

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.



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:

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

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.



Food Rescue and Materials Reuse in the recyclA Franchise Program

The recyclA Franchise Program includes Food Rescue and Materials Reuse Programs for commercial businesses and multi-family residents in the City of Los Angeles. Since the recyclA program began in 2018, the recyclA Service Providers (RSPs) have been meeting and sometimes surpassing their contractual requirements of partnering with non-profit Food Rescue Organizations or Community Based Organizations to fund food rescue and materials reuse programs. Here's a snapshot of what we've accomplished from January 2018 through December 2023.

	Food Rescue	Material Reuse	Program Total
Total Funding	\$3,479,650	\$752,402	\$4,232,051
Total Pounds donated	61,299,120	6,777,500	68,076,620
Number of Meals donated	51,082,600	N/A	N/A

According to the U.S Environmental Protection Agency, in the United States, food is the single largest category of material placed in municipal landfills, where it emits methane, a powerful greenhouse gas. Municipal solid waste landfills are the third-largest source of human-related methane emissions in the United States, accounting for approximately 14.1 percent of these emissions.

CalRecycle, a California State Agency, states that "Californians throw away nearly 6 million tons of food scraps or food waste each year. This represents about 18 percent of all the material that goes to landfills."

California Senate Bill (SB 1383) is a short-lived climate pollutants regulation that went into effect on January 1, 2022. The goal of the mandate is to reduce California's landfilled organic waste by 75 percent by 2025. It also requires that 20 percent of presently disposed surplus edible food be recovered for human consumption by 2025. The City of Los Angeles' Organics Ordinance No. 187711 became effective on January 18, 2023 to ensure implementation and enforcement of the state-mandated SB 1383.

Your RSP is committed to offering organic services (green bin) to all recycLA customers. Additionally, your RSP actively supports local food rescue initiatives, aimed at gathering surplus edible food suitable for human consumption, thereby bolstering the City's ability to provide for its most vulnerable communities.

If your business is a Tier 1 or Tier 2 edible food generator and you produce surplus edible food, then you are required to establish a contract or written agreement with a local Food Rescue Organization (FRO) or Food Service Provider (FRS) and donate the maximum amount of surplus edible food that would otherwise go to landfills. You must also keep records of all donations that are provided to your FRO/FRS partner and make them available to City staff during a site inspection.

The **TIER 1** and **TIER 2** businesses include:

TIER 1: Wholesale Food Vendor, Food Service Provider, Food Distributor, Grocery Stores and Supermarkets (10,000 sq. ft. or more)

TIER 2: Hotels (with onsite Food Facilities and 200+ Rooms), State Agency Cafeterias (greater than or equal to 5,000 sq. ft. or 250+ seats, Large Venues and Events, Restaurant Facilities (greater than or equal to 5,000 sq. ft. or 250+ seats, and Health Facilities (with onsite Food Facilities and 100+ beds)

To learn more about the California legislation or City Ordinance go to recycLA.com/organics.

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.



