



**Garden Grove Sanitation District
SB 1383 Implementation
Commercial/Multi-Family Auto-Enrollment Timeline & Plan
Republic Services
January 5, 2023**

- **Pre-Auto-Enrollment Outreach/Education Activities**
 - Chamber of Commerce Presentation – TBD
 - Sanitation District – Board Presentation & Contract Update – 2/14/23

- **Non-Compliant Commercial/Multi-Family Account Breakdown**
 - **Commercial Non-Compliant Accounts (1,702 TOTAL)**
 - Non-compliant ORG & REC: 1,429 (Need both carts)
 - Non-compliant ORG: 207 (Need ORG cart only)
 - Non-compliant REC: 66 (Need REC cart only)
 - **Multi-Family Non-Compliant Accounts (770 TOTAL)**
 - Non-compliant ORG & REC: 693 (Need both carts)
 - Non-compliant ORG: 72 (Need ORG cart only)
 - Non-compliant REC: 5 (Need REC cart only)

- **Mail Initial Auto-Enrollment Notification with 30-day lead time.**

- **Proposed Schedule (42 Weeks commencing March 6, 2023)**
 - Batch #1 - Letters sent the week of 2/13/23 (Approx. 250 Commercial Accounts)
Containers delivered the between 3/6/23 and 3/31/23 (Approx. 450 Carts)
 - Batch #2 – Letters sent the week of 3/6/23 (Approx. 250 Commercial Accounts)
Containers delivered the between 4/3/23 and 4/30/23 (Approx. 450 Carts)
 - Batch #3 – Letters sent the week of 4/3/23 (Approx. 250 Commercial Accounts)
Containers delivered the between 5/1/23 and 5/31/23 (Approx. 450 Carts)
 - Batch #4 – Letters sent the week of 5/1/23 (Approx. 250 Commercial Accounts)
Containers delivered the between 6/1/23 and 6/30/23 (Approx. 450 Carts)
 - Batch #5 – Letters sent the week of 5/29/23 (Approx. 250 Commercial Accounts)
Containers delivered the between 7/1/23 and 7/31/23 (Approx. 450 Carts)
 - Batch #6 – Letters sent the week of 7/3/23 (Approx. 250 Commercial Accounts)
Containers delivered the between 8/1/23 and 8/31/23 (Approx. 450 Carts)
 - Batch #7 – Letters sent the week of 7/31/23 (Approx. 250 Commercial Accounts)
Containers delivered the between 9/4/23 and 9/30/23 (Approx. 450 Carts)

- Batch #8 – Letters sent the week of 9/4/23 (Approx. 260 Multi-Family Accounts)
Containers delivered the between 10/1/23 and 10/31/23 (Approx. 500 Carts)
- Batch #9 – Letters sent the week of 10/2/23 (Approx. 260 Multi-Family Accounts)
Containers delivered the between 10/30/23 and 11/30/23* (Approx. 500 Carts)
- Batch #10 – Letters sent the week of 10/30/23 (Approx. 260 Multi-Family Accounts)
Containers delivered the between 11/27/23 and 12/31/23** (Approx. 500 Carts)
- Contingency Batch – 1/1/23-1/31/23 IF NEEDED, to follow on non-responsive accounts,
or accounts still outstanding after Auto-Enrollment.

*No Deliveries the week of Thanksgiving.

**No Deliveries from 12/25/23 through 1/6/24.

[Note – HOA/Townhome Associations with 2-container systems will be auto-enrolled with the third (Organic) container simultaneously as the Commercial/Multi-Family schedule.]

- **Expected Completion Date:** [December 30, 2023](#)

All non-compliant customers receiving the initial auto-enrollment notification letter will be given at least 30-days advanced notice of container delivery and commencement of collection services based on their needed commodity type. The letter will include:

- Service(s) added
- Price for additional service
- Collection Days
- Collection Procedure (REC and Mixed ORG carts must be staged outside of enclosure and accessible for side loading trucks to pick up)
- Contact information for city assigned Recycling Coordinators
 - Frank Angel, Michael Nguyen and Nikki Patino

These 30 days will allow each customer to:

- ***Contest the required services***
- ***Request and submit evidentiary proof for waiver qualification***
 - ***Recycling and Organic Waivers are applicable to verifiable “space constraints”***
 - ***Organic Waivers are applicable to verifiable “de minimis”***
 - ***Waiver form also includes the opportunity for customer to report any self-haul, internal back-haul, and 3rd party compliant activities***
- ***Right-size the collection container sizes, and desired service frequencies based on their generated volume needs per commodity type***
 - ***By default, each non-compliant customer will be offered a 96-gallon recycle and 64-gallon organics carts***
 - ***Those customers with greater generated volume may be individually right-sized by a Republic Recycling Coordinators within the 30-day advanced notice period of auto-enrollment***
- ***Request onsite training/educational for site staff***
- ***Plan for and make accommodations to receive the containers and prepare for collection service commencement***
 - ***Customers will be notified within the initial auto-enrollment letter what their designated collection day will be***

Republic will target 250 accounts per month. This quantity of customers will allow both the Sanitation District and Republic to effectively manage the necessary customer communications and follow-up tasks as presented by customers.

A March 6, 2023 start date gives Republic the necessary lead time to determine the following:

- Each customer needing each service (commodity) type
 - Target/prioritize commercial customers (over Multi-Family properties)
 - Identify customers who most likely will qualify for organic waiver (and possibly exempt from the auto-enrollment process)
 - Map and subsequently route all customers based on geography within Sanitation District's boundaries to create monthly roll-out groups that will all be serviced on specified collection days
 - Procurement of all equipment and necessary labor
 - Pre-determine routes and collection schedules, etc.
 - Production of SB 1383 compliant container labels/containers
 - Development of initial auto-enrollment notification letter (co-branded City and Republic letter)
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- **Conduction of Site Visit to Determine if a Waiver should be Submitted to the City for Approval**
 - Allow customers to submit a waiver request online upon receipt of the auto-enrollment notification letter
 - Recycling coordinators to conduct site visits to verify customer submitted waiver forms upon receipt.
 - Site visits will consist of no more than 100 customers per month based on the distribution schedule noted above.
 - This allows for each customer to receive a meaningful visit that concludes with tailored results specific to their volume needs

 - **Conduction of Site Visits to Onboard/Educate Newly Enrolled Customers**
 - This will be offered upon customer request, and instructions for making such request will be included within our initial auto-enrollment notification packet

 - **Submission of Waiver Request to the City**
 - Republic will continue to submit waiver requests to the City for review and subsequent approval

 - **Rollout Service**
 - By the end of March 2023, the first group of customers will receive their auto-enrolled services (upon receiving their initial auto-enrollment notification packet the week of February 6, 2023) by Republic Services staff
 - Containers will be identified and labeled by address if/when necessary (in instances that multiple customers' carts are located/stored in close proximity)
 - Each of the following months, the next group of customers will receive their initial auto-enrollment letter and the previous round of customers will receive their auto-enrolled services.
 - Republic will document and track all customers who refuse service altogether and report these instances to the City on a monthly basis.
 - All newly deployed carts will be SB 1383 color and label compliant.

- **By the end of December 2023, all Garden Grove commercial/multi-family customers will be enrolled in mandatory recycling and organics services citywide** (except for those customers who have refused services.)