

# CITY OF LOS ANGELES

CALIFORNIA



**KAREN BASS**  
MAYOR

March 2023

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## OFFICIAL NOTICE

### MANDATORY COMMERCIAL ORGANICS RECYCLING

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To reduce methane emissions from landfill California Senate Bill 1383 (SB 1383) requires all businesses, schools, and multifamily complexes to subscribe to an organics collection service and must separate into their green organics container all of their green waste, food scraps, and food-soiled paper (100% fiber based).

Further, in accordance with Los Angeles Municipal Code Section 66.03(e), Solid Waste Services Required, *“All commercial establishments and multifamily properties shall have collection services for source-separated recyclables and/or commingled recyclables and Source-Separated Organic Waste”*

To arrange for recycling service please contact our 24-hour Customer Care Center at 1-800-773-2489 and request a waste assessment. Your recycLA service provider will conduct a waste assessment of your property and work with you to determine your optimal level of services for the lowest possible cost. The waste assessment is a thorough walk-through of your property to determine current levels of service, opportunities to increase recycling, establish organics collection, and right-sizing your bins, which means determining the appropriate bin size for your needs as well as selecting the appropriate frequency of service. Remember as you add green bin service you should be able to decrease your black bin service. In addition, as you increase your blue service level you should be able to further decrease your black bin service.

Failure to maintain organics recycling could lead to future fines, in accordance with the requirements under SB 1383.

*zero waste • zero wasted water*

AN EQUAL EMPLOYMENT OPPORTUNITY - AFFIRMATIVE ACTION EMPLOYER

Dear recycLA customer,

In July 2017, the City of Los Angeles (City) launched recycLA, a public-private partnership that, for the first time in the history of the City, offers customer-friendly and efficient waste and recycling collection services to commercial/industrial businesses and large multifamily buildings. recycLA will help move the City closer to achieving its zero waste goals through its pioneering waste reduction, reuse, recycling, and recovery programs.

recycLA offers a host of benefits to those who work and live in Los Angeles including but not limited to clean fuel vehicles, recycling at 100% of customer sites, annual landfill reduction targets of one million tons, and recycling infrastructure investment and development.

recycLA also offers a host of benefits to its customers which includes standardized and transparent rates, customizable waste and recycling services, 24/7 customer service support, and enforcement of customer service standards.

As a potential recycLA customer, you are receiving this notice as part of the recycLA customer onboarding process. Commercial and Multi-Family businesses must work with their designated recycLA Service Provider (RSP) for their waste and recycling services. Signing up for recycLA waste and recycling collection services requires a Waste Assessment wherein you will work with your designated RSP to customize your waste and recycling services. Appointments for Waste Assessments can be made by calling LA Sanitation's (LASAN) 24/7 Customer Care Center at 1-800-773-2489.

Please be advised that Commercial and Multi-Family Businesses are required to have waste and recycling collection services in accordance with the Los Angeles Municipal Code (LAMC) section 66.33.2. Failure to subscribe to and maintain active recycLA waste and recycling collection services is a violation of the City's ordinance and may lead to prosecution.

Thank you in advance for your cooperation and participation in the recycLA customer onboarding process. If you would like more information about recycLA, please visit [recycLA.com](http://recycLA.com).



## **CUSTOMER RIGHTS AND RESPONSIBILITIES**

### **CUSTOMER SERVICE AGREEMENT/LEVEL OF SERVICE**

- Your recycLA Service Provider (RSP) will provide you with a Service Agreement Form that identifies all the services provided to you along with all the associated costs including any Extra services.
- You will be provided with solid resources containers (Black, Blue, and Green Bins) of sufficient size, type and number to ensure that all solid resources are properly stored and contained until they are removed for disposal or processing.
- If you submit a request for a change in service level which results in a lower rate, your billing amount will be adjusted within seven (7) days of the date of request regardless of whether or not the correct containers or changes in service level is provided within that timeframe. All billings shall be prorated to reflect changes in service level.

### **COLLECTION FREQUENCY/HOLIDAYS/EXTRA SERVICES**

- Your collection service will include at a minimum one 96 gallon Black refuse/garbage Bin and one 96 gallon Blue comingled recycling Bin that will be collected at least once a week.
- Days of collection will be Monday thru Saturday. You can request for a Sunday collection for an additional service fee. If your scheduled collection day falls on a holiday, your RSP will provide collection service on the day before the holiday, if requested, or within one (1) day of the scheduled collection. Sunday collection service is excluded if the holiday falls on a Saturday.
- Extra Services may be applicable to your situation. See the separate Additional Customer Fees and Charges list of Extra Services and associated fees and charges.

### **WHAT WILL BE COLLECTED**

- Your RSP will collect commercial and multi-family refuse/garbage in Black Bins, recyclable materials in Blue Bins and organic waste in Green Bins. If applicable, Horse Manure will be collected in Brown Bins. Refer to LAMC Sec. 66.03
- You will provide full access to your containers on your designated collection day(s). The RSPs cannot remove obstructions to access your containers.



## **NEVER PUT THESE MATERIALS IN YOUR BINS**

- **State law prohibits the disposal of hazardous waste and certain electronic waste in your containers.** These wastes includes but are not limited to:

<b>Certain Mercury-containing Devices</b> (i.e.: Batteries, Thermometers)	<b>Construction and Demolition Waste</b> (i.e.: Concrete, Wood, Asphalt)	<b>Electronic Waste – Items with an Electrical Cord</b> (i.e.: Large Appliances, TVs, DVDs, VCRs)
<b>Fluorescent Light Tubes/Bulbs</b>	<b>Radiological Waste</b>	<b>Medical Waste</b>
<b>Pharmaceuticals/Over-the-Counter Medicines</b>	<b>Paints</b>	<b>Pesticides</b>
<b>Sharps</b>	<b>Used Motor Oil</b>	<b>Solvents</b>

## **MISSED COLLECTION**

- If your RSP is at fault for a missed collection and you report it before 2:00 PM on your scheduled collection day, your RSP will provide the collection by 6:00 PM on the same day. All missed collections reported after 2:00 PM on the day of collection will be collected by 10:00 AM on the next regular service day, Monday-Saturday. If a missed collection is resolved on a Sunday, you will not be charged additional fees for this collection.
- To report a missed collection call 311, 1-800-773-2489 or go to recycLA.com.

## **CONTAINER REPAIR/REPLACEMENT/SERVICE**

- Your RSP will repair or replace your containers as the result of normal wear and tear, resulting from proper use, or damage resulting from the RSP's actions at no cost to you.
- You will be responsible for the cost of repair or replacement of containers that are damaged as a result of your negligence or misuse, including overfilling or depositing of prohibited materials.
- You are entitled to one (1) free steam cleaning per twelve (12) month period per container upon request. You can request additional steam cleanings for an additional fee.
- Your RSP is responsible for removing graffiti from RSP-supplied containers upon request at no charge up to three (3) times per twelve (12) month period. Any additional requests, within the twelve (12) month period will be an additional fee. Your RSP will remove graffiti reported within five (5) business days of notification. For containers owned by you, you may request graffiti removal by your RSP for an additional fee.
- Your RSP will be responsible for all costs associated with the repair or replacement of property that has

been damaged by the RSP's equipment, employees or agents.

## **MULTI-FAMILY VALET SERVICE**

- Your RSP will continue to provide valet service to all multi-family establishments that were enrolled in the CITY's Multifamily Residential Recycling Program (MFRP) at no additional cost. You may choose to continue your current collection program. The following changes in service level may result in the cancellation of the valet service:
  - ✓ An increase in the frequency of collection of the Blue Bin(s); or
  - ✓ A change in container size or type (i.e., replacing 96 gallon carts with a 3 cubic yard bin).

## **REASONS FOR NON-COLLECTION**

- Should your RSP not be able to collect a container due to the following reasons, a written Non-Collection Notice will be left indicating the reason(s) such as:
  - ✓ Container(s) is determined to contain hazardous waste, medical waste, electronic waste, exempt materials, or construction and demolition materials.
  - ✓ Blue Bin(s), Green Bin(s), or Brown Bin(s) are determined to be contaminated after the RSP has left the required number of notifications.
  - ✓ Container(s) is overweight and cannot be safely moved and/or emptied by RSP personnel and/or equipment
  - ✓ Container(s) contents will not empty after tipping
  - ✓ Container(s) is overfilled
  - ✓ Container(s) is blocked or inaccessible. The RSP cannot remove obstructions to access your containers.
- Non-collection will result in an additional charge.

