

Contact Information

Neighborhood Council: Van Nuys Neighborhood Council

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The Board approved this CIS by a vote of: Yea(20) Nay(0) Abstain(0) Ineligible(0) Recusal(0)

Date of NC Board Action: 03/14/2018

Type of NC Board Action: For

Impact Information

Date: 03/16/2018

Update to a Previous Input: No

Directed To: City Council and Committees

Council File Number: 17-0878-S4

Agenda Date:

Item Number:

Summary: The VNNC has received numerous complaints about the new trash collection and recycling services. The VNNC would like a briefing on the situation, and stands with the L.A. City Council on requesting an investigation. Over the past six months since the initial rollout, City Council offices have been inundated with phone calls and complaints from property managers, business owners and residents all with concerns regarding the failures of the RecycLA program. Common complaints include confusion and frustration regarding new fees, over-charging and inaccurate billing, frequent and repeated missed waste collections, and poor customer services from waste haulers. Missed waste collections have led to substantial health risks and citations from the LA County Department of Health. Moreover, many residents have complained of their rates skyrocketing up to 400% more than previous rates. There are currently more than 28,000 service complaints. For perspective, there are 80,000 accounts, citywide. Los Angeles businesses and residents deserve a more dependable and cost effective waste collection service.

o. The VNNC to discuss and debate the following Council File from the Los Angeles City Council. The VNNC to take an official formal position on the following Council File. The VNNC to file a Community Impact Statement (CIS) on this Council File. ACTION ITEM. Council File 17-0878-S4, RecycLA Program/Exit Exclusive Waste Franchise/NonFunctioning Program Introduced on Tuesday, February 13, 2018, and referred to the Energy, Climate Change, and Environmental Justice Committee.