Service\*

631. *What is the term of your commercial franchise contract(s)?*

**Annual renewal**

632. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*

**No**

633. *Are your multifamily residential and commercial properties combined into one franchise agreement?*

**No**

634. *Are your multifamily properties considered commercial?*

**Yes**

635. *At what unit size are your multifamily properties considered commercial?*

**5 or more**

636. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*

**Yes**

637. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*

**Not addressed under franchise agreement**

638. *Are franchise haulers required to pay living or prevailing wages?*

**No**

639. *Are franchise haulers required to provide health benefits?*

**No**

640. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*

641. *How does the City inspect and ensure contract compliance? Please select all that apply.*

**Field inspections of waste hauler activities and processes**

642. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*

## Survey of other Cities Waste Agreements (Responses)

**No**

643. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*

**Percentage of gross receipts**

644. *What other fees are added to the franchise fee? Please check all that apply.*

**No other fees added**

645. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Used to implement recycling programs in the City  
Preparation and implementation of an integrated waste management plan and the repair and maintenance of the City's infrastructure due to operation of heavy duty collection vehicles.**

646. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

647. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**None**

648. *Do you assess liquidated damages for poor service performances?*

**No**

649. *Can a franchisee lose its rights due to service issues?*

**No**

650. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

651. *Please provide us with your full name, contact phone number and email address.*

**Carmen Rubio (626) 744-7162 crubio@cityofpasadena.net**

## **Survey of other Cities Waste Agreements (Responses)**

652. *What is the name of your City?*  
**City of Hawaiian Gardens**
653. *What is the population of your City? Pick the closest range of numbers.*  
**25,001 - 100,000**
654. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**20,001 - 50,000**
655. *The City collects waste from the following (check all that apply):*  
*Single Family Households? Y*  
*Multi-family households? Y*  
*Multi-family households? Y*
656. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households? N*  
*Multi-family households? N*  
*Multi-family households? N*
657. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
658. *If Yes, is your franchise system an:*  
**Exclusive franchise**
659. *If your City has an exclusive franchise, how many areas/zones are designated?*  
**4**
660. *How many haulers provide services through your commercial franchise system?*  
**1**
661. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**Consolidated Disposal Service. A Subsidiary of Republic Services, Inc**
662. *What is the term of your commercial franchise contract(s)?*  
**2 - 5 years**
663. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

664. *Are your multifamily residential and commercial properties combined into one franchise agreement?*

**Yes**

665. *Are your multifamily properties considered commercial?*

**No**

666. *At what unit size are your multifamily properties considered commercial?*

**5 or more**

667. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*

**No**

668. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*

**Not addressed under franchise agreement**

669. *Are franchise haulers required to pay living or prevailing wages?*

**Yes**

670. *Are franchise haulers required to provide health benefits?*

**Yes**

671. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*

672. *How does the City inspect and ensure contract compliance? Please select all that apply.*

**Field inspections of waste hauler activities and processes**

673. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*

**Yes**

674. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*

**Percentage of gross receipts**

675. *What other fees are added to the franchise fee? Please check all that apply.*

**Not to sure**



## **Survey of other Cities Waste Agreements (Responses)**

676. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Used to implement recycling programs in the City**

677. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Both the hauler customer service or the City's Recycling Coordinator.**

678. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**Solicit via customer service surveys**

679. *Do you assess liquidated damages for poor service performances?*

**No**

680. *Can a franchisee lose its rights due to service issues?*

**No**

681. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

682. *Please provide us with your full name, contact phone number and email address.*