## **BILLING**

- Your RSP will bill you on a monthly basis that will cover the following month's service.
- You will have the option to pay your monthly bill by mail, online, and phone or at your RSP's Customer Service Center. You will also have the option of receiving proof of payment via paper, electronic or both methods for all transactions.
- If you are billed an amount greater than appropriate for the service you are enrolled at any time during the term of the agreement and for any reason, your RSP will promptly credit your account for the full amount that was overbilled. You will have the choice of your refund to be in the form of check or credit.
- Monthly payments are due 15 days after you receive your bill. Bills not paid by the due date will be considered delinquent and may result in late fees, missed collection, and eventual suspension of services.
- Rates will be adjusted on an annual basis at the beginning of each year.

## **Announcement City of Los Angeles**

### **Food Rescue and Materials Reuse in the new recycLA Franchise Program**

The new recycLA Franchise Program includes Food Rescue and Materials Reuse Programs for commercial businesses and multi-family residents in Los Angeles.

Your recycLA Service Provider (RSP) will provide Green Bin organic material recycling services to all customers that qualify for and request it. Your RSP is also required to establish a Food Rescue Program that will assist in the collection (“rescue”) of edible food, fit for human consumption, and to create or develop the necessary network for delivering the food to those who need it the most.

40% of all food in the United States is wasted; California alone wastes approximately 6 million tons of food a year. With over one million people in Los Angeles County suffering from food insecurity, The Franchise Program’s food rescue effort is an ethical and environmental necessity.

Additionally, food that is disposed as trash is an incredible drain on resources. Nationally one fifth of our fresh water is wasted on crops that go directly to landfills, and one fifth of a typical landfill is filled with wasted food. Each year, organic waste landfilled in California releases approximately 8.3 million tons of greenhouse gases.

Your RSP will also provide resources to assist in the collection of new and/or used goods and materials that can be reused. Examples of reusable materials include manufacturing overages, discontinued or surplus items, and other gently used items (furniture, clothing, appliances, and more).

If you would like to learn more about the services offered in your Franchise Zone, please contact your RSP.

For questions or concerns, contact the LA Sanitation Customer Care Center at 1-800-773-2489.

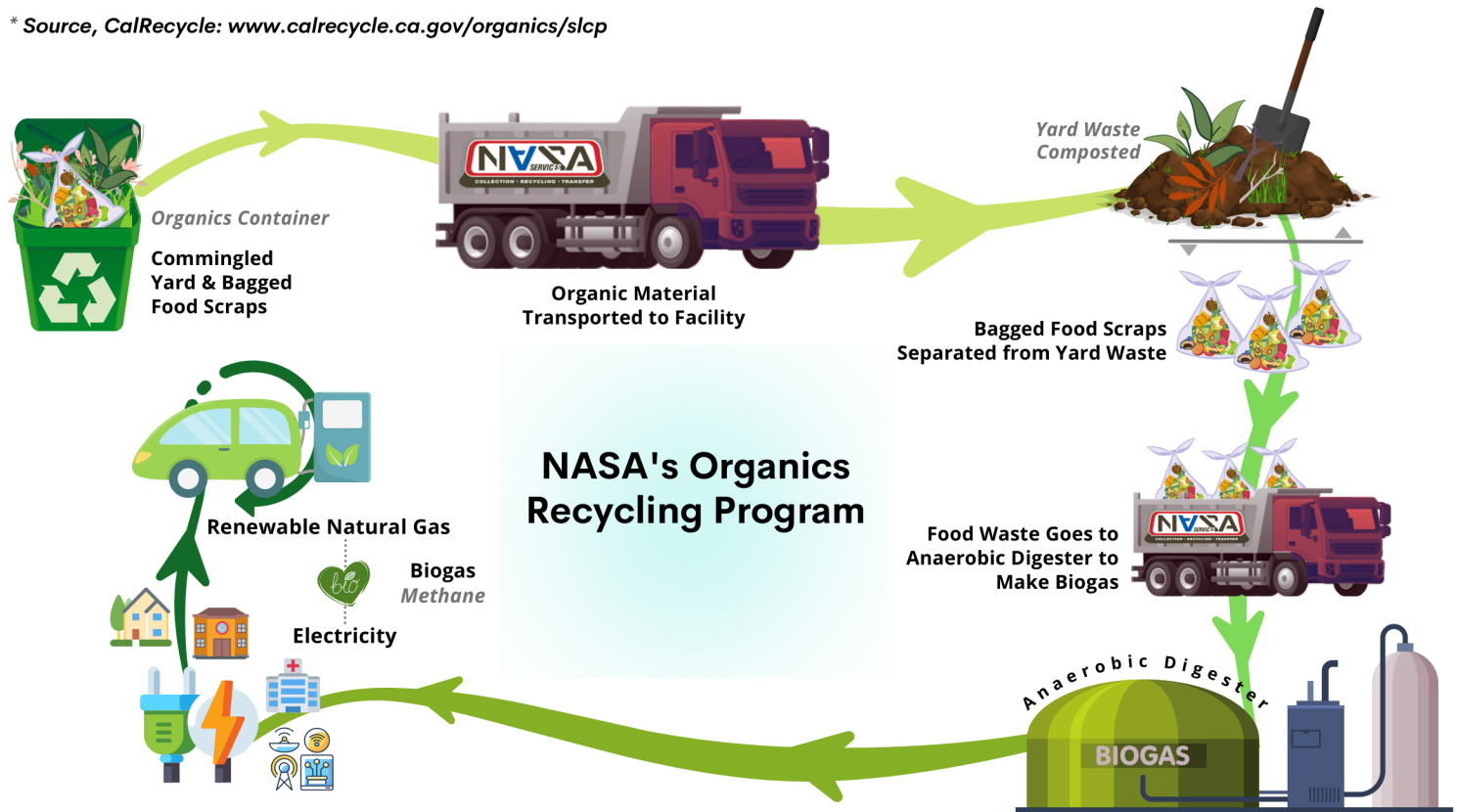


New Senate Bill 1383 (SB 1383) regulations went into effect on January 1, 2022. This law requires jurisdictions to establish organics recycling services for all residents and businesses, including multi-family complexes.

SB 1383 aims to reduce statewide organic waste disposal by 75% by 2025. When disposed in landfills, organic waste emits:

- 20% of California's methane, a climate super pollutant 84 times more potent than carbon dioxide
- Air pollutants like PM 2.5, which contributes to health conditions like asthma\*

\* Source, CalRecycle: [www.calrecycle.ca.gov/organics/slcp](http://www.calrecycle.ca.gov/organics/slcp)



**Subscribe to Recycling & Organics Services**

All businesses, multi-family complexes, and residents **MUST** participate in the established program by subscribing to services for Black, Blue, and Green containers and by separating materials as shown below:

What goes into **BLACK:**  
**Trash**



What goes into **BLUE:**  
**Recyclables**



What goes into **GREEN:**  
**Food Scraps**



\*Yard trimmings bin available for any grass, weeds, leaves, flowers & small branches

- Chip bags, Diapers, Disposable gloves & masks
- Pet waste, Plastic bags, Plastics #3, #4, #6, & #7
- Foam containers & other plastic to-go food packaging

- Cardboard, paper, newspaper
- Clean & dry metal containers & products
- Glass bottles & containers
- Plastics #1, #2, & #5

- Food scraps. **EXCLUDES** fats, oils, & grease
- All food **MUST** be placed in a plastic bag prior to being placed into the Green container

## How to Comply

All businesses, property owners, and property managers MUST:

- Participate in available programs
- Educate employees & tenants at least one time per year, and new tenants within 14 days of tenancy
- Monitor for proper sorting and take corrective actions when needed
- Color code internal bins and place proper signage
- Offer customers access to separate collection bins

Failure to comply may result in enforcement actions!



## Does Your Business Make, Sell, or Distribute Edible Food?

SB 1383 requires certain food businesses to donate the maximum amount of surplus edible food they would otherwise dispose of to food recovery organizations.

Mandated businesses need to enter into a formal agreement with a food recovery organization and track all donations. Contact the LASAN Customer Care Center at 800-773-2489 to be connected to a Zero Waste Representative for any questions or assistance.



**Tier 1 Businesses/Organizations** were required to begin donating by January 1, 2022. Tier 1 includes:

- Supermarkets
- Grocery Stores of  $\geq 10,000$  sq. ft.
- Food Service Providers
- Food Distributors
- Wholesale Food Vendors

### Edible Food Must Be Donated

Businesses may not knowingly allow edible food to spoil to avoid donation requirements.

**Effective January 1, 2022**, the City of Los Angeles commenced monitoring activities to ensure compliance.



**Tier 2 Businesses/Organizations** must begin donating by January 1, 2024. Tier 2 includes:

- Restaurants with Facilities  $\geq 5,000$  sq. ft. or 250+ Seats
- Hotels with an On-Site Food Facility & 200+ Rooms
- Health Facilities with an On-Site Food Facility & 100+ Beds
- Large Venues & Events
- State Agency Cafeterias with Facilities  $\geq 5,000$  sq. ft. or 250+ seats
- Local Education Agency with an On-Site Food Facility
- Non-Local Entities



## Think Outside the Black Bin!

The easiest, cheapest, and most sustainable way to manage organic waste is to avoid creating it in the first place.