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/

2024 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			\$130.24	\$265.29	\$276.60	\$287.90	\$310.51	\$333.14	\$378.37	\$423.59
	Add'l Bins	\$82.14	\$105.04	\$110.42	\$137.09	\$149.88	\$163.24	\$191.65	\$222.31	\$271.08	\$324.35
Two / Week	Primary Bin			\$227.38	\$491.85	\$514.47	\$537.08	\$582.31	\$627.53	\$718.00	\$808.45
	Add'l Bins	\$143.85	\$183.94	\$193.37	\$254.36	\$278.96	\$304.68	\$359.53	\$418.89	\$514.41	\$619.01
Three / Week	Primary Bin			\$324.54	\$718.43	\$752.34	\$786.27	\$854.11	\$921.96	\$1,057.64	\$1,193.33
	Add'l Bins	\$205.56	\$262.84	\$276.33	\$371.65	\$408.04	\$446.13	\$527.39	\$615.45	\$757.76	\$913.65
Four / Week	Primary Bin			\$421.70	\$944.99	\$990.23	\$1,035.46	\$1,125.91	\$1,216.36	\$1,397.28	\$1,578.20
	Add'l Bins	\$267.26	\$341.73	\$359.27	\$488.95	\$537.14	\$587.59	\$695.29	\$812.02	\$1,001.12	\$1,208.31
Five / Week	Primary Bin			\$518.86	\$1,171.58	\$1,228.11	\$1,284.65	\$1,397.71	\$1,510.79	\$1,736.93	\$1,963.08
	Add'l Bins	\$328.97	\$420.64	\$442.23	\$606.23	\$666.20	\$729.03	\$863.15	\$1,008.57	\$1,244.46	\$1,502.97
Six / Week	Primary Bin			\$616.01	\$1,398.14	\$1,465.99	\$1,533.83	\$1,669.53	\$1,805.21	\$2,076.58	\$2,347.95
	Add'l Bins	\$390.68	\$499.54	\$525.17	\$723.51	\$795.30	\$870.49	\$1,031.03	\$1,205.13	\$1,487.81	\$1,797.60
Sunday Rate	Primary Bin			\$195.36	\$397.94	\$414.91	\$431.86	\$465.77	\$499.71	\$567.56	\$635.38
	Add'l Bins	\$123.22	\$157.56	\$165.64	\$205.63	\$224.83	\$244.86	\$287.47	\$333.47	\$406.63	\$486.53
Additional frequency of service	Primary Bin			\$97.16	\$226.57	\$237.87	\$249.19	\$271.80	\$294.41	\$339.64	\$384.88
	Add'l Bins	\$61.71	\$78.90	\$82.94	\$117.29	\$129.08	\$141.44	\$167.88	\$196.56	\$243.34	\$294.65
Extra Pick Up (One time as needed)		\$11.16	\$14.13	\$17.11	\$26.95	\$36.34	\$45.72	\$64.48	\$83.24	\$102.01	\$120.78
Smaller Size Compactor	\$11.46 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

2024 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			\$49.09	\$98.16	\$98.16	\$98.16	\$98.16	\$98.16	\$98.16	\$98.16
	Add'l Bins	No Charge									
Two / Week	Primary Bin			\$93.25	\$186.49	\$186.49	\$186.49	\$186.49	\$186.49	\$186.49	\$186.49
	Add'l Bins	No Charge									
Three / Week	Primary Bin			\$137.42	\$274.84	\$274.84	\$274.84	\$274.84	\$274.84	\$274.84	\$274.84
	Add'l Bins	No Charge									
Four / Week	Primary Bin			\$181.59	\$363.18	\$363.18	\$363.18	\$363.18	\$363.18	\$363.18	\$363.18
	Add'l Bins	No Charge									
Five / Week	Primary Bin			\$225.76	\$451.53	\$451.53	\$451.53	\$451.53	\$451.53	\$451.53	\$451.53
	Add'l Bins	No Charge									
Six / Week	Primary Bin			\$269.94	\$539.87	\$539.87	\$539.87	\$539.87	\$539.87	\$539.87	\$539.87
	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	\$98.50	\$111.03	\$130.24	\$265.29	\$276.60	\$287.90	\$310.51
	Add'l Bins	\$82.14	\$105.04	\$110.42	\$137.09	\$149.88	\$163.24	\$191.65
Two / Week	Primary Bin	\$160.21	\$189.93	\$227.38	\$491.85	\$514.47	\$537.08	\$582.31
	Add'l Bins	\$143.85	\$183.94	\$193.37	\$254.36	\$278.96	\$304.68	\$359.53
Three / Week	Primary Bin	\$221.92	\$268.83	\$324.54	\$718.43	\$752.34	\$786.27	\$854.11
	Add'l Bins	\$205.56	\$262.84	\$276.33	\$371.65	\$408.04	\$446.13	\$527.39
Four / Week	Primary Bin	\$283.63	\$347.74	\$421.70	\$944.99	\$990.23	\$1,035.46	\$1,125.91
	Add'l Bins	\$267.26	\$341.73	\$359.27	\$488.95	\$537.14	\$587.59	\$695.29
Five / Week	Primary Bin	\$345.34	\$426.64	\$518.86	\$1,171.58	\$1,228.11	\$1,284.65	\$1,397.71
	Add'l Bins	\$328.97	\$420.64	\$442.23	\$606.23	\$666.20	\$729.03	\$863.15
Six / Week	Primary Bin	\$407.05	\$505.54	\$616.01	\$1,398.14	\$1,465.99	\$1,533.83	\$1,669.53
	Add'l Bins	\$390.68	\$499.54	\$525.17	\$723.51	\$795.30	\$870.49	\$1,031.03