**Robert Salazar 562-420-2641 x 231 Rsalazar@hgcity.org**

## Survey of other Cities Waste Agreements (Responses)

683. *What is the name of your City?*  
**Whittier**
684. *What is the population of your City? Pick the closest range of numbers.*  
**25,001 - 100,000**
685. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**100,001 - 500,000**
686. *The City collects waste from the following (check all that apply):*  
*Single Family Households? Y*  
*Multi-family households? Y*  
*Multi-family households? Y*
687. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households? Y*  
*Multi-family households? Y*  
*Multi-family households? Y*
688. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
689. *If Yes, is your franchise system an:*  
**Exclusive franchise**
690. *If your City has an exclusive franchise, how many areas/zones are designated?*  
**3**
691. *How many haulers provide services through your commercial franchise system?*  
**2 to 5**
692. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**Consolidated Disposal Service Waste Management**
693. *What is the term of your commercial franchise contract(s)?*  
**2 - 5 years**
694. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

695. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**Yes**
696. *Are your multifamily properties considered commercial?*  
**No**
697. *At what unit size are your multifamily properties considered commercial?*  
**5 or more**
698. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**No**
699. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Not addressed under franchise agreement**
700. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
701. *Are franchise haulers required to provide health benefits?*  
**No**
702. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
703. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Field inspections of waste hauler activities and processes**
704. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**Yes**
705. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**Percentage of gross receipts**
706. *What other fees are added to the franchise fee? Please check all that apply.*  
**No other fees added**

## **Survey of other Cities Waste Agreements (Responses)**

707. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Used on a variety of City programs, and not limited to achieving zero waste in the community**

708. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

709. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**Keep log of complaints by franchise hauler customers who call the City after being dissatisfied with the response of the franchise.**

710. *Do you assess liquidated damages for poor service performances?*

**No**

711. *Can a franchisee lose its rights due to service issues?*

**Yes**

712. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**There are no service transition provisions written in the agreement.**

713. *Please provide us with your full name, contact phone number and email address.*

**Vicki Smith (562) 567-9506 vsmith@cityofwhittier.org**

## **Survey of other Cities Waste Agreements (Responses)**

714. *What is the name of your City?*  
**Artesia**
715. *What is the population of your City? Pick the closest range of numbers.*  
**1 - 25,000**
716. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*
717. *The City collects waste from the following (check all that apply):*  
*Single Family Households?*  
*Multi-family households?*  
*Multi-family households?*
718. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households?*  
*Multi-family households?*  
*Multi-family households?*
719. *Does your City have a franchise system for the collection of waste by private haulers?*  
**No**
720. *If Yes, is your franchise system an:*
721. *If your City has an exclusive franchise, how many areas/zones are designated?*
722. *How many haulers provide services through your commercial franchise system?*
723. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*
724. *What is the term of your commercial franchise contract(s)?*
725. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*
726. *Are your multifamily residential and commercial properties combined into one franchise agreement?*
727. *Are your multifamily properties considered commercial?*

## **Survey of other Cities Waste Agreements (Responses)**

728. *At what unit size are your multifamily properties considered commercial?*
729. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*
730. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*
731. *Are franchise haulers required to pay living or prevailing wages?*
732. *Are franchise haulers required to provide health benefits?*
733. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
734. *How does the City inspect and ensure contract compliance? Please select all that apply.*
735. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*
736. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*
737. *What other fees are added to the franchise fee? Please check all that apply.*
738. *What are some of the uses of the collected franchise fees? Please check all that apply.*
- Used to implement recycling programs in the City**
739. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*
740. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*
741. *Do you assess liquidated damages for poor service performances?*
742. *Can a franchisee lose its rights due to service issues?*
743. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*
744. *Please provide us with your full name, contact phone number and email address.*

