



AGENDA

Garden Grove Sanitary District
Board of Directors

Tuesday, February 14, 2023

6:30 PM

SPECIAL MEETING - Community
Meeting Center, 11300 Stanford Avenue,
Garden Grove, CA 92840

John R. O'Neill
President

Cindy Tran

Vice President

George S. Brietigam

Member

Joe Dovich

Member

Stephanie

Klopfenstein

Member

Kim B. Nguyen

Member

Steve Jones

Member

COVID-19 Information: Members of the public can address the City Council during the public comment portion of the meeting in person or via e-mail. If you plan to attend the meeting in person, masks or face coverings are required to be worn if you are not vaccinated. If you feel ill or are showing symptoms of COVID-19, please consider submitting comments by e-mail. Instructions are available on the City's website at <https://ggcity.org/city-council/meetings-participation>

Meeting Assistance: Any person requiring auxiliary aids and services, due to a disability, to address the City Council, should contact the City Clerk's Office 72 hours prior to the meeting to arrange for accommodations. Phone: (714) 741-5040.

Agenda Item Descriptions: Are intended to give a brief, general description of the item. The City Council may take legislative action deemed appropriate with respect to the item and is not limited to the recommended action indicated in staff reports or the agenda.

Documents/Writings: Any revised or additional documents/writings related to an item on the agenda distributed to all or a majority of the Council Members within 72 hours of a meeting, are made available for public inspection at the same time (1) in the City Clerk's Office at 11222 Acacia Parkway, Garden Grove, CA 92840, during normal business hours; (2) on the City's website as an attachment to the City Council meeting agenda; and (3) at the Council Chamber at the time of the meeting.

Public Comments: Members of the public who attend the meeting in-person and would like to address the City Council are requested to complete a pink speaker card indicating their name and address, and identifying the subject matter they wish to address. This card should be given to the City Clerk before the meeting begins. General comments are made during "Oral Communications" and should be limited to matters under consideration and/or what the City Council has jurisdiction over. Persons wishing to address the City Council regarding a Public Hearing matter will be called to the podium at the time the matter is being considered.

Manner of Addressing the City Council: After being called by the Mayor, you may approach the podium, it is requested that you state your name for the record, and proceed to address the City Council. All remarks and questions should be addressed to the City Council as a whole and not to

individual Council Members or staff members. Any person making impertinent, slanderous, or profane remarks or who becomes boisterous while addressing the City Council shall be called to order by the Mayor. If such conduct continues, the Mayor may order the person barred from addressing the City Council any further during that meeting.

Time Limitation: When any group of persons wishes to address the City Council on the same subject matter, the Mayor may request a spokesperson be chosen to represent the group, so as to avoid unnecessary repetition. At the City Council's discretion, a limit on the total amount of time for public comments during Oral Communications and/or a further limit on the time allotted to each speaker during Oral Communications may be set.

PLEASE SILENCE YOUR CELL PHONES DURING THE MEETING.

AGENDA

Open Session

6:30 PM

ROLL CALL: MEMBER BRIETIGAM, MEMBER DOVINH, MEMBER KLOPFENSTEIN, MEMBER NGUYEN, MEMBER JONES, VICE PRESIDENT TRAN, PRESIDENT O'NEILL

1. ORAL COMMUNICATIONS (to be held simultaneously with other legislative bodies)

2. CONSENT ITEMS

(Consent Items will be acted on simultaneously with one motion unless separate discussion and/or action is requested by a Sanitary District Member.)

2.a. Receive and file minutes from the meeting held on January 24, 2023. *(Action Item)*

3. MATTERS FROM THE PRESIDENT, BOARD MEMBERS AND GENERAL MANAGER

3.a. Refuse Contract Implementation Update as requested by General Manager Stiles.

4. ADJOURNMENT

The next Regular Sanitary District Meeting is scheduled for Tuesday, February 28, 2023, at 5:30 p.m. in the Community Meeting Center, 11300 Stanford Avenue, Garden Grove, California 92840.

City of Garden Grove

INTER-DEPARTMENT MEMORANDUM

To: Scott C. Stiles From: Teresa Pomeroy
Dept.: General Manager Dept.: Secretary
Subject: Receive and file minutes Date: 2/14/2023
 from the meeting held on
 January 24, 2023. (*Action*
 Item)

Attached are the minutes from the meeting held on January 24, 2023, recommended to be received and filed as submitted or amended.

ATTACHMENTS:

Description	Upload Date	Type	File Name
Minutes	2/9/2023	Minutes	sd_min_01_24_2023.pdf

MINUTES

GARDEN GROVE SANITARY DISTRICT BOARD OF DIRECTORS

Regular Meeting

Tuesday, January 24, 2023

Community Meeting Center
11300 Stanford Avenue, Garden Grove, CA 92840

CONVENE MEETING

At 6:55 p.m., President O'Neill convened the meeting in the Council Chamber.

ROLL CALL PRESENT: (7) Members Brietigam, Tran, DoVinh, Jones,
Klopfenstein, K. Nguyen, President O'Neill

ABSENT: (0) None

ORAL COMMUNICATIONS

Speakers: Isabel Stevens, Kris Backouris, Heather Tomilowitz, Ariana Zavala

Written Communication: Craig Durfey, Brandi Garcia Valdez

RECESS

At 7:07 p.m., President O'Neill recessed the meeting.

RECONVENE

At 7:10 p.m., President O'Neill reconvened the meeting in the Council Chamber with all Members present.

SELECTION OF PRESIDENT AND VICE PRESIDENT OF THE GARDEN GROVE SANITARY DISTRICT BOARD OF DIRECTORS (F: VIP)

Following Member discussion, it was moved by Member Jones, seconded by Member Brietigam that:

President O'Neill be selected as President, and Member Tran be selected as Vice-President.