2024 Rates and Fees



Permanent Rolloff and Compactor Pull Charge

(Rolloffs/Compactors Over 8 cubic yards)

Material	Delivery/ Collection	Disposal/ Processing
Black (non-C&D)	\$386.85	\$103.16
Blue	\$386.85	\$0.00
Green	\$386.85	\$133.97

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)	\$100.30	\$386.85	\$10.03	\$103.16
Blue	\$100.30	\$386.85	\$10.03	\$0.00
Green	\$100.30	\$386.85	\$10.03	\$133.97

Dry run for Rolloff and Compactor

\$143.28 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)	\$179.10	\$7.16	\$64.48
Blue	\$128.95	\$7.16	\$50.15
Green	\$186.26	\$7.16	\$107.46



2024 Extra Services

Extra Services	Condition Under Which Fee Applies	Total Fee
Locks		
Gravity lock installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$143.90 for purchase and installation
Lock bar installation – per CONTAINER	CUSTOMER request – one-time fee per CONTAINER	\$143.90 for purchase and installation
Locks for CONTAINERS – per lock	CUSTOMER request – one-time fee per lock	\$14.32
Unlocking and locking CONTAINERS – per CONTAINER	CUSTOMER request – per CONTAINER per collection event	No charge
Distance / Access		
Entering Secured Building, unlocking and locking gates	Per collection event See Extra Collection Services and Associated Fees Clarifications Table 7-4 below for applicability	\$14.32
Distance / Access	See Extra Collection Services and Associated Fees Clarifications Table 7-5 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	\$35.82
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	\$50.15
Blocked Access – Requiring Return or Delay	Driver observation, notify the CUSTOMER within two (2) hours	\$71.63
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.	\$71.63
Supplemental Cleaning		
Cart Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$21.50
CONTAINER Pressure Wash/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$42.98
Graffiti Removal from CUSTOMER-owned CONTAINERS	Driver observation or by request for removing graffiti from the CUSTOMER-owned CONTAINERS	\$35.82
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	\$35.82
COMPACTOR CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$214.91
ROLL OFF CONTAINER Pressure Washing/Steam Cleaning (after one free cleaning/year)	CUSTOMER request – Fixed Fee Per CONTAINER	\$214.91



2024 Extra Services

Extra Services	Condition Under Which Fee Applies	Total Fee
CONTAINER Replacement/Repair		
Repair or Replacement of CUSTOMER Owned CONTAINER(S)	CUSTOMER request; Time and Materials Fee	\$85.97 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	\$85.97 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
Overflow of Materials and Contamination		
Overfill Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$35.82 per occurrence
Overweight Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$143.90 per occurrence
Contamination Fee	Driver observation, notify the CUSTOMER within two (2) hours	\$71.63 per occurrence
Hazardous, Radioactive, or Biomedical Waste Contamination Charge	Driver observation, notify the CUSTOMER within two (2) hours	\$143.90 per occurrence
Other Fees		
Collection of Bulky Waste from COMMERCIAL ESTABLISHMENT not subject to CITY Multifamily Bulky Item Fee – Per Item	CUSTOMER request – Fixed Fee Per Item	\$42.98
Idle Time Charge	If driver has to wait due to a CUSTOMER created delay in excess of 15 minutes	\$21.50 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	\$21.50 per every 15 minutes
Sunday Service	CUSTOMER Request	See Monthly Service Rate Sheet
Administrative Fees		
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	\$35.82
Late Payment Fee (>30 days overdue)	CUSTOMER inaction	\$7.16 or 1.5% of the debt/month, whichever is greater
CONTAINER Removal Fee	CONTAINER is removed from service location due to CUSTOMER non-payment	\$7.16 per CONTAINER
Re-instatement of Account Fee	CUSTOMER request – Fixed Fee	\$100.29 per account
CONTAINER Delivery	Delivery fee for each CONTAINER brought to the CUSTOMER as part of the reinstatement	\$35.82 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.