## Survey of other Cities Waste Agreements (Responses)

745. What is the name of your City?  
**City of Torrance**
746. What is the population of your City? Pick the closest range of numbers.  
**100,001 - 500,000**
747. What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.  
**100,001 - 500,000**
748. The City collects waste from the following (check all that apply):  
Single Family Households? **Y**  
Multi-family households? **N**  
Multi-family households? **N**
749. Private waste haulers collect waste from the following (check all that apply):  
Single Family Households? **N**  
Multi-family households? **Y**  
Multi-family households? **Y**
750. Does your City have a franchise system for the collection of waste by private haulers?  
**Yes**
751. If Yes, is your franchise system an:  
**Non Exclusive**
752. If your City has an exclusive franchise, how many areas/zones are designated?
753. How many haulers provide services through your commercial franchise system?  
**16 to 30**
754. Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)  
**A & A Waste & Rolloff Services, Inc. A Rent A Bin ADS/Athens Allied Waste/BFI California Waste Services CalMet Services Inc. Consolidated Disposal Cordova Construction Direct Disposal Easy Roll Off Services EDCO JJK Roll Off Key Disposal, Inc. L & S Disposal Liberty Litter Box Containers Looney Bins, Inc. (Waste Management) NASA Services, Inc. Norcal Waste Services, Inc. Nu-Way Roll Off Service Rivas Disposal S & H Disposal United Pacific Waste Waste Management West Coast Waste and Roll-Off \*Not really a franchise, more of an open permit system with AB 939 requirements attached**

## **Survey of other Cities Waste Agreements (Responses)**

755. *What is the term of your commercial franchise contract(s)?*  
**Annual renewal**
756. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**No**
757. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**No**
758. *Are your multifamily properties considered commercial?*  
**Yes**
759. *At what unit size are your multifamily properties considered commercial?*  
**4 to 5**
760. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**No**
761. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Not addressed under franchise agreement**
762. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
763. *Are franchise haulers required to provide health benefits?*  
**No**
764. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
765. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Police monitor vehicles and Finance provides audits for compliance**
766. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**No**



## **Survey of other Cities Waste Agreements (Responses)**

767. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*

**Percentage of gross receipts**

768. *What other fees are added to the franchise fee? Please check all that apply.*

**CERCLA insurance - \$0.70 per ton disposed**

769. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Used on a variety of City programs, and not limited to achieving zero waste in the community**

770. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

771. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**None**

772. *Do you assess liquidated damages for poor service performances?*

**No**

773. *Can a franchisee lose its rights due to service issues?*

**Yes**

774. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**Left up to the customer to contract for new service**

775. *Please provide us with your full name, contact phone number and email address.*

**Alison Sherman 310-781-6916 asherman@torranceca.gov**

## **Survey of other Cities Waste Agreements (Responses)**

776. *What is the name of your City?*  
**City of Carson**
777. *What is the population of your City? Pick the closest range of numbers.*
778. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*
779. *The City collects waste from the following (check all that apply):*  
*Single Family Households?*  
*Multi-family households?*  
*Multi-family households?*
780. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households? Y*  
*Multi-family households? Y*  
*Multi-family households? Y*
781. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
782. *If Yes, is your franchise system an:*  
**Exclusive franchise**
783. *If your City has an exclusive franchise, how many areas/zones are designated?*
784. *How many haulers provide services through your commercial franchise system?*  
**2 to 5**
785. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**Waste Management and EDCO Disposal**
786. *What is the term of your commercial franchise contract(s)?*  
**6 - 10 years**
787. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

788. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**No**
789. *Are your multifamily properties considered commercial?*  
**No**
790. *At what unit size are your multifamily properties considered commercial?*  
**5 or more**
791. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**Yes**
792. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*
793. *Are franchise haulers required to pay living or prevailing wages?*
794. *Are franchise haulers required to provide health benefits?*
795. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
796. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**The Program Administrator which used to work here would make sure the haulers are in compliance with the contract**
797. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*
798. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**by type of service, how many times serviced per week.**
799. *What other fees are added to the franchise fee? Please check all that apply.*
800. *What are some of the uses of the collected franchise fees? Please check all that apply.*
801. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*  
**Waste haulers customer service center**

## **Survey of other Cities Waste Agreements (Responses)**

802. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**We have not had any service problems within our City**

803. *Do you assess liquidated damages for poor service performances?*

**No**

804. *Can a franchisee lose its rights due to service issues?*

**Yes**

805. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

806. *Please provide us with your full name, contact phone number and email address.*