To reduce organic waste at its source:

- Perform a food waste audit to see what food is being wasted & why
- Avoid over purchasing and over preparing
- Serve smaller portion sizes
- Properly store & label food items

For remaining organic waste, consider alternative disposal methods:

- Recycle organic waste on-site through composting or anaerobic digestion systems
- Send organic waste to a local community composting site
- Donate food scraps to a local farm
- Subscribe to NASA's organic waste service. Food scraps are taken to be anaerobically digested & generate energy. Yard trimmings are processed at a mulching facility

## We're Here to Support You

We can help you determine if your business is a mandated Tier 1 or Tier 2 Edible Food Generator and provide resources to help you comply with the law.

Visit [bit.ly/LACountyFoodDROP](https://bit.ly/LACountyFoodDROP). Use **Find a Recycler**, then select **Food Donation** to find an organization to collect food from you.

For more on food donors: [bit.ly/CalRecycleFoodDonors](https://bit.ly/CalRecycleFoodDonors)





# recycLA

## CA STATE RECYCLING MANDATES

### CA STATE ASSEMBLY BILL 1826 MANDATORY COMMERCIAL ORGANICS RECYCLING

**Businesses and Multi-family Residential Dwellings  
MUST HAVE an organics recycling program in place by:**

**January 1, 2019**

Generators of **4 or more** cubic yards of solid waste, including trash, recycling, and organics **per week**.

**December 31, 2020**

Generators of **2 or more** cubic yards of solid waste **per week**, including trash, recycling, and organics.

**Note:** As of January 1, 2022, all businesses and multi-family residential dwellings are required to follow the SB 1383 regulations.

#### How to Comply

- Subscribe to Green Container organic waste services from your recycLA Service Provider.
- Recycle all of your organic waste onsite or through a Landscaping Contractor.

#### Organics

Defined by the State as food waste, green waste, landscape and pruning waste, nonhazardous wood waste, and food-soiled paper waste that is mixed in with food waste.

### CA STATE ASSEMBLY BILL 341 MANDATORY COMMERCIAL RECYCLING

**You are required to have recycling service if you are either:**

A business that **regularly** disposes of solid waste.

**OR**

A multi-family dwelling of **5 units or more**.

#### How to Comply

- Subscribe to Blue Container Recycling service from your recycLA Service Provider.
- Separate your recyclable materials from your trash and take them to a recycling center.

Reduce the greenhouse gas emissions in California and help the City achieve Zero Waste.  
For more information: [www.calrecycle.ca.gov/recycle/](http://www.calrecycle.ca.gov/recycle/)

## 2023 Rates and Fees



### MONTHLY SERVICE RATES

Days/week	Bin	32 Gal	64 Gal	96 Gal	1 Yd	1.5 Yd	2 Yd	3 Yd	4 Yd	6 Yd	8 Yd
One / Week	Primary Bin			\$124.04	\$252.66	\$263.43	\$274.19	\$295.73	\$317.27	\$360.35	\$403.42
	Add'l Bins	\$78.23	\$100.04	\$105.17	\$130.56	\$142.75	\$155.46	\$182.52	\$211.73	\$258.17	\$308.91
Two / Week	Primary Bin			\$216.56	\$468.43	\$489.97	\$511.51	\$554.58	\$597.65	\$683.81	\$769.95
	Add'l Bins	\$137.00	\$175.18	\$184.16	\$242.25	\$265.68	\$290.17	\$342.41	\$398.94	\$489.92	\$589.53
Three / Week	Primary Bin			\$309.09	\$684.22	\$716.52	\$748.83	\$813.44	\$878.05	\$1,007.28	\$1,136.50
	Add'l Bins	\$195.77	\$250.33	\$263.17	\$353.95	\$388.61	\$424.88	\$502.28	\$586.15	\$721.67	\$870.14
Four / Week	Primary Bin			\$401.62	\$900.00	\$943.07	\$986.15	\$1,072.30	\$1,158.44	\$1,330.75	\$1,503.05
	Add'l Bins	\$254.53	\$325.46	\$342.16	\$465.67	\$511.56	\$559.61	\$662.18	\$773.35	\$953.45	\$1,150.77
Five / Week	Primary Bin			\$494.15	\$1,115.79	\$1,169.63	\$1,223.48	\$1,331.16	\$1,438.85	\$1,654.21	\$1,869.60
	Add'l Bins	\$313.30	\$400.61	\$421.17	\$577.36	\$634.48	\$694.32	\$822.05	\$960.54	\$1,185.20	\$1,431.40
Six / Week	Primary Bin			\$586.68	\$1,331.56	\$1,396.18	\$1,460.79	\$1,590.03	\$1,719.25	\$1,977.70	\$2,236.14
	Add'l Bins	\$372.07	\$475.75	\$500.17	\$689.06	\$757.43	\$829.04	\$981.94	\$1,147.74	\$1,416.96	\$1,712.00
Sunday Rate	Primary Bin			\$186.06	\$378.99	\$395.15	\$411.29	\$443.59	\$475.92	\$540.53	\$605.13
	Add'l Bins	\$117.35	\$150.06	\$157.76	\$195.84	\$214.13	\$233.20	\$273.79	\$317.59	\$387.26	\$463.36
Additional frequency of service	Primary Bin			\$92.53	\$215.78	\$226.54	\$237.32	\$258.86	\$280.39	\$323.47	\$366.55
	Add'l Bins	\$58.77	\$75.15	\$78.99	\$111.70	\$122.93	\$134.71	\$159.89	\$187.20	\$231.76	\$280.62
Extra Pick Up (One time as needed)		\$10.63	\$13.45	\$16.29	\$25.67	\$34.61	\$43.54	\$61.41	\$79.28	\$97.16	\$115.03
Smaller Size Compactor	\$10.91 x the number of cubic yards x the number of collections in a month + the base rates										

**Cost Includes Solid Waste Black Bin + Recycling Blue Bin Rates for Non Compacted Containers**

## 2023 Rates and Fees



### Additional Recycling Blue Bin Container Frequency (Monthly Maximum Rate)

Days/week	Bin	32 Gal	64 Gal	96 Gal	1 Yd	1.5 Yd	2 Yd	3 Yd	4 Yd	6 Yd	8 Yd
One / Week	Primary Bin			\$46.75	\$93.49	\$93.49	\$93.49	\$93.49	\$93.49	\$93.49	\$93.49
	Add'l Bins	No Charge									
Two / Week	Primary Bin			\$88.81	\$177.61	\$177.61	\$177.61	\$177.61	\$177.61	\$177.61	\$177.61
	Add'l Bins	No Charge									
Three / Week	Primary Bin			\$130.87	\$261.75	\$261.75	\$261.75	\$261.75	\$261.75	\$261.75	\$261.75
	Add'l Bins	No Charge									
Four / Week	Primary Bin			\$172.94	\$345.89	\$345.89	\$345.89	\$345.89	\$345.89	\$345.89	\$345.89
	Add'l Bins	No Charge									
Five / Week	Primary Bin			\$215.01	\$430.03	\$430.03	\$430.03	\$430.03	\$430.03	\$430.03	\$430.03
	Add'l Bins	No Charge									
Six / Week	Primary Bin			\$257.08	\$514.17	\$514.17	\$514.17	\$514.17	\$514.17	\$514.17	\$514.17
	Add'l Bins	No Charge									

### Food Waste and Green Waste Green Bin for Non Compacted Containers (Monthly Maximum Rate)

Days/week	Bin	32 Gal	64 Gal	96 Gal	1 Yd	1.5 Yd	2 Yd	3 Yd
One / Week	Primary Bin	\$93.81	\$105.74	\$124.04	\$252.66	\$270.45	\$274.19	\$295.73
	Add'l Bins	\$78.23	\$100.04	\$105.17	\$130.56	\$142.75	\$155.46	\$182.52
Two / Week	Primary Bin	\$152.59	\$180.89	\$216.56	\$468.43	\$489.97	\$511.51	\$554.58
	Add'l Bins	\$137.00	\$175.18	\$184.16	\$242.25	\$265.68	\$290.17	\$342.41
Three / Week	Primary Bin	\$211.36	\$256.03	\$309.09	\$684.22	\$716.52	\$748.83	\$813.44
	Add'l Bins	\$195.77	\$250.33	\$263.17	\$353.95	\$388.61	\$424.88	\$502.28
Four / Week	Primary Bin	\$270.13	\$331.18	\$401.62	\$900.00	\$943.07	\$986.15	\$1,072.30
	Add'l Bins	\$254.53	\$325.46	\$342.16	\$465.67	\$511.56	\$559.61	\$662.18
Five / Week	Primary Bin	\$328.90	\$406.32	\$494.15	\$1,115.79	\$1,169.63	\$1,223.48	\$1,331.16
	Add'l Bins	\$313.30	\$400.61	\$421.17	\$577.36	\$634.48	\$694.32	\$822.05
Six / Week	Primary Bin	\$387.67	\$481.47	\$586.68	\$1,331.56	\$1,396.18	\$1,460.79	\$1,590.03
	Add'l Bins	\$372.07	\$475.75	\$500.17	\$689.06	\$757.43	\$829.04	\$981.94