2024 Additional Customer Fees & Charges

The following are fees established by the City of Los Angeles that the recycLA Service Provider (RSP) may charge their customers if they are unable to service the solid waste, comingled recyclables, or organic waste containers for any of these reasons:

Overfilled:

- The solid waste, comingled recyclables, or organic waste materials are observed to extend above the rim of the container and the lid will not completely close.
- The solid waste materials are placed outside of a full container and prevent the container from being safely collected.
✓ **\$35.82 per occurrence**

Overweight:

- The amount of solid waste, comingled recyclables or organic waste material exceeds a collection truck's ability to collect it or creates unsafe conditions for collection personnel.
✓ **\$143.90 per occurrence**

Contamination:

- More than 10% of the material in the blue bin recycling container is solid waste or organic waste.
- More than 10% of the material in the green organics container is solid waste or comingled recyclables.
✓ **\$71.63 per occurrence**

Penalty Assessment

- Before you are assessed any fees for not properly separating your waste, the following steps will be taken by your RSP:
 - 1st instance: Photos will be taken of the non-conforming container. A written courtesy notice will be provided explaining the special collection needs of the non-conforming material and include information of potential fees.
 - 2nd instance: Same as 1st Instance with the inclusion of a contamination fee.
 - 3rd and subsequent instance: Your RSP will have the option of charging the contamination fee or initiating non-collection procedures.
 - 2nd or 3rd instances considered as such if they occur within twelve (12) calendar months.

Hazardous, Radiological or Biochemical Waste Contamination:

- State law prohibits the disposal of hazardous waste and certain electronic waste in the solid waste, comingled recyclables, or organic waste containers.
✓ **\$143.90 per occurrence**

Bulky Waste:

- Materials which are too large to be placed in the black bin.
✓ **\$42.98 per item**



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 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

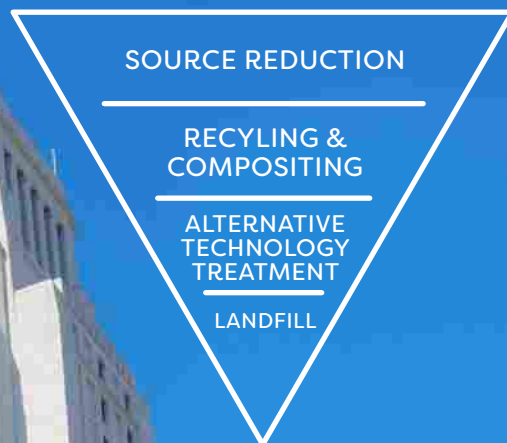
WHAT'S INCLUDED

- ✓ 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 recyclLA.com or call 1-800-773-2489






recyclLA





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"> • Bin Lock Installation • Building Lock & Unlock • Additional Bin Cleaning • Sunday Pickups 	<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"> • Roll-Off Rental • Temporary Bin • Bulky Item Collection

 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)

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

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

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

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

Questions? Visit NASAreCYCLa.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 or call 1-800-773-2489



recycLA



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 or call 1-800-773-2489



recycLA



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 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 or call 1-800-773-2489



recycLA



HOW TO DONATE

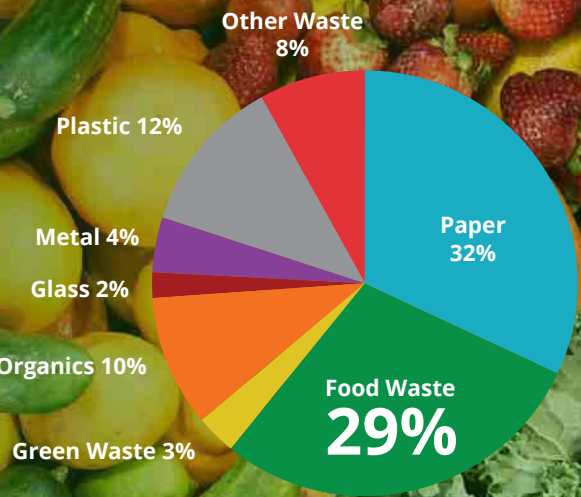
Here is how you can donate edible food and other valuable items.