**The position "Program Administrator" is currently vacant and we are interviewing applicants. Several persons are filling in to cover the duties. I filled in what I know. Doris Reed Acting Administrative Specialist  
310.847.3546 [dreed@carson.ca.us](mailto:dreed@carson.ca.us). I wi**

## Survey of other Cities Waste Agreements (Responses)

807. *What is the name of your City?*  
**City of Alhambra**
808. *What is the population of your City? Pick the closest range of numbers.*  
**25,001 - 100,000**
809. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**20,001 - 50,000**
810. *The City collects waste from the following (check all that apply):*  
*Single Family Households?* **N**  
*Multi-family households?* **N**  
*Multi-family households?* **N**
811. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households?* **Y**  
*Multi-family households?* **Y**  
*Multi-family households?* **Y**
812. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
813. *If Yes, is your franchise system an:*  
**Exclusive franchise**
814. *If your City has an exclusive franchise, how many areas/zones are designated?*  
**1**
815. *How many haulers provide services through your commercial franchise system?*  
**1**
816. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**Consolidated Disposal Services**
817. *What is the term of your commercial franchise contract(s)?*  
**2 - 5 years**
818. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

819. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**No**
820. *Are your multifamily properties considered commercial?*  
**No**
821. *At what unit size are your multifamily properties considered commercial?*
822. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**Yes**
823. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Not addressed under franchise agreement**
824. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
825. *Are franchise haulers required to provide health benefits?*  
**No**
826. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
827. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Field inspections of businesses only**
828. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**No**
829. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**Percentage of gross receipts**
830. *What other fees are added to the franchise fee? Please check all that apply.*  
**No other fees added**
831. *What are some of the uses of the collected franchise fees? Please check all that apply.*

## **Survey of other Cities Waste Agreements (Responses)**

### **Used to implement recycling programs in the City**

832. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

833. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**Maintain a complaint log; follow up on all complaints**

834. *Do you assess liquidated damages for poor service performances?*

**Yes**

835. *Can a franchisee lose its rights due to service issues?*

**Yes**

836. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**The City has the right to contract with others to perform the services otherwise to be performed by the franchise hauler in the event the franchise hauler should be in material breach of its duties to provide those services.**

837. *Please provide us with your full name, contact phone number and email address.*

**Ann-Marie Hayashi 626-570-5011 ahayashi@cityofalhambra.org**

## Survey of other Cities Waste Agreements (Responses)

838. *What is the name of your City?*  
**Santa Monica**
839. *What is the population of your City? Pick the closest range of numbers.*  
**25,001 - 100,000**
840. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**50,001 - 100,000**
841. *The City collects waste from the following (check all that apply):*  
*Single Family Households? Y*  
*Multi-family households? Y*  
*Multi-family households? Y*
842. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households? N*  
*Multi-family households? N*  
*Multi-family households? N*
843. *Does your City have a franchise system for the collection of waste by private haulers?*  
**No**
844. *If Yes, is your franchise system an:*
845. *If your City has an exclusive franchise, how many areas/zones are designated?*
846. *How many haulers provide services through your commercial franchise system?*
847. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to:* [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)  
**The City only allows private haulers for C&D roll-offs and for commercial recycling. All haulers must complete a waste management plan, pay an annual permit fee and provide monthly tonnage reports of all materials diverted and landfilled. There are no specific franchises for these materials for collection.**
848. *What is the term of your commercial franchise contract(s)?*
849. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*



