



County of Yolo

PLANNING AND PUBLIC WORKS DEPARTMENT

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Franchised Solid Waste Collection Services Questions and Answers

General (applicable to all communities)

Q: Could the County please add a 32-gallon or 35-gallon cart option to further encourage those to recycle, reward those that already recycle by having this smaller can at a smaller rate and to provide a can that meets the size and needs of single residents or the elderly?

A: There is a disabled program that is built into the agreements which allows residents that are not able to handle a 64 gallon container to get disabled service. Often, customers will choose a container based on price and not need which leads to a high level of contamination. Therefore, at this time, a 96-gallon and a 64-gallon will be available to residents.

Q: Can the County require, as part of the franchise agreement, that Waste Management provide commercial recycling services?

A: The County does not regulate the commercial business. Waste Management, Inc. may offer the service if the customer requests it but such services are based upon what the business is willing to pay.

Q: Does this franchise agreement mean that trash service will be mandatory for all residents in the unincorporated area of Yolo County?

A: No. The franchise agreement and corresponding County ordinance shall require residents, in the dense areas only, as outlined and defined in the agreement, to remove their waste once a week in one of the two following manners (1) Fill out the County provided waiver and self haul your trash or (2) Subscribe to Waste Management, Inc. solid waste curbside collection services.

Q: What are my options if I want to continue to self haul my trash?

A: The County offers a self haul exemption program that allows residents to continue to self haul their trash with proper notification and reporting to the County. If residents wish to continue to haul their own trash they must notify the County by filling out a waiver and provide weekly evidence of proper disposal of trash at an approved disposal facility.

Q: When will franchise collection services begin?

A: Upon approval from the Yolo County Board of Supervisors it is anticipated that the new collection services and rates will become effective in September of 2008.

Q: Will residents be notified prior to the implementation of services about the new program.

A: Yes. Under the franchise agreement there is a public education requirement. The County additionally will be sending out press releases and attending community meetings.

Clarksburg

Q: A resident of Clarksburg asked if the County would look into curbside green waste cart collection instead of the current green waste community drop off bin. The majority of residents responding to this at the May 8, 2008 CGPCAC expressed that they were not interested in such services.

A: The County will at this time continue to fund and operate the community green waste bin located on Willow Avenue.

Q: Currently the Clarksburg Recycles community collection program predicts that over 400 hours of community service are offered to high school students, boy scouts, etc. How does the County and Waste Management plan to offer such value to the Clarksburg community?

A: The current Clarksburg Recycles program and the proposed curbside recycling offered by WM can co-exist. It would be up to each resident to decide whether to put their recyclable materials in the WM-provided cart or use the Clarksburg Recycles bins. However, the County and Waste Management have many different environmental outreach efforts for which they can additionally offer community service hours.

Q: Can the County come back in September to the CGPCAC, once the new carts are delivered to answer any questions the community might have?

A: Yes. The County will work with the CGPCAC chairperson to ensure that the County gets on the September agenda.

Q: Would the County be interested in being a part of the Community Meeting that is held at the end of August.

A: Yes. The County has asked that the chairperson of that committee/event please provide the County more information on the meeting.

Q: To make sure we are not creating a new boundary different than one that already exists, can the County redefine the dense area boundary to be consistent with the General Plan Boundary?

A: The County and Waste Management have reviewed the Clarksburg General Plan map and find that the extension of the boundary would not encompass any additional homes. After new services have been implemented, the map can be adjusted to account for any growth that may occur around the dense area. The County will send the new map to the CGPCAC prior to implementation.

Q: Can we get a Household Hazardous Waste event in town on an annual basis?

A: This is currently not part of the proposed services as the County has a permanent Household Hazardous Waste Facility at the Yolo County Central Landfill that serves this purpose.

Q: While it has been in existence for over 17 years, Clarksburg Recycles estimates that it has raised \$30K since 1999 to fund projects for the church, scholarships, Boy Scout programs, etc. How does the County and Waste Management plan to ensure these valuable funds stay in the community? (Approx. \$3000/year)

A: The current Clarksburg Recycles program and the proposed curbside recycling offered by WM can co-exist. It would be up to each resident to decide whether to put their recyclable materials in the WM-provided cart or use the Clarksburg Recycles bins.

Q: Can the County consider adding a recycling element to the bulky waste days and can the Boy Scouts partner with this event as part of their community service as has been done in the past?

A: The County will work with Waste Management to see if community service can be included as part of this pickup program in the form of pre-event flyer distribution, community education and surveys. In addition, there is language that already exists within the proposed agreement that requires recycling to the highest and fullest extent for all the services that Waste Management will be providing. Due to the nature of the pickup and the types of equipment used, it might not be feasible however for community groups to assist in the collection of the materials because of insurance and liability issues.

Capay

Q: Will recycling be offered up in the Guinda area?

A: The County is currently working on the implementation of a community drop off recycling area in partnership with the Fire Department. It is anticipated that this may become available by the end of 2008 or beginning of 2009.

Yolo-Zamora

Q: Would the County consider changing the self haul exemption program to have monthly weight tags as verification of proper disposal instead of the current weekly requirement.

A: To ensure the highest level of public health standards and stay consistent with local and state health codes, the County at this time will be proposing that weekly disposal of trash be required.

Q: Could the County and Waste Management please consider adding Road 91B and Eucalyptus Lane to the franchise collection dense area as we would like these services and rates available to us?

