



CITY OF GLENDALE, CALIFORNIA

Public Works
Administration

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Dear HOA/Property Owner/Manager,

We are contacting you today regarding important updates to the City's waste collection services. On December 1, 2021, waste collection services for Glendale's commercial properties were transitioned to four private ("franchised") haulers selected by the City. All commercial accounts have been transferred to the hauler for their [designated zone](#), so no actions are needed from account holders at this time. The intent of this letter is simply to provide additional information regarding the reasons for the changes you are experiencing as a commercial account holder.

Why has the City made changes to waste collection services?

The introduction of California Senate Bill 1383, which requires that all residents and businesses in the State recycle organic waste, prompted the City's decision to transition all business and multifamily accounts of equal or greater than five units to private hauling companies. This transition to a franchised hauler system enabled the City to comply with increasingly complex and costly State mandates while controlling long-term costs to account holders and the City. For more information about this transition:

- Use [this interactive map](#) to find out who your hauler is.
- View our [Franchise Hauler FAQs](#) on our website
- Click [here](#) to learn about new organics recycling and bulky item collection requirements

Why are my rates changing?

The City's rates were last set by the City Council in 2010. Since 2010, the cost of managing the City's waste and recycling has increased significantly due to:

- Changes in State law that forced cities like Glendale to significantly expand recycling activities, modify city-run facilities and purchase new equipment.
- Sharp increases in free bulky item collection service requests from property owners. The volume of bulky and abandoned item pickups nearly tripled between 2013 and 2020.

The Glendale City Council worked hard in ensuring that the new rates are competitive compared to other cities in Los Angeles County; Glendale's rates rank 34th lowest (or the bottom 50%) when compared to rates throughout the County's 88 cities. To view the City-approved maximum rates for all four haulers, click [here](#).

What am I required to provide my tenants?

You must provide all tenants with information about how to sort their garbage, recycling, and organics service annually and upon new tenant move-in.

I have questions about my service. Who do I contact? While transition efforts have been underway for nearly eight years, the City recognizes that changes of this extent can be uncomfortable for many residents and business owners who are adapting to new schedules, new waste sorting requirements, and new costs. We hope that residents can be patient as we address the impact of these transitions, which are occurring citywide.

If you have questions or concerns about your collection services, contact your hauler directly using the hauler's contact information which is available on the [City's website](#). Your hauler will work with you to "right-size" your services and insure your compliance with state laws and City ordinance. To report unsatisfactory service, you can also contact the Public Works Integrated Waste Call Center at 818-548-3916 or email franchise@glendaleca.gov.