## **Survey of other Cities Waste Agreements (Responses)**

850. *Are your multifamily residential and commercial properties combined into one franchise agreement?*
851. *Are your multifamily properties considered commercial?*
852. *At what unit size are your multifamily properties considered commercial?*
853. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*
854. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*
855. *Are franchise haulers required to pay living or prevailing wages?*
856. *Are franchise haulers required to provide health benefits?*
857. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
858. *How does the City inspect and ensure contract compliance? Please select all that apply.*
859. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*
860. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**For roll-off collection and commercial recycling, the Solid waste permit fee is \$ 475 annually. In addition, all haulers of C&D must pay \$ 14.70 for every ton landfilled. The hauler is required to divert 70% of all C&D materials. All haulers of commerc**
861. *What other fees are added to the franchise fee? Please check all that apply.*
862. *What are some of the uses of the collected franchise fees? Please check all that apply.*  
**Used to implement recycling programs in the City**
863. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*  
**City's customer service center**

## **Survey of other Cities Waste Agreements (Responses)**

864. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

865. *Do you assess liquidated damages for poor service performances?*

866. *Can a franchisee lose its rights due to service issues?*

**Yes**

867. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**Although not a franchise, if a hauler obtained a Solid Waste permit to collect C&D or commercial recyclables and did not provide tonnage reports, the hauler could lose their permit and not be allowed to collect in the city.**

868. *Please provide us with your full name, contact phone number and email address.*

**Kim Braun Resource Recovery & Recycling Manager City of Santa Monica 2500 Michigan Avenue Santa Monica, CA 90404 310-458-8528 kim.braun@smgov.net**

## Survey of other Cities Waste Agreements (Responses)

869.      *What is the name of your City?*  
**San Gabriel**
870.      *What is the population of your City? Pick the closest range of numbers.*  
**25,001 - 100,000**
871.      *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**20,001 - 50,000**
872.      *The City collects waste from the following (check all that apply):*  
Single Family Households? **N**  
Multi-family households? **N**  
Multi-family households? **N**
873.      *Private waste haulers collect waste from the following (check all that apply):*  
Single Family Households? **Y**  
Multi-family households? **Y**  
Multi-family households? **Y**
874.      *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
875.      *If Yes, is your franchise system an:*  
**Exclusive franchise**
876.      *If your City has an exclusive franchise, how many areas/zones are designated?*  
**1**
877.      *How many haulers provide services through your commercial franchise system?*  
**1**
878.      *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**Athens Services**
879.      *What is the term of your commercial franchise contract(s)?*  
**Exists in perpetuity (Evergreen)**
880.      *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

881. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**Yes**
882. *Are your multifamily properties considered commercial?*  
**Yes**
883. *At what unit size are your multifamily properties considered commercial?*  
**5 or more**
884. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**Yes**
885. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Franchisee must submit compliance reports**
886. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
887. *Are franchise haulers required to provide health benefits?*  
**No**
888. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
889. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Field inspections of waste hauler activities and processes**
890. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**Yes**
891. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**Flat fee for a zone(s)**
892. *What other fees are added to the franchise fee? Please check all that apply.*  
**No other fees added**

## **Survey of other Cities Waste Agreements (Responses)**

893. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Used on a variety of City programs, and not limited to achieving zero waste in the community**

894. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

895. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**None**

896. *Do you assess liquidated damages for poor service performances?*

**Yes**

897. *Can a franchisee lose its rights due to service issues?*

**No**

898. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

899. *Please provide us with your full name, contact phone number and email address.*

## **Survey of other Cities Waste Agreements (Responses)**

900. *What is the name of your City?*  
**City of Santa Clarita**
901. *What is the population of your City? Pick the closest range of numbers.*  
**100,001 - 500,000**
902. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**100,001 - 500,000**
903. *The City collects waste from the following (check all that apply):*  
*Single Family Households?* **N**  
*Multi-family households?* **N**  
*Multi-family households?* **N**
904. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households?* **Y**  
*Multi-family households?* **Y**  
*Multi-family households?* **Y**
905. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
906. *If Yes, is your franchise system an:*
907. *If your City has an exclusive franchise, how many areas/zones are designated?*  
**1**
908. *How many haulers provide services through your commercial franchise system?*  
**1**
909. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to:*[san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)  
**Burrtec Waste Industries**
910. *What is the term of your commercial franchise contract(s)?*  
**11 - 15 years**
911. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

912. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**No**
913. *Are your multifamily properties considered commercial?*  
**No**
914. *At what unit size are your multifamily properties considered commercial?*
915. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**Yes**
916. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Franchisee must submit compliance reports**
917. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
918. *Are franchise haulers required to provide health benefits?*  
**No**
919. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
920. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Field inspections of waste hauler activities and processes  
disposal and diversion reporting, financial audit by a third party, vehicle inspections, monthly meetings with hauler representatives, annual performance evaluation, performance bond/Letter of Credit, CERCLA Defense records.**
921. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**Yes**
922. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**Percentage of gross receipts**
923. *What other fees are added to the franchise fee? Please check all that apply.*

## **Survey of other Cities Waste Agreements (Responses)**

### **No other fees added**

924. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Used to implement recycling programs in the City**

925. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Customer can call either the City or the hauler to submit a complaint.**

926. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**impose liquidated damages to violations to the franchise, and meet regularly with franchisees to ensure they are providing service. There is also an annual performance evaluation process for each hauler.**

927. *Do you assess liquidated damages for poor service performances?*

**Yes**

928. *Can a franchisee lose its rights due to service issues?*

**Yes**

929. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**Article 10 of the Franchise (City's Right to Perform Service). In the case of an emergency when a hauler has not provided service for a period of 48 hours, the City, upon written notice to the company can take over service.**

930. *Please provide us with your full name, contact phone number and email address.*

**Mark Patti 661-714-0373 mpatti@santa-clarita.com**



## Survey of other Cities Waste Agreements (Responses)

931. *What is the name of your City?*  
**City of Palmdale**
932. *What is the population of your City? Pick the closest range of numbers.*  
**100,001 - 500,000**
933. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**50,001 - 100,000**
934. *The City collects waste from the following (check all that apply):*  
*Single Family Households?* **N**  
*Multi-family households?* **N**  
*Multi-family households?* **N**
935. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households?* **Y**  
*Multi-family households?* **Y**  
*Multi-family households?* **Y**
936. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
937. *If Yes, is your franchise system an:*  
**Exclusive franchise**
938. *If your City has an exclusive franchise, how many areas/zones are designated?*  
**1**
939. *How many haulers provide services through your commercial franchise system?*  
**1**
940. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**Waste Management**
941. *What is the term of your commercial franchise contract(s)?*  
**Exists in perpetuity (Evergreen)**
942. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

943. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**Yes**
944. *Are your multifamily properties considered commercial?*  
**No**
945. *At what unit size are your multifamily properties considered commercial?*
946. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**No**
947. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Not addressed under franchise agreement**
948. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
949. *Are franchise haulers required to provide health benefits?*  
**No**
950. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
951. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Monthly reports are required and one staff member is the main point of contact for all franchise related complaints.**
952. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**No**
953. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**Percentage of gross receipts**
954. *What other fees are added to the franchise fee? Please check all that apply.*  
**Administration fees**

## **Survey of other Cities Waste Agreements (Responses)**

955. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Used on a variety of City programs, and not limited to achieving zero waste in the community**

956. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

957. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**One staff member tracks all complaints and inquiries.**

958. *Do you assess liquidated damages for poor service performances?*

**Yes**

959. *Can a franchisee lose its rights due to service issues?*

**Yes**

960. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**The City has a section of the Franchise Agreement that covers the "City's Right to Perform Service" (Article 10 of the Franchise Agreement).**

961. *Please provide us with your full name, contact phone number and email address.*