## 2023 Rates and Fees



### Permanent Rolloff and Compactor Pull Charge

(Rolloffs/Compactors Over 8 cubic yards)

Material	Delivery/ Collection	Disposal/ Processing
Black (non-C&D)	\$368.43	\$98.25
Blue	\$368.43	\$0.00
Green	\$368.43	\$127.59

### Temporary Rolloff Pull Charge (Non-permanent service of no more than 30 consecutive days at customer's site)

(Rolloffs/Drop Boxes Over 8 cubic yards)

Material	Delivery	Collection	Daily Rental (after first 7 days)	Disposal/ Processing (per ton)
Black (non-C&D)	\$95.52	\$368.43	\$9.55	\$98.25
Blue	\$95.52	\$368.43	\$9.55	\$0.00
Green	\$95.52	\$368.43	\$9.55	\$127.59

### Dry run for Rolloff and Compactor

\$136.46 per trip. There is no fee if the service is cancelled no less than 1 hour prior to scheduled pick up

### Temporary 3 Cubic Yard Bin Service

(Non-permanent service of no more than 30 consecutive days at customer's site)

Material	Delivery/ Collection	Daily Rental (after first 7 days)	Collection Extra Pick-up
Black (non-C&D)	\$170.57	\$6.82	\$61.41
Blue	\$122.81	\$6.82	\$47.76
Green	\$177.39	\$6.82	\$102.34



## 2023 Extra Services

Extra Services	Condition Under Which Fee Applies	Total Fee
<b>Locks</b>		
Gravity lock installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$137.05 for purchase and installation
Lock bar installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$137.05 for purchase and installation
Locks for CONTAINERS – per lock	CUSTOMER request – one-time fee per lock	\$13.64
Unlocking and locking CONTAINERS – per CONTAINER	CUSTOMER request – per CONTAINER per collection event	No charge
<b>Distance / Access</b>		
Entering Secured Building, unlocking and locking gates	Per collection event See Extra Collection Services and Associated Fees Clarifications <b>Table 7-4</b> below for applicability	\$13.64
Distance / Access	See Extra Collection Services and Associated Fees Clarifications <b>Table 7-5</b> below for applicability	
Distance Charge, between 100-200 ft, as measured from the CUSTOMER'S property line to the BINS' permanent location	Site requirement per CONTAINER per collection event	\$34.11
Distance Charge, over 200 ft, as measured from the CUSTOMER'S property line to the BINS' permanent location	Site requirement per CONTAINER per collection event	\$47.76
Blocked Access – Requiring Return or Delay	Driver observation, notify the CUSTOMER within two (2) hours	\$68.22
Blocked Access (Accessing Via Intercom or Security Office) – Requiring a Return	If driver has to wait due to a CUSTOMER created delay in excess of 5 minutes.	\$68.22
<b>Supplemental Cleaning</b>		
Cart Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$20.47
CONTAINER Pressure Wash/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$40.93
Graffiti Removal from CUSTOMER-owned CONTAINERS	Driver observation or by request for removing graffiti from the CUSTOMER-owned CONTAINERS	\$34.11
Graffiti Removal from CONTRACTOR-owned CONTAINERS	CUSTOMER request to removing graffiti from the CONTRACTOR-owned CONTAINERS in excess of three times per every 12 months	\$34.11
COMPACTOR CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$204.68
ROLL OFF CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$204.68



## 2023 Extra Services

Extra Services	Condition Under Which Fee Applies	Total Fee
<b>CONTAINER Replacement/Repair</b>		
Repair or Replacement of CUSTOMER Owned CONTAINER(S)	CUSTOMER request; Time and Materials Fee	\$81.87 per repair hour plus materials, no charge for pick up and delivery
Repair or Replacement of CONTRACTOR Owned CONTAINER(S) – CUSTOMER Error	CUSTOMER request or CONTRACTOR decision	\$81.87 per repair hour plus materials, no charge for pick up and delivery
Repair or Replacement of CONTRACTOR Owned CONTAINER(S) – Normal Wear and Tear	CUSTOMER request or CONTRACTOR decision	No charge
Changing CONTAINERS for an Increase or Decrease in Level of Service		No charge
<b>Overflow of Materials and Contamination</b>		
Overfill Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$34.11 per occurrence
Overweight Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$137.05 per occurrence
Contamination Fee	Driver observation, notify the CUSTOMER within two (2) hours	\$68.22 per occurrence
Hazardous, Radioactive, or Biomedical Waste Contamination Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$137.05 per occurrence
<b>Other Fees</b>		
Collection of Bulky Waste from COMMERCIAL ESTABLISHMENT not subject to CITY Multifamily Bulky Item Fee – Per Item	CUSTOMER request – Fixed Fee Per Item	\$40.93
Idle Time Charge	If driver has to wait due to a CUSTOMER created delay in excess of 15 minutes	\$20.47 per every 15 minutes
Idle Time Charge – Accessing Via Intercom or Security Office	If driver has to wait due to a CUSTOMER created delay in excess of 5 minutes	\$20.47 per every 15 minutes
Sunday Service	CUSTOMER Request	See Monthly Service Rate Sheet
<b>Administrative Fees</b>		
Return Payment Fee	CUSTOMER remits payment using check rejected due to insufficient funds or remits payment using a credit card or electronic payment that is declined	\$34.11
Late Payment Fee (>30 days overdue)	CUSTOMER inaction	\$6.82 or 1.5% of the debt/month, whichever is greater
CONTAINER Removal Fee	CONTAINER is removed from service location due to CUSTOMER non-payment	\$6.82 per CONTAINER
Re-instatement of Account Fee	CUSTOMER request – Fixed Fee	\$95.51 per account
CONTAINER Delivery	Delivery fee for each CONTAINER brought to the CUSTOMER as part of the reinstatement	\$34.11 per CONTAINER

Table 7-4: Extra Collection Services and Associated Fees Clarifications.

Entering Secured Building, unlocking and locking gates	Chargeable to CUSTOMER			
	BLACK BIN	BLUE BIN*	GREEN BIN	BROWN BIN
Scenario				
1. Opening a locked or closed gate by use of a remote, clicker or other electronic device.	Yes	No	Yes	Yes
2a. Accessing locked or secured premises that have been unlocked by the CUSTOMER regardless of whether a gate is present so long as the CONTRACTOR'S vehicle has unimpeded access to the premises.	No	No	No	No
2b. Accessing an unlocked gate that is partially closed and the CONTRACTOR'S collection vehicle cannot enter the property without having to exit the vehicle to address the gate or secured premises to provide for vehicle access	Yes	No	Yes	Yes
3. Accessing a locked gate when manual push out (no scout service) is required.	Yes	No	Yes	Yes
4. Accessing via intercom a security office that does not require the driver to leave his or her vehicle.	No	No	No	No

Table 7-5: Extra Collection Services and Associated Fees Clarifications.

Distance/Access	Chargeable to CUSTOMER			
	BLACK BIN	BLUE BIN*	GREEN BIN	BROWN BIN
Scenario				
1. Distance charges on BLUE BINS/blue CONTAINERS.	N/A	No	N/A	N/A
2. Properties at which the collection vehicle does drive within 100 feet of the container.	Yes	No	Yes	Yes

\* The new Removing Barriers to Recycling Program will eliminate, through credits to customers, extra service charges for access and distance fees on the blue bins effective April 1, 2019. Customers will see these charges and credits on their monthly invoice for the duration of the Removing Barriers to Recycling Program.



NASA Services, Inc.  
**SERVICE GUIDE**

Commercial Solid Waste  
and Recycling Services





Dear Valued Customer,

NASA Services is pleased to be your new Franchise Service Provider (FSP) for solid waste and recycling collection in the Downtown zone. In partnership with the City of Los Angeles, NASA Services is rolling out recycLA, the new solid resources system designed to “Make Waste History”.

This system will establish efficient collection and sustainable management of solid waste and recyclables, for now and the foreseeable future. NASA Services is excited to participate in this momentous shift from disposal to Zero Waste practices. Our promise is to work diligently to ensure that we exceed the City’s waste diversion goals and provide all customers with unparalleled service.

This Guide will provide information about available services. In addition, our Zero Waste Specialists will provide waste assessment results so you can identify the optimal level of services needed for your business or multi-family dwelling.

Together we can all be “Agents of Change” to create a greener future for our residents, our communities, and our environment.