FOOD	ELECTRONICS	OTHER ITEMS
Heart of Compassion (323) 727-7997	Homeboy Recycling (323) 222-3322	Goodwill Industries (323) 539-2000
Food Forward recovery@foodforward.org		LA Shares 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 NASAre recycla.com or call 1-800-773-2489



IMPORTANT COLLECTION INFORMATION

Review special collection schedule information.



HOLIDAY COLLECTION SCHEDULE

Collection occurs on these holidays:

New Year's 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.

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 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.

Thank you!

Questions? Visit NASArecyclA.com or call 1-800-773-2489



recyclA



Welcome to your Spring 2024 NASA recycLA Newsletter. Learn about the legal requirement for organics collections service. Download Educational Materials that will help everyone sort & recycle with knowledge!

Bienvenido a su boletín informativo NASA recycLA para la primavera del 2024. Aprenda sobre los requisitos legales para el servicio de recolección de materiales orgánicos. ¡Descargue materiales educativos que ayudarán a todos a separar y reciclar con conocimiento!

2024년 봄호 NASA recycLA 뉴스레터에 오신 것을 환영합니다. 유기폐기물 수거 서비스와 관련된 법적 요건에 대해 알아보십시오. 폐기물을 분류 배출 및 재활용하는 데 도움이 되는 교육 자료를 다운로드하십시오.

Subscription to Organics Collection Service. If your account already recycles organics, keep up the great work of **sorting organics into your Green bin/cart**. If your business isn't subscribed to organics collections service, then you should have received a letter from the City of Los Angeles about the subscription **requirement**. All California businesses, residents, and multifamily complexes are required to divert organics from the landfill by placing them into an organics bin/cart.

NASA and its Zero Waste team are proactively contacting accounts to set up assessments for determining how much service you need, or identify if your account may be eligible for a de-minimis waiver. One of our team members will reach out to schedule an appointment.

Suscripción al servicio de recolección de materiales orgánicos. Si su cuenta ya recicla materiales orgánicos, continúe con el buen trabajo de **separar los materiales orgánicos en su contenedor o carrito verde**. Si su negocio no está inscripto en el servicio de recolección de productos orgánicos, entonces debió haber recibido una carta de la ciudad de Los Ángeles sobre el **requisito** de suscripción. Se requiere que todos los negocios, residentes y complejos multifamiliares de California desvíen el material orgánico del basurero al colocarlos en un contenedor o carrito para materiales orgánicos.

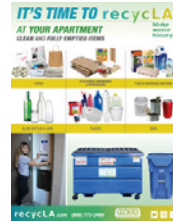
NASA y su equipo "Cero Desechos" están comunicándose proactivamente con las cuentas para evaluar los servicios que usted necesita o para identificar si su cuenta reúne las condiciones para una reducción de tasas. Un miembro de nuestro equipo se pondrá en contacto para programar una cita.

유기폐기물 수거 서비스 가입 안내. 만약 귀하의 계정이 이미 유기폐기물을 재활용하는 경우, 계속해서 유기폐기물을 **녹색 수거함/카트에 분류 배출** 하십시오. 귀하의 사업체가 유기폐기물 수거 서비스에 가입되어 있지 않은 경우에는, 귀하는 로스앤젤레스 시로부터 가입 **요건**에 대한 서신을 받았어야 합니다. 모든 캘리포니아 사업체, 주민 및 다가구 단지는 유기폐기물을 유기폐기물 수거함/카트에 분류 배출함으로써 유기폐기물이 쓰레기 매립지에 배출되지 않도록 요구합니다.

NASA와 그의 Zero Waste팀은 선행적으로 각 계정에 연락하여 귀하에게 필요한 서비스 양을 결정하기 위한 평가를 준비하고 계획하거나, 귀하의 계정면제를 받을 자격이 있는지 확인하고 있습니다. 당사 팀원이 연락하여 약속 일정을 잡을 것입니다.