**Benjamin A. Lucha 661/267-5308 blucha@cityofpalmdale.org**

## Survey of other Cities Waste Agreements (Responses)

962.      *What is the name of your City?*  
**City of Commerce**
963.      *What is the population of your City? Pick the closest range of numbers.*  
**1 - 25,000**
964.      *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**50,001 - 100,000**
965.      *The City collects waste from the following (check all that apply):*  
Single Family Households? **N**  
Multi-family households? **N**  
Multi-family households? **N**
966.      *Private waste haulers collect waste from the following (check all that apply):*  
Single Family Households? **Y**  
Multi-family households? **Y**  
Multi-family households? **Y**
967.      *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
968.      *If Yes, is your franchise system an:*  
**Non Exclusive**
969.      *If your City has an exclusive franchise, how many areas/zones are designated?*
970.      *How many haulers provide services through your commercial franchise system?*  
**16 to 30**
971.      *Who is/are your commercial franchise hauler/s? Please list them, or email a list to:*[san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)
972.      *What is the term of your commercial franchise contract(s)?*  
**Annual renewal**
973.      *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**No**

## **Survey of other Cities Waste Agreements (Responses)**

974. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**No**
975. *Are your multifamily properties considered commercial?*  
**Yes**
976. *At what unit size are your multifamily properties considered commercial?*  
**5 or more**
977. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**Yes**
978. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Not addressed under franchise agreement**
979. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
980. *Are franchise haulers required to provide health benefits?*  
**No**
981. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
982. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**By way of customer complaints.**
983. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**No**
984. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**Percentage of gross receipts**
985. *What other fees are added to the franchise fee? Please check all that apply.*  
**No other fees added**
986. *What are some of the uses of the collected franchise fees? Please check all that apply.*  
**Used to implement recycling programs in the City**

## **Survey of other Cities Waste Agreements (Responses)**

987. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

988. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**None**

989. *Do you assess liquidated damages for poor service performances?*

**No**

990. *Can a franchisee lose its rights due to service issues?*

**Yes**

991. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

**The transition would have to be a long-term planned out RFP process to change waste haulers if service issues continued unresolved to the satisfaction of the City.**

992. *Please provide us with your full name, contact phone number and email address.*

**Gina Nila Environmental Services Manager (323) 722-4805, ext. 2839  
ginan@ci.commerce.ca.us**

## Survey of other Cities Waste Agreements (Responses)

993. *What is the name of your City?*  
**City of Arcadia**
994. *What is the population of your City? Pick the closest range of numbers.*  
**25,001 - 100,000**
995. *What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.*  
**20,001 - 50,000**
996. *The City collects waste from the following (check all that apply):*  
*Single Family Households?* **N**  
*Multi-family households?* **N**  
*Multi-family households?* **N**
997. *Private waste haulers collect waste from the following (check all that apply):*  
*Single Family Households?* **Y**  
*Multi-family households?* **Y**  
*Multi-family households?* **Y**
998. *Does your City have a franchise system for the collection of waste by private haulers?*  
**Yes**
999. *If Yes, is your franchise system an:*  
**Exclusive franchise**
1000. *If your City has an exclusive franchise, how many areas/zones are designated?*  
**1**
1001. *How many haulers provide services through your commercial franchise system?*  
**2 to 5**
1002. *Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)*  
**Waste Management Consolidated Disposal Service Valley Vista**
1003. *What is the term of your commercial franchise contract(s)?*  
**Exists in perpetuity (Evergreen)**
1004. *Are your single family residential and multifamily residential properties combined into one franchise agreement?*  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

1005. *Are your multifamily residential and commercial properties combined into one franchise agreement?*

**No**

1006. *Are your multifamily properties considered commercial?*

**No**

1007. *At what unit size are your multifamily properties considered commercial?*

**2 to 3**

1008. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*

**Yes**

1009. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*

**Not addressed under franchise agreement**

1010. *Are franchise haulers required to pay living or prevailing wages?*

1011. *Are franchise haulers required to provide health benefits?*

1012. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*

1013. *How does the City inspect and ensure contract compliance? Please select all that apply.*

**None**

1014. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*

**No**

1015. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*

**Percentage of gross receipts**

1016. *What other fees are added to the franchise fee? Please check all that apply.*