Sincerely,

Arsen Sarkisian  
President

Nick Sarkisian  
Vice President

Questions? Visit [NASAre cycLA.com](http://NASAre cycLA.com) or call 1-800-773-2489



recycLA



# SERVICES PROVIDED

Solid waste, recycling, and organics collection.

## SERVICING

COMMERCIAL | INDUSTRIAL | MULTI-FAMILY

### BASIC SOLID WASTE & RECYCLING COLLECTION



Trash



Recycling

Included with Trash Service

### ORGANICS COLLECTION



Yard Trimmings



Food Waste

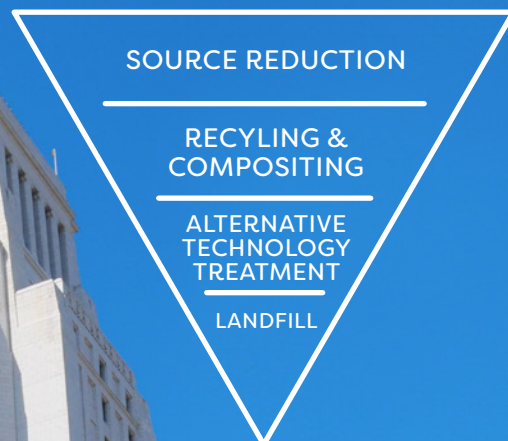
## WHAT'S INCLUDED

- ✓ Bin Cleaning, 1 per year
- ✓ Graffiti Removal
- ✓ Free On-site Training
- ✓ On-site Waste Assessment
- ✓ Push-out Service, up to 100 feet
- ✓ Recycling Services

## DID YOU KNOW?

The City of Los Angeles aims to achieve 90% diversion rate by 2025.

Over the next five years, this will result in diverting 10 million tons of recyclables from landfills, the equivalent to the size of 45 City Halls.



MOST PREFERRED

LEAST PREFERRED

Questions? Visit [NASAre recycla.com](http://NASAre recycla.com) or call 1-800-773-2489






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# ADDITIONAL SERVICES & CHARGES

Services that expand your collection program.

*Additional charges/fees may apply.*

 ADD-ONS	 PUSH-OUT SERVICE	 TEMPORARY & CONSTRUCTION SERVICE
<ul style="list-style-type: none"> <li>• Bin Lock Installation</li> <li>• Building Lock &amp; Unlock</li> <li>• Additional Bin Cleaning</li> <li>• Sunday Pickups</li> </ul>	<p>All push-out and scout services are included in service costs up to a distance of 100 feet.</p>	<ul style="list-style-type: none"> <li>• Roll-Off Rental</li> <li>• Temporary Bin</li> <li>• Bulky Item Collection</li> </ul>

 CONTAMINATION, OVERFLOW AND BLOCKED ACCESS*	 NO!
---	--

- Blocked access requiring return visit
- Bin overflow (per occurrence)
- Recycling or Organics bin contamination fee (per occurrence)
- Overweight bin (per occurrence)

- ⊗ **Construction Debris**
- ⊗ **Hazardous Waste**
- ⊗ **Sharps or Pharmaceuticals**

*\*Refer to the Customer Rights and Responsibilities and Additional Customer Fees and Charges information provided with your transition packet.*

Placing these items in your trash, recycle or organics container may result in non-collection.

Questions? Visit [NASAre recyclA.com](http://NASAre recyclA.com) or call 1-800-773-2489



# CHOOSE THE APPROPRIATE BIN

Select a bin based on your business type and amount of waste generated.



BIN TYPE	USES	SIZES	MATERIAL TYPE
 <p>Carts</p>	<ul style="list-style-type: none"> <li>✓ Small Businesses</li> <li>✓ Apartment Recycling</li> <li>✓ Locations that do not have a lot of waste or have limited space</li> </ul>	<p>32 gallon 64 gallon 95 gallon</p>	<p>Trash <b>Recyclables</b> Yard Trimmings Food Waste</p>
 <p>Metal Front Load Bin</p>	<ul style="list-style-type: none"> <li>✓ Offices</li> <li>✓ Retail</li> <li>✓ Small Manufacturing</li> </ul>	<p>1 cubic yard 2 cubic yard 3 cubic yard 4 cubic yard 6 cubic yard</p>	<p>Trash <b>Recyclables</b> Yard Trimmings</p>
 <p>Plastic Front Load Bin</p>	<ul style="list-style-type: none"> <li>✓ Restaurants</li> <li>✓ Hospitals</li> <li>✓ Venues/Hospitality</li> <li>✓ Food Manufacturing</li> </ul>	<p>2 cubic yard</p>	<p><b>Food Waste ONLY</b></p>
 <p>Roll-off Container</p>	<ul style="list-style-type: none"> <li>✓ Construction &amp; Renovations</li> <li>✓ Individual Manufacturers</li> <li>✓ Land Debris Clearing</li> <li>✓ Festivals &amp; Large Events</li> </ul>	<p>10 cubic yard 20 cubic yard 30 cubic yard 40 cubic yard</p>	<p>Trash <b>Recyclables</b> Construction Debris Bulky Items</p>
 <p>Roll-off Compactor</p>	<ul style="list-style-type: none"> <li>✓ Hospitals</li> <li>✓ High-rise office</li> <li>✓ Multi-use</li> <li>✓ Industrial</li> </ul>	<p>15 cubic yard 20 cubic yard 30 cubic yard 35 cubic yard</p>	<p>Trash <b>Recyclables</b></p>

Questions? Visit [NASAre recycla.com](http://NASAre recycla.com) or call 1-800-773-2489



# WHAT GOES IN RECYCLING?

Properly dispose resources to divert as much waste as possible from landfills.

## ✔ WHAT'S ALLOWED?



Paper and Cardboard



Metal and Aluminum



#1, #2, #5  
Plastics



Glass



Compostable Paper

## ✘ WHAT'S NOT ALLOWED?



Trash



Food or Liquids



Construction Debris



Hazardous Waste



Sharps or Pharmaceuticals



# RECYCLING

Questions? Visit [NASArecyclLA.com](http://NASArecyclLA.com) or call 1-800-773-2489



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# WHAT GOES IN ORGANICS?

Properly dispose resources to divert as much waste as possible from landfills.

## ✓ WHAT'S ALLOWED IN FOOD WASTE?



Dairy and Eggs



Meat, Bones and Fish



Fruits and Vegetables



Bread, Pasta, Rice and Beans

## ✓ WHAT'S ALLOWED IN YARD TRIMMINGS?



Grass and Weeds



Leaves and Flowers



Small Branches

## ✗ WHAT'S NOT ALLOWED?



Trash



Recyclables



Pet Waste or Manure



Hazardous Waste



# ORGANICS

Questions? Visit [NASArecyclA.com](http://NASArecyclA.com) or call 1-800-773-2489



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# MANDATORY RECYCLING FOR BUSINESSES & MULTI-FAMILY DWELLINGS

## AB 341 and AB 1826 Requirements

### AB 341 MANDATORY COMMERCIAL RECYCLING

Required to recycle if your property is:

- A **business** that regularly disposes of solid waste, or
- A **multi-family** dwelling of 5 units or more

#### Comply by:

- Separating your recyclable materials from your trash and taking them to the recycling center
- Subscribing to Blue Bin recycling services with your recycLA Service Provider



1 CUBIC BIN

x4

1 cubic yard

Holds up to 14-16 tall kitchen bags

### AB 1826 MANDATORY ORGANICS RECYCLING

Businesses and multi-family dwellings must have an organics (green waste) recycling program in place by:

- **January 1, 2017** – generators of 4 or more cubic yards of organic waste per week
- **January 1, 2019** – generators of 4 or more cubic yards of solid waste per week
- **Summer/Fall 2021** – generators of 2 or more cubic yards of solid waste per week, if statewide disposal of organic waste is not decreased by 50%

*Organics: defined by the State as food waste, green waste, landscape and pruning waste, nonhazardous wood waste and food soiled paper waste that is mixed with food waste.*

NOTE: Multi-family residential dwellings are NOT required to recycle food waste at this time

#### Comply by:

- Donating the generated organics waste (food rescue)
- Subscribing to Green bin organic waste services from your recycLA Service Provider
- Recycling organic waste onsite or self-haul for organics recycling

### How Much is 4 Cubic Yards of Waste?

Questions? Visit [NASAre recycla.com](http://NASAre recycla.com) or call 1-800-773-2489



recycLA



# REMOVING FOOD WASTE FROM LANDFILLS

To reduce food waste, NASA Services offers food recycling and partners with rescue services.

For the first time, ALL businesses in Los Angeles will have access to food waste recycling and diversion services.

To reduce food waste, NASA Services will offer food waste recycling and will partner with food rescue organizations to provide collections of edible food for those in need.