A: Yes. These two locations have been discussed with Waste Management and will be added to the franchised collection area.

Knights Landing

Q: If the franchise agreements are approved by the Board of Supervisors does that mean that Yuba-Sutter Disposal (NorCal) will no longer be able to service the residents of Knights Landing?

A: Yes. At the start of our negotiation process we made offers to both Waste Management, Inc. and Yuba-Sutter Disposal to ensure that both companies had the opportunity to continue servicing Knights Landing residents. During that process Yuba-Sutter Disposal decided that they would discontinue servicing Knights Landing and declined to sign an agreement with Yolo County.

The term of the agreement will be from 3 to 5 years. At the end of the term, the County can then go out to bid and open up the services to multiple haulers again.

In addition, if the Board of Supervisors approves the current Waste Management agreement, both Waste Management and the County will work together to ensure a smooth transition for those customers changing service providers.

Q: As a current customer of Yuba-Sutter Disposal (NorCal) I have already paid in full for the rest of the year. If we start in September how can I ensure I will get my money back or that it will get credited to my new Waste Management account?

A: The County has followed up with Waste Management and it has been determined that NorCal would either issue a credit or a formal transfer of payment would occur for accounts with a remaining positive balance.

Monument Hills

Q: Will I be able to keep my 96-gallon trash cart if I want to?

A: Yes. The 96-gallon cart will remain available at a rate of \$28.50. This rate will include the 96-gallon trash cart, a 96-gallon recycling cart and an annual bulky item collection service.

Wild Wings

Q: We currently have a 64-gallon blue lid recycling cart and notice that we would really like to go to weekly service instead of every other week service. Since every other week service is still being proposed, can the County and Waste Management please offer a 96-gallon cart to those residents that wish the greater level of service?

A: Yes this option will be made available. Outreach materials will be distributed by Waste Management prior to implementation to all Wild Wings residents with contact information on how to call in and request the larger recycling container.

Q: We would really like to preserve the integrity of a clean community and would ask if Waste Management and the County could shorten the window on the bulky item collection service? We would like the service to be available for a 1 or 2 day window instead of a week long collection.

A: The County will work with Waste Management to see if it is possible to collect the estimated tonnage within a one or two day period.

Q: The Home Owners Association would like an estimate of what it might cost to implement containerized green waste. Very few residents are interested but they would like to have an idea of what it costs to see if it is something they want to pay for.

A: If the Wild Wings Homeowner Association or customers in the Exclusive Single-Family Collection Area wished to add a 96-gallon green waste cart, collected curbside every-other-week, this service would be provided on the alternate week to the collection of curbside recycling for an additional charge of \$4.60 per month. If selected this service would become part of the franchise agreement and each resident subscribing to solid waste services would be required to have this as part of their base service.

Q: In looking at our current WM billing statement we found that we already have a 64-gallon trash cart at a rate of \$23.11 per month and not the 96-gallon cart as mentioned at the rate of \$25.65. Does this mean we will have a rate increase or a rate reduction? In addition would we still need to downside our cart size as mentioned?

A: If you are currently paying \$23.11/month for trash and the additional \$2.60/month for recycle your total rate is \$25.71/month for waste services. Under the proposed agreement rates would go to \$23.60 for the exact same services listed above. Therefore there would be rate decrease and cost savings of \$2.11/month for each resident and no one would need to downside their trash cart size.

Esparto

Q: Can we get a Cardboard recycling bin out at the Esparto Convenience Center?

A: County staff is currently looking into adding this service.

Q: Am I required to subscribe to service if I live in the dense area but haul my trash to my place of business where I already pay for trash service?

A: Under the waiver program there will be special circumstances like these where the County will waive the household requirement if the garbage bill from the place of business is in the same name as that of the resident.

Q: We are very happy to hear about the new services coming to Esparto however we live 1 mile outside of town. How can we request that our street be added to the franchise collection dense area so that we can also benefit from the services and rates?

A: If enough residents on your street are interested in being included in the franchised dense area, the County suggests submitting an email or letter to your County liaison to the Advisory Committee or to the Division of Integrated Waste Management at (530) 666-8813. Requests will then be taken to Waste Management, Inc. to see if the area can be included.

Q: I live outside the dense area but would like recycling services available to me? I would be willing to pay an additional fee for this service.

A: The County does not regulate the non-dense areas. Waste Management, Inc. may offer the service if the customer requests it but such services are based upon what the resident is willing to pay.

Q: I live in a Tribal Corridor, which is outside the dense area, and would like to know if we can get the tribe to pay for recycling services in our area as we would like them too?

A: To be answered by Cyndi Tuttle, County Tribal Coordinator.

Q: What happens if I don't want the service and don't provide weight slips?

A: The County Division of Integrated Waste Management will be working very closely with the residents that do not have service. Formal letters will be sent out to all residents utilizing the waiver program that are not in compliance. If non-compliance persists, a code enforcement office will be sent out to write a citation. If after such a citation is issued and weight receipts are not provided, the County will ask the hauler to drop off trash and recycling containers to the resident and set up an account to start billing the customers.

Willowbank

Q: The HOA would like an opportunity to comment on the level of service they receive under this new franchise agreement prior to the next bid cycle. They have requested that if we intend to take their solid waste services out to bid in five years that they be notified approximately one year in advance of that date so that they can integrate questions about solid waste services into their community survey.

A: County staff has made a note of this and will be sure to keep this request on file to ensure that the item is followed through.