The motion carried by a 7-0 vote as follows:

Ayes: (7) Brietigam, Tran, Jones, DoVinh, Klopfenstein,
Nguyen, O'Neill
Noes: (0) None

RECEIVE AND FILE MINUTES FROM THE MEETING HELD ON OCTOBER 25, 2022
(F: Vault)

It was moved by Member Jones, seconded by Member Nguyen that:

The minutes from the meeting held on October 25, 2022, be received and filed.

The motion carried by a 7-0 vote as follows:

Ayes: (7) Brietigam, Jones, DoVinh, Klopfenstein, Nguyen,
Tran, O'Neill
Noes: (0) None

ADJOURNMENT

At 7:11 p.m., President O'Neill adjourned the meeting. The next Regular Sanitary District Meeting is scheduled for Tuesday, February 28, 2023, at 5:30 p.m. at the Community Meeting Center, 11300 Stanford Avenue, Garden Grove, California.

Teresa Pomeroy
Secretary

City of Garden Grove

INTER-DEPARTMENT MEMORANDUM

To:	Scott C. Stiles	From:	William E. Murray
Dept.:	General Manager	Dept.:	Public Works
Subject:	Refuse Contract Implementation Update as requested by General Manager Stiles.	Date:	2/14/2023

OBJECTIVE

To provide the Garden Grove Sanitary District Board of Directors an update on programmatic implementation of the recycling, organics materials, and trash collection services included in the amended and restated exclusive franchise agreement (Agreement) with Republic Services (Republic).

BACKGROUND

In September 2016, then Governor Jerry Brown signed Senate Bill 1383 (SB 1383, Lara, 2016) to achieve a reduction in the statewide disposal of organic waste. Organic waste is primarily comprised of food scraps, green waste, landscape and pruning waste, wood and lumber, and paper products. Diverting organic waste from landfills conserves the planet's natural and limited resources such as space, water/air pollution and more. Keeping organic waste out of landfills also reduces the amount of greenhouse gas, such as methane, produced when organic materials break down over time which can have a warming effect on the atmosphere. SB 1383 builds upon existing legislation related to solid waste and recycling, including Assembly Bill 939 (AB 939), Assembly Bill 341 (AB 341), and Assembly Bill 1826 (AB 1826).

In order to comply with state mandates and add additional services, the Sanitary District Board and City Council approved an amended and restated franchise agreement with Republic in June 2022 that included new programs and services for the District. The Agreement went into effect on July 1, 2022. During development of the Agreement, the Board of Directors expressed a desire for an update on the implementation of the Agreement after time had passed.

DISCUSSION

The details below note the status of implementation related to specific contractual and legislative requirements.

SB 1383

Impacts for Residential Customers

Prior to the implementation of SB 1383, Garden Grove residents at single-family properties were already using a 3-cart system, separating their recyclables and yard waste from their general landfill waste. As a result of SB 1383, residents are now required to also separate their food waste and place it in their existing yard waste container. The residential food waste program began September 1, 2022. All residential customers who subscribe to cart services were notified of the new organics recycling program with a letter and two (2) robocalls from Republic on August 4th and August 25th. The District and Republic Services continue to monitor participation through annual container inspections and provide additional education and outreach to increase participation.

Impacts for Commercial and Multi-Family Customers

SB 1383 requires all generators of trash to keep recyclables and organic materials from going to a landfill. As of December 2022, the District has 3,400 commercial and multi-family accounts were not participating in the SB 1383 mandate. In 2022, Republic Services completed site visits for 2,020 commercial and multi-family accounts. During these visits, a Recycling Coordinator advised onsite staff of the state requirements and provided recommendations for compliance.

Commercial and multi-family generators that are not compliant with regulations will be automatically enrolled with the lowest level of service in phases throughout 2023. The minimum cost for these services will be \$75 for organics cart service and \$75 for recycling cart service per month. Through the auto enrollment process, condo and town home developments that have individual cart service, but do not have a landscape debris cart, will be brought into compliance with the addition of an organics cart at residential service rates.

Public Works and Republic staff piloted the auto enrollment in late November. Deliveries were successfully completed in December. Both Republic and Public Works continue to monitor participation and provide additional outreach to the customers included in the pilot program.

Non-compliant generators in the auto enrollment program will receive a letter announcing the program (Attachment B). The letter notifies customers of a 30 day window before containers are delivered to contact Republic for questions or discuss their service levels with a Recycling Coordinator. The remaining non-compliant generators will be automatically enrolled throughout calendar year 2023. The District has the opportunity to grant organic service-only waivers to generators that meet certain criteria after an application is received and a site visit is completed prior to District approval. Additionally, Public Works, Republic and our consultant, HF&H, are planning community meetings with businesses and multi-family communities about the program and legislative requirements.

Full compliance is anticipated during 2023, in alignment with the District's Notice of Intent to Comply that was submitted to CalRecycle, the state enforcement agency, in March 2022. Please see Attachment B for the complete auto enrollment plan and schedule for 2023.

Edible Food Recovery

SB 1383 also sets goals for the state to reduce the amount of edible food from being

thrown away to address food insecurity. Certain commercial generators that regularly produce a high amount of edible food, as well as large venues and events, are required to donate excess edible food. Republic is currently reviewing the final proposal provided by Abound Food Care to fulfill the edible food recovery Agreement requirements. Abound Food Care will be a resource for Garden Grove businesses to help them meet the edible food recovery and tracking requirements of SB 1383.

Participation

All trash generators are required to participate in programs under SB 1383. Republic staff are required to annually inspect containers in the City for correct sorting of materials. In addition, drivers are expected to continuously monitor the contents