## FOOD WASTE HIERARCHY



Questions? Visit [NASAreCYcLA.com](http://NASAreCYcLA.com) or call 1-800-773-2489



recycLA





# HOW TO DONATE

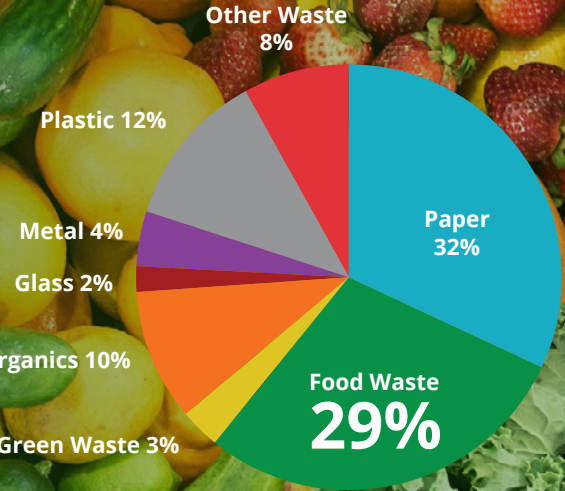
Here is how you can donate edible food and other valuable items.

FOOD	ELECTRONICS	OTHER ITEMS
<b>Heart of Compassion</b> (323) 727-7997	<b>Homeboy Recycling</b> (323) 222-3322	<b>Goodwill Industries</b> (323) 539-2000
<b>Food Forward</b> recovery@foodforward.org		<b>LA Shares</b> www.lashares.org

## FOOD WASTE IS THE SECOND LARGEST SOURCE OF COMMERCIAL WASTE

### Currently...

70% of total solid waste in Los Angeles is generated by commercial & multi-family dwellings, with **food waste accounting for more than 29%**.



Questions? Visit [NASArecyclLA.com](http://NASArecyclLA.com) or call 1-800-773-2489



As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

# IMPORTANT COLLECTION INFORMATION

Review special collection schedule information.



## HOLIDAY COLLECTION SCHEDULE

### Collection occurs on these holidays:

New Year's Day  
Memorial Day  
July 4th  
Labor Day  
Thanksgiving  
Christmas

All collection for the remainder of a week in which a holiday falls will take place one day later than normally scheduled.



## MISSED COLLECTION

To report a missed collection, call 311 or 1-800-773-2489 or go to [lacitysan.org](http://lacitysan.org).

**IF REPORTED before 2:00 PM**, then service will be PROVIDED by 6:00 PM

**IF REPORTED after 2:00 PM**, then service will be PROVIDED by 10:00 AM next day

If a missed collection is resolved on a Sunday, you will not be charged additional fees for this collection.



## WHEN WE DO NOT COLLECT

### YOUR CONTAINER WAS...

- ✓ Determined to have materials that are not allowed
- ✓ Overweight and could not be safely moved and/or emptied
- ✓ Filled with contents that are difficult to empty after tipping
- ✓ Overfilled or blocked

Questions? Visit [NASAre recycla.com](http://NASAre recycla.com) or call 1-800-773-2489



recycLA



# YOUR TRANSITION CHECKLIST

Welcome! Today, you have successfully transitioned to NASA Services. We commit always to provide outstanding service by putting our customers' needs first.

## TODAY WE HAVE:

- Provided a waste assessment
- Described the services available
- Right-sized service needs
- Completed a service subscription form
- Provided a New Customer Package

Your Zero Waste Specialist is:

---

For more information, call 1-800-773-2489 or visit [NASArecyclA.com](http://NASArecyclA.com).

Thank you!

Questions? Visit [NASArecyclA.com](http://NASArecyclA.com) or call 1-800-773-2489



recyclA





# IT'S A GOOD TIME TO RECYCLE!



## WHAT GOES IN YOUR BLUE BIN?

Here's your quick guide for common mixed-recyclable items:



### PLASTICS



#### PET

Commonly used in soda and water bottles



#### HDPE

Laundry soap, lotion & shampoo bottles, milk jugs



#### POLYPROPYLENE

Retail food containers, such as yogurt, butter, margarine



Ensure that all items are clean and fully emptied **BEFORE** placing them in your bin!

### GLASS

Bottles, jars



### METAL

Aluminum foil/ trays/ cans, tin, aerosol & paint cans



### PAPER

Shredded paper, flyers, newspapers/ magazines, cartons, cardboard boxes



## ORGANIC WASTE

These items go into the **GREEN** bin.



Food Waste - fruits & vegetables  
Green Waste - yard waste & flowers  
Coffee grounds & filters

Pizza boxes  
Dirty paper plates & cups\*  
Food-soiled paper\*

*\*Must be 100% fiber-based.  
NO materials with petroleum based plastic, wax, or bio-plastic coating, liner, or laminate.*



## TRASH IT!

These items are considered contaminants and go into the **BLACK** bin.

Film Plastics/ Plastic bags  
Disposable Coffee Cups  
Hoses

Candy/ Snack Wrappers  
Diapers  
Animal Waste

Padded or Tyvek envelopes  
Cloth/ Fabric  
Crockery

Foam take out containers  
Treated Wood



recycla.com  
1-800-773-2489

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request will provide reasonable accommodation to ensure equal access to its programs, services and activities.



**Waste Assessments & Training**

Do you need support to meet compliance with state law **SB 1383**? SB 1383 has numerous requirements for businesses, which include multi-family complexes. Foremost, businesses are required to subscribe to and participate in their jurisdiction's organics collection service.

We can help. At your request, NASA Services will conduct a waste assessment of your property and work with you to determine your best level of service for the lowest possible cost. The waste assessment is a walk-through of your property to determine current levels of service, opportunities for recycling, and recommendations to optimize your service.

As a recycLA customer, you are entitled to free onsite training for tenants and employees. Visit our website at [nasarecycLA.com](http://nasarecycLA.com) to learn more. Our full service guide is **downloadable**, too, for your convenience. Contact LASAN Customer Care at 1-800-773-2489 to schedule a waste assessment.



**What Goes In?**

SB 1383 requires business owners to subscribe to organics collection service and properly sort organics and recycling. Food waste can be placed in a clear plastic bag before going into the green food waste container. Yard trimmings must be placed loosely into the green yard trimmings container.

**What's allowed in FOOD WASTE:**



**What Goes into the Blue?**

Clean and dry glass containers, plastic containers #1, #2, and #5, metal cans (tin and aluminum), and paper items go into the blue container.



**What's allowed in YARD TRIMMINGS:**



For more information on sorting organics and recyclables, visit our web page, **What Goes In**.

*Sorting organics and recyclables is more important than ever with the need to comply with SB 1383. Be on the lookout for new cart stickers that show how correctly to sort recyclables!*

## Beds to Breakfast: How Hospitality, Hospitals, and Live-in Facilities Can Clean-up on Recycling

“Sustainability” has become a priority for guests and employees in hotels, motels, campgrounds and in-patient facilities. Through waste prevention and reduction efforts, you can meet rising customer and employee expectations, while complying with new legislation and potentially even reducing your expenses. NASA Services can assess your businesses and help ensure that your recycling program is a success!

This free 30-minute webinar via [recyclAUniversity.com](http://recyclAUniversity.com) will help you better understand the actions you can take and how to request assistance when needed. The NASA recyclA web site at [nasarecyclA.com/resources/educational-videos](http://nasarecyclA.com/resources/educational-videos) also provides access to other recyclA University videos that help businesses learn how to achieve sustainability objectives.



## MOCA in the Spotlight



We're expressing appreciation of our client, the Los Angeles Museum of Contemporary Art, which demonstrates commitment to recycling by its excellent diversion rates of organics from landfills.

MOCA consistently diverts more than 60% of organics through the diligent effort of team members who are pursuing MOCA's Zero Waste goals.

## Collection Information



**What goes in each bin?**  
Remember, GREEN is for organics and yard trimmings, BLUE is for recyclables, and BLACK is for everything else. Learn more at [nasarecyclA.com/zero-waste/what-goes-in](http://nasarecyclA.com/zero-waste/what-goes-in).

### 2022 Holiday Collection Schedule

Collection DOES NOT occur on these holidays: July 4th, Labor Day, Thanksgiving, Christmas, and New Year's Day. All collection for the remainder of a week in which a holiday falls will take place one day later than normally scheduled.

### Missed Collection

To report a missed collection, call the LA Sanitation & Environment Customer Care Center at 1-800-773-2489 or go to [lacitysan.org](http://lacitysan.org).

- IF REPORTED before 2:00 PM, then service will be PROVIDED by 6:00 PM.
- IF REPORTED after 2:00 PM, then service will be PROVIDED by 10:00 AM next day.
- If a missed collection is resolved on a Sunday, you will not be charged additional fees for this collection.