Educational Materials

We provide posters and flyers to help you learn about the proper way to sort your materials. They come in English, Spanish, Vietnamese, Korean, Tagalog, Thai, Farsi, Japanese, Khmer, Armenian, Chinese, Russian, and Arabic. Download these free resources for best practices on sorting and recycling at NASAREcyclLA.com/Resources/Educational-Materials/.



Material educativo

Proporcionamos afiches y folletos para ayudarle a aprender la forma adecuada de separar sus materiales. Se encuentran disponibles en inglés, español, vietnamita, coreano, tagalo, tailandés, farsi, japonés, jemer, armenio, chino, ruso y árabe. Descargue estos recursos gratuitos sobre mejores prácticas para separar y reciclar en NASAREcyclLA.com/Resources/Educational-Materials/.

교육 자료

당사는 폐기물을 올바른 방식으로 분류 배출하는데 도움이 되는 포스터와 전단지를 제공합니다. 포스터와 전단지는 영어, 스페인어, 한국어, 타갈로그어, 태국어, 페르시아어, 일본어, 크메르어, 아르메니아어, 중국어, 러시아어, 및 아랍어로 제공 됩니다. 웹사이트 NASAREcyclLA.com/Resources/Educational-Materials/ 에서 폐기물을 분류 배출하고 재활용하는 것에 대한 모범 관행 정보를 무료로 다운로드하십시오.

Collection Information

2024 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.

- 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.

Información sobre la recolección

Calendario de colección para días festivos en 2024

NO HABRÁ colección en los siguientes días: El 4 de julio, el Día del Trabajador, el día de acción de gracias, el día de navidad y el día de año nuevo. Toda la colección para el resto de una semana en la que cae el día festivo tendrá lugar un día después de lo programado.

Pérdida de colección

Para informar que no hubo colección, llame al Centro de atención al cliente de LA Sanitation & Environment al 1-800-773-2489 o visite LACitySAN.org.

- Si lo reporta antes de las 2:00 p. m., el servicio se BRINDARÁ antes de las 6:00 p.m.
- Si se reporta después de las 2:00 p. m., el servicio se BRINDARÁ antes de las 10:00 a. m. del día siguiente.
- Si una falta de colección se resuelve el domingo, no se le cobrarán cargos adicionales por esta colección.

Cuando no se hace la colección, es porque se determinó que sus contenedores tenían materiales que no se permiten, sobrepeso, no se podían mover o vaciar de manera segura o estaban sobrelLENADOS o obstruidos.

수거 정보

2024년 휴일 수거 일정

다음과 같은 공휴일에는 수거를 하지 않습니다. 7월4일, 노동절, 추수감사절, 크리스마스, 및 신정. 공휴일이 있는 주의 나머지 요일에는 평소에 예정된 날보다 하루 늦게 수거합니다.

미수거

미수거 신고를 하려면, 1-800-773-2489번으로 LA Sanitation & Environment Customer Care Center(LA 위생 환경 고객 관리 센터)에 전화하거나 LACitySAN.org 을 방문하십시오.

- 오후 2시 전에 신고되는 경우, 오후 6시까지 수거 서비스가 제공됩니다.
- 오후 2시 후에 신고되는 경우, 다음 날 오전 10시까지 수거 서비스가 제공됩니다.
- 미수거분이 일요일에 수거되는 경우, 당해 수거에 대해 추가 요금이 부과되지 않습니다.

당사에서 수거를 하지 않는 경우는 귀댁의 수거함에 허용되지 않는 물품이 있거나, 중량초과로 인해 안전하게 옮기거나 비울 수 없는 경우, 또는 넘치거나 막혀있다고 판정된 경우입니다.



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

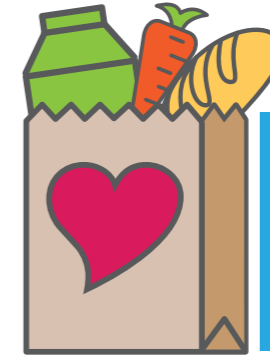
www.FoodDROPLA.com

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.