**Administration fees**

1017. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Used to implement recycling programs in the City**



## **Survey of other Cities Waste Agreements (Responses)**

1018. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

1019. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**None**

1020. *Do you assess liquidated damages for poor service performances?*

**Yes**

1021. *Can a franchisee lose its rights due to service issues?*

**No**

1022. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

1023. *Please provide us with your full name, contact phone number and email address.*

**Vanessa Hevener (626) 305-5327 vhevener@ci.arcadia.ca.us**

## Survey of other Cities Waste Agreements (Responses)

1024. What is the name of your City?  
**West Covina**
1025. What is the population of your City? Pick the closest range of numbers.  
**100,001 - 500,000**
1026. What is the total waste disposal (in tons) in your City for the calendar year 2010? Pick the closest range of numbers.  
**50,001 - 100,000**
1027. The City collects waste from the following (check all that apply):  
Single Family Households? **N**  
Multi-family households? **N**  
Multi-family households? **N**
1028. Private waste haulers collect waste from the following (check all that apply):  
Single Family Households? **Y**  
Multi-family households? **Y**  
Multi-family households? **Y**
1029. Does your City have a franchise system for the collection of waste by private haulers?  
**Yes**
1030. If Yes, is your franchise system an:  
**Exclusive franchise**
1031. If your City has an exclusive franchise, how many areas/zones are designated?  
**1**
1032. How many haulers provide services through your commercial franchise system?  
**1**
1033. Who is/are your commercial franchise hauler/s? Please list them, or email a list to: [san.franchisecomments@lacity.org](mailto:san.franchisecomments@lacity.org)  
**Athens**
1034. What is the term of your commercial franchise contract(s)?  
**Exists in perpetuity (Evergreen)**
1035. Are your single family residential and multifamily residential properties combined into one franchise agreement?  
**Yes**

## **Survey of other Cities Waste Agreements (Responses)**

1036. *Are your multifamily residential and commercial properties combined into one franchise agreement?*  
**Yes**
1037. *Are your multifamily properties considered commercial?*  
**Yes**
1038. *At what unit size are your multifamily properties considered commercial?*  
**4 to 5**
1039. *Under the franchise contract, is the waste hauler required to use clean fuel vehicles?*  
**Yes**
1040. *How does your City ensure franchisee compliance with OSHA? Please check all that apply.*  
**Not addressed under franchise agreement**
1041. *Are franchise haulers required to pay living or prevailing wages?*  
**No**
1042. *Are franchise haulers required to provide health benefits?*  
**No**
1043. *Number of City staff who monitor and oversee franchise contract compliance (including but not limited to contract managers, enforcement and field staff, auditors and customer service operators).*
1044. *How does the City inspect and ensure contract compliance? Please select all that apply.*  
**Field inspections of waste hauler activities and processes**
1045. *Does the franchise contract stipulate specific disposal or recycling facilities that should be used?*  
**Yes**
1046. *Do you charge a franchise fee, and if so, what is the basis for calculating the franchise fee?*  
**Percentage of gross receipts**
1047. *What other fees are added to the franchise fee? Please check all that apply.*  
**No other fees added**

## **Survey of other Cities Waste Agreements (Responses)**

1048. *What are some of the uses of the collected franchise fees? Please check all that apply.*

**Used to implement recycling programs in the City**

1049. *What is the first point of contact for a customer to lodge a complaint regarding their waste service?*

**Waste haulers customer service center**

1050. *What quality control measures are taken by the City to ensure franchise hauler customers receive quality service? Please check all that apply.*

**complaint driven**

1051. *Do you assess liquidated damages for poor service performances?*

**No**

1052. *Can a franchisee lose its rights due to service issues?*

**No**

1053. *If you answered YES to question #29, please explain/describe service transition provisions that avoid a break in customer service.*

1054. *Please provide us with your full name, contact phone number and email address.*

**Shannon Yauchzee 626-939-8425 shannon.yauchzee@westcovina.org**