*When we don't collect, your containers were determined to have materials that are not allowed; overweight and could not be safely moved and/or emptied; or overfilled or blocked.*

YOU'RE PROTECTED!

**California Health And Safety Code,**  
Section 114432

Any food facility may donate food to a food bank or to any other nonprofit charitable organization for distribution to persons free of charge.

**California Health And Safety Code,**  
Section 114433

No food facility that donates food as permitted by Section 114432 shall be subject to civil or criminal liability or penalty for violation of any laws, regulations, or ordinances regulating the labeling or packaging of the donated product or, with respect to any laws, regulations, or ordinances, for a violation occurring after the time of donation.

**California Civil Code,** Section 1714.25(A)

Except for injury resulting from negligence or a willful act in the preparation or handling of donated food, no food facility that donates any food that is fit for human consumption at the time it was donated to a nonprofit charitable organization or a food bank shall be liable for any damage or injury resulting from the consumption of the donated food.

**United States Code, Bill Emerson Good Samaritan Food Donation Act, Title 42, Chapter 13A,** Section 1791 (C)(1)

A person or gleaner shall not be subject to civil or criminal liability arising from the nature, age, packaging, or condition of apparently wholesome food or an apparently fit grocery product that the person or gleaner donates in good faith to a nonprofit organization for ultimate distribution to needy individuals.



CONTACT US



For more information or to schedule a free consultation for your business, call LA County Department of Public Works at:

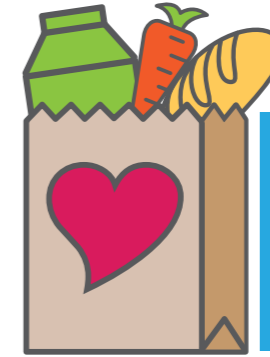
1-888-CLEAN LA (1-888-253-2652)  
email: [FoodDROPLA@dpw.lacounty.gov](mailto:FoodDROPLA@dpw.lacounty.gov)  
[www.FoodDROPLA.com](http://www.FoodDROPLA.com)

**ADDITIONAL RESOURCES:**

*Get additional recognition by the Environmental Protection Agency (EPA) and join the Food Recovery Challenge!*

For more details visit: [www.epa.gov/sustainable-management-food/food-recovery-challenge-frc](http://www.epa.gov/sustainable-management-food/food-recovery-challenge-frc).

For more information about how to safely donate your food, visit:  
<http://publichealth.lacounty.gov/eh/LACFRI/>



COUNTY OF LOS ANGELES

**FOOD  
DROP**

Donation & Recovery Outreach Program





## OUR MISSION & VISION

### OUR MISSION

To provide resources for businesses operating in the County unincorporated communities to safely donate their excess edible food to fight hunger in LA County and divert food waste from the landfills.

### OUR VISION

All businesses operating in LA County's unincorporated communities safely donate their excess edible food to feed people in need in LA County.

## WHY DONATE?

### HELP FIGHT HUNGER

Each year, Los Angeles County unincorporated communities toss 128,000 tons of food into the trash. The Department of Public Works has partnered up with local charities in LA County to offer businesses a food donation option through Food DROP.



1 in 7 living in Los Angeles County live with food insecurity.

### TAX DEDUCTIBLE

All businesses who donate to a 501(c)(3) that uses the food for the care of the ill, the needy, or infants can receive an enhanced tax deduction.

### ASSEMBLY BILL 1826

Under AB 1826, businesses that generate specified amounts of organic waste are required to arrange for organic waste recycling services or food donation. Learn more about AB 1826 by visiting

[www.FoodDROPLA.com](http://www.FoodDROPLA.com)

## GETTING STARTED!

### LA County CARES. Steps to Success:

#### 1. CHECK YOUR INVENTORY

Identify what types of food can be donated and get manager buy-in.

#### 2. ARRANGE FOR A MEETING

If you are located in an unincorporated community, Public Works will help you develop a food donation process at your location. To schedule a meeting with Public Works, call 1-888-Clean LA.

#### 3. REACH OUT

Set up an appropriate schedule with your non-profit.

#### 4. ENGAGE YOUR STAFF

Educate and train them about what foods to donate and the proper way to handle and store that food for continued success.

#### 5. START DONATING!

Follow the agreement you and your charity have set up to start the process!



## HOW TO SAFELY DONATE



*The LA County Department of Public Health supports safe food donation of surplus food.*

Follow Public Health's Guidelines for Safe Food Donation to minimize food safety risks. Make sure that your donated foods are:

- ✓ **AN APPROVED SOURCE OF DONATED FOODS**
- ✓ **REMAIN WITHIN TEMPERATURE CONTROL**
- ✓ **STAY PROTECTED FROM CONTAMINATION**

To learn more about how to safely donate, please visit:  
<http://publichealth.lacounty.gov/eh/LACFRI/>  
or call Public Health's Environmental Health Consultative Services (626) 430-5320 during business hours 8am-5pm.

### TAX DEDUCTION

Remember, food donations are tax deductible. Contact your tax advisor to find out how you can maximize your deduction for donating food.





## Food Facility Operators

# Guidelines for Safe Food Donation

Donating surplus food from hotels, restaurants, other food facilities, and catered events can be a great way to help local missions and other charitable organizations that serve those in need. Although a special public health permit is not required, donating or receiving surplus foods must be done in a way that minimizes food safety risks. The Los Angeles County Department of Public Health Environmental Health Division has prepared the following food safety guidelines to help facilitate safe food donations.

### Approved Source of Donated Foods

Prepared foods and meals must be donated only by permitted restaurants, hotels, food processing facilities, food distributors, or catered events. Donated foods are limited to foods or food portions which have not been previously served to a consumer. Individuals who wish to donate food should only provide uncooked, pre-packaged food products that can be prepared on site by approved food handlers.



### Facilities Receiving Donated Foods

Most missions or charitable organizations receiving donated foods operate under a public health permit so they are familiar with food handling requirements. If an organized event or charitable organization does not operate under a public health permit, the donated foods are to be immediately served and consumed.



### Temperature Control

Donated foods that require temperature control must always remain at 41°F or below for cold foods or 135°F or above for hot foods, prior to transportation. When refrigerated transport is available, foods should be held below 41°F, while in transport to the venue. If refrigerated transport is not available, the food items should be labeled "Process Immediately" and must not be out of temperature controls for more than 2 hours. Donations consisting of whole produce, canned goods, dry foods and other similar products can be delivered anytime with no requirement for temperature controls or delivery times.



The food donor must check to ensure proper temperatures at the time of the transfer to the receiving facility or food transporter. The person-in-charge at the receiving venue should also check the temperature of the food upon receipt and note the time that the food is received. See the attached sample Food Donation Delivery Form on page 3 for an outline of helpful information that should be captured upon delivering, transporting or receiving foods.

## Food Facility Operators

# Food Donation Guidelines, continued

### Protection from Contamination

Food must be protected from potential contamination at all times through the use of sanitary, food-grade containers, and by ensuring that transport vehicles are clean and free of vermin.

### Questions?

For more information, please contact Environmental Health at (626) 430-5200 during business hours, 8 am to 5 pm, Monday through Friday; call the 24-hour Hotline at (888) 700-9995; or e-mail [ehmail@ph.lacounty.gov](mailto:ehmail@ph.lacounty.gov).

## State and Federal Food Donation Statutes

### California Health and Safety Code, Section 114432

Any food facility may donate food to a food bank or to any other nonprofit charitable organization for distribution to persons free of charge.

### California Health and Safety Code, Section 114433

No food facility that donates food as permitted by Section 114432 shall be subject to civil or criminal liability or penalty for violation of any laws, regulations, or ordinances regulating the labeling or packaging of the donated product or, with respect to any laws, regulations, or ordinances, for a violation occurring after the time of donation.

### California Civil Code, Section 1714.25(a)

Except for injury resulting from negligence or a willful act in the preparation or handling of donated food, no food facility that donates any food that is fit for human consumption at the time it was donated to a nonprofit charitable organization or a food bank shall be liable for any damage or injury resulting from the consumption of the donated food. The immunity from civil liability provided by this subdivision applies regardless of compliance with any laws, regulations, or ordinances regulating the packaging or labeling of food, and regardless of compliance with any laws, regulations, or ordinances regulating the storage or handling of the food by the donee after the donation of food.

### United State Code, Bill Emerson Good Samaritan Food Donation Act, Title 42, Chapter 13A, Section 1791

**(c)(1)** A person or gleaner shall not be subject to civil or criminal liability arising from the nature, age, packaging, or condition of apparently wholesome food or an apparently fit grocery product that the person or gleaner donates in good faith to a nonprofit organization for ultimate distribution to needy individuals.

**(f)** This section shall not be construed to create any liability. Nothing in this section shall be construed to supercede State or local health regulations.