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

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.

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:

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

Transported By (if other than donor or recipient):

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

Donated To:

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

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.

Donor Signature	Date
Recipient Signature	Date

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 or visit 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

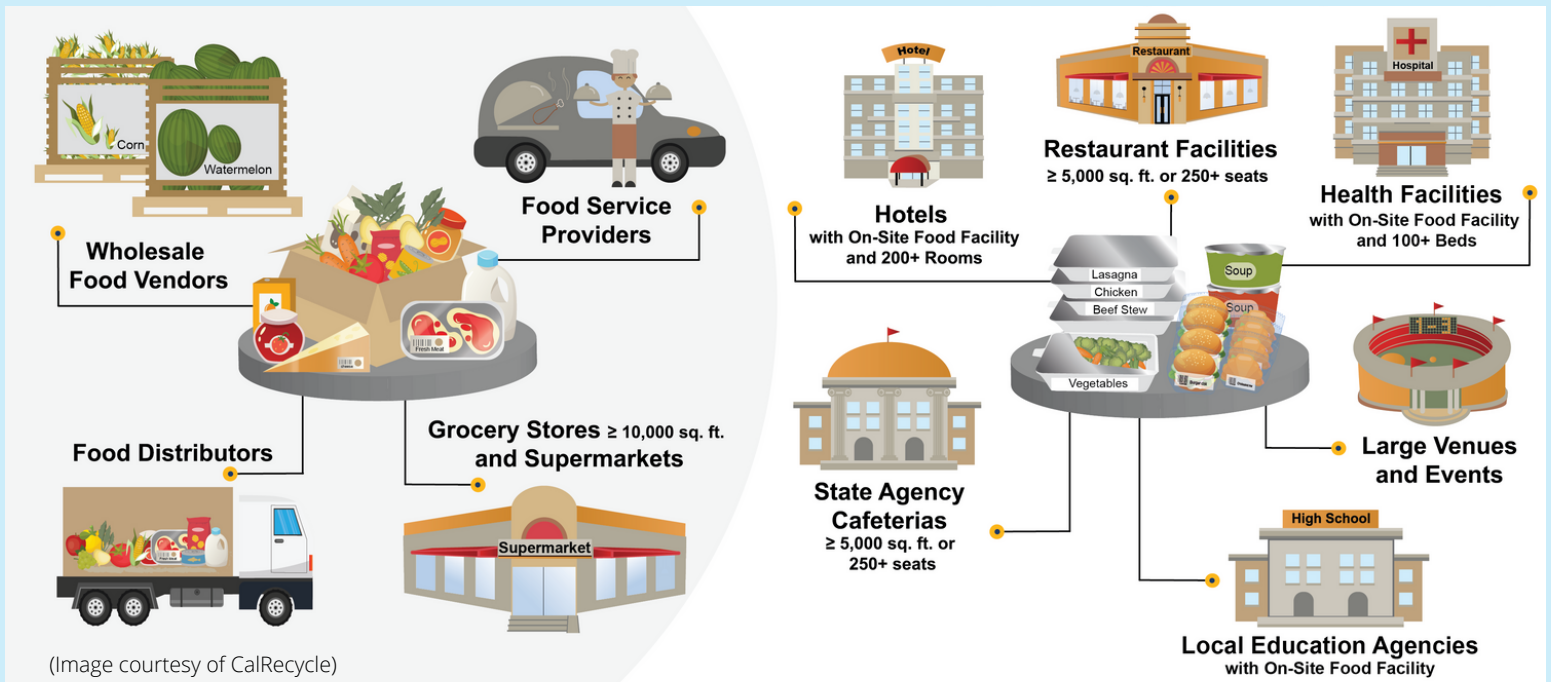
Regulations took effect **January 1, 2022.**

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 or call our 24/7 customer care center at **1-800-773-2489**. We look forward to assisting you!

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](#).

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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

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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



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



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

What goes into **BLUE:**
Recyclables



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

What goes into **GREEN:**
Food Scraps



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

- 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

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.

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

Visit 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

PLASTICS REDUCTION ORDINANCES

● HERE'S WHAT YOU NEED TO KNOW ●

Single-Use Carryout Bag Ban



✗ BANNED!

Single-use Carryout Bag



Reusable Bag



Recyclable Paper Bag for 10¢

✓ OK!

BUSINESSES AFFECTED

- Grocery Stores
- Supermarkets
- Convenience Stores
- Drug Stores
- Pharmacies
- Food or Beverage Facilities
- Liquor Stores
- Hardware Stores
- Apparel Stores
- Open Air Markets
- Farmers Markets

Disposable Plastic Drinking Straws and Foodware Accessories

AVAILABLE ON REQUEST ONLY



BUSINESSES AFFECTED

All food or beverage facilities including:

- Restaurants
- Cafes
- Food Trucks
- Catering Services

Expanded Polystyrene (Styrofoam™ or Foam) Ban

✗ BANNED!



BUSINESSES AFFECTED

All food or beverage facilities and retail establishments

QUESTIONS? VISIT

lacitysan.org/sourcereduction



CALL OR EMAIL

(213) 485-2260
san_sourcereduction@lacity.org



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Single-Use Carryout Bag Ban

- Ordinance no. 182604
- Ordinance no. 187716

Expanded Polystyrene Ban

- Ordinance no. 187717

Disposable Plastic Drinking Straws and Foodware Accessories

- Ordinance no. 186028
- Ordinance no. 187030

ORDENANZAS DE REDUCCIÓN DE PLÁSTICOS

● ESTO ES LO QUE NECESITA SABER ●

Prohibición de bolsas de un solo uso



✗ ¡PROHIBIDA!

Bolsa de un solo uso



✓ ¡PERMITIDAS!

Bolsa reutilizable



Bolsa de papel reciclable por 10¢

EMPRESAS AFECTADAS

- Tiendas de abarrotes
- Supermercados
- Tiendas de conveniencia
- Boticas
- Farmacias
- Establecimientos de alimentos o bebidas
- Licorerías
- Ferreterías
- Tiendas de ropa
- Mercados al aire libre
- Mercados de agricultores

Popotes de plástico y accesorios desechables para la comida

DISPONIBLES SÓLO A PETICIÓN



EMPRESAS AFECTADAS

Todos los establecimientos de alimentos o bebidas incluyendo:

- Restaurantes
- Cafés
- Camiones de comida
- Servicios de catering

Prohibición de poliestireno expandido (EPS)

✗ ¡PROHIBIDOS!



EMPRESAS AFECTADAS

Todos los establecimientos de alimentos o bebidas y los establecimientos minoristas

¿PREGUNTAS? VISITE

lacitysan.org/sourcereduction



LLAME O ENVÍE UN CORREO ELECTRÓNICO

(213) 485-2260

san_sourcereduction@lacity.org



En relación con el Artículo II del Acto de Americanos con Incapacidades, la Ciudad de Los Ángeles no discrimina en base de incapacidad física, y si Ud. lo pide, la Ciudad proveerá en un nivel razonable, igual acceso a sus programas, servicios y actividades.

Prohibición de bolsas de un solo uso

- Ordenanza no. 182604
- Ordenanza no. 187716

Prohibición del poliestireno expandido

- Ordenanza no. 187717

Popotes de plástico y accesorios desechables para la comida

- Ordenanza no. 186028
- Ordenanza no. 187030

CITY OF LOS ANGELES

CALIFORNIA



KAREN BASS
MAYOR

March 2023

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OFFICIAL NOTICE

MANDATORY COMMERCIAL ORGANICS RECYCLING

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

City of Los Angeles Organics Waste Ordinance

Los Angeles Municipal Code Ordinance No. 187711

The City of Los Angeles passed Ordinance 187711, which states that effective January 18, 2023, all businesses, schools, and multifamily complexes are required 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).

In addition, Edible Food Generators (considered Tier 1 and Tier 2) must recover the maximum amount of edible food that would otherwise be disposed of, arrange for food donation and collection through contracts or written agreements with food recovery organizations or services, and maintain food donation records.

For more information on organics recycling, please visit: recycLA.com/organics

Scan below to access Ordinance 187711.