## Food Facility Operators Food Donation Delivery Form

Perishable Food Item(s) (Continue Items on Back of This Page if Needed)	Quantity (lbs.)	DONOR Temperature at holding	Time Taken	RECEIVER Temperature at receipt	Time Taken	Accepted
						YES or NO
						YES or NO
						YES or NO
						YES or NO
						YES or NO

### Donated From:

<b>Name of Facility or Event</b>	<b>Public Health Permit #</b>
<b>Address</b>	<b>Phone #</b>
<b>Delivered by (Print Name)</b>	

### Transported By (if other than donor or recipient):

<b>Name of Delivery Organization</b>	<b>Public Health Permit # (if applicable)</b>
<b>Address</b>	<b>Phone #</b>
<b>Delivered by (Print Name)</b>	

### Donated To:

<b>Name of Facility or Organization</b>	<b>Public Health Permit # (if applicable)</b>
<b>Address</b>	<b>Phone #</b>
<b>Received by (Print Name)</b>	

I acknowledge that the food item(s) listed above meet the temperature holding requirements for potentially hazardous foods, as defined in Section 113871 of the California Retail Food Code.

<b>Donor Signature</b>	<b>Date</b>
<b>Recipient Signature</b>	<b>Date</b>

# Are you ready for SB 1383?



## California's New Waste Reduction & Food Recovery Strategy

### RECOVER

As of January 1, 2022, certain businesses are required to save surplus, edible food which would otherwise be discarded, so that it can feed people in our community without enough to eat.

### PARTNER

Establish partnerships with local food rescue organizations via written agreements in order to recover the maximum amount of your business's surplus, edible food.

### RECORD

Keep a careful log of all food recovery activities. City officials will request your records during routine facility inspections.

### QUESTIONS?

Contact LA Sanitation & Environment at [san\\_foodrecovery@lacity.org](mailto:san_foodrecovery@lacity.org) or visit [calrecycle.ca.gov/organics/slcp/foodrecovery](http://calrecycle.ca.gov/organics/slcp/foodrecovery)





# CA Senate Bill 1383: New Food Recovery Requirements for Businesses



## What is SB 1383?

California Senate Bill (SB) 1383 is a new, statewide law which aims to protect our environment and to strengthen our communities by preventing surplus, edible food from being needlessly tossed into landfills and by redirecting that food to the nearly 1 in 4 Californians who do not have enough to eat.

## Who will SB 1383 affect?

Certain businesses – known as **commercial edible food generators (CEFGs)** – are expected to help our state achieve this ambitious goal. The law identifies twelve different types of CEFGs, which are grouped into two broad categories based on the types of foods that they generate:

### Tier 1

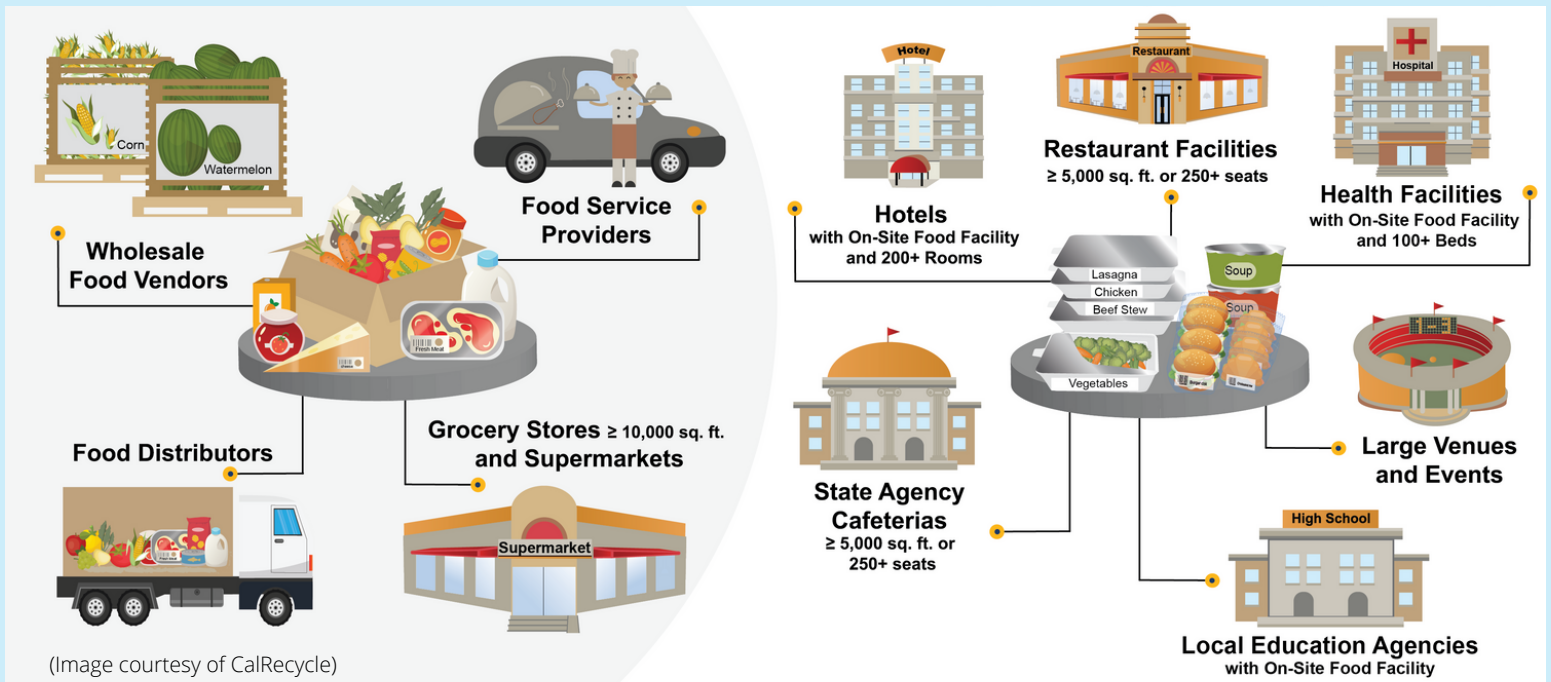
Regulations took effect **January 1, 2022.**

Usually have food items that can be easily donated, like produce and shelf-stable goods.

### Tier 2

Regulations will take effect **January 1, 2024.**

Typically have prepared foods or meals, which require specialized handling for safe donation.



(Image courtesy of CalRecycle)

## What are the specific requirements for businesses?

- Recover the **maximum amount** of surplus, edible food that would otherwise be discarded.
- Partner with local **food recovery organizations (FROs)** or **services (FRSs)** via written contracts in order to redistribute surplus food to people in need.
- Maintain records of all food recovery activities.



Please note that the information provided here is a summary only and does not represent an exhaustive source of all legal requirements and terms related to SB 1383. For more detailed information, please visit [CalRecycle's SB 1383 Homepage](#) or review the [SB 1383 Final Regulations](#).

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request will provide reasonable accommodation to ensure equal access to its programs, services, and activities.



# CA Senate Bill 1383: Additional Information & Resources for Businesses



## How can my business prepare for SB 1383?

1. **Identify and contact** one or more food recovery partners. You can use [this directory](#) or this [interactive map](#) to locate a variety of FROs and FRSs operating near you.
2. **Establish written contracts** with your new partner(s) to ensure safety, reliability, and accountability for everyone. Check out this [model food recovery agreement](#) to get started.
3. **Begin donating** your surplus food to the LA community with the help of your new partners.
4. **Keep careful records** of all your food recovery activities, including copies of your contracts. This [record-keeping tool](#) can help you stay prepared for routine inspections by city staff.



## Benefits of Compliance



**Build Community** – Sharing your organization's extra resources will improve the lives of the more than 1 million Angelenos who lack reliable access to food, while strengthening key relationships with the communities and individuals that you serve.



**Be a Good Steward** – Feel good about doing the right thing for our planet *and* enhance your company's image by letting employees and customers know about your ongoing efforts to reduce waste. It's a simple way to raise team morale and attract new clients!



**Boost Your Bottom Line** – Not only can you potentially save money on your monthly waste-collection bills by keeping edible food out of the trash, but your business may also be able to claim tax deductions for donating that food to charitable organizations.

## Links to Helpful Resources

- [SB 1383 Web Page for Businesses](#)
- [SB 1383 Final Regulations](#)
- [LA County Food Redistribution Initiative](#)
- [Other Food Recovery Resources in LA](#)
- [How to Create a Food Recovery Contract](#)
- [Toolkit for Safe Surplus Food Donation](#)

## Questions?

For general questions, please visit CalRecycle's SB 1383 [FAQ page](#). If you have any additional concerns, please contact [LA Sanitation & Environment](#) at [san\\_foodrecovery@lacity.org](mailto:san_foodrecovery@lacity.org) or call our 24/7 customer care center at **1-800-773-2489**. We look forward to assisting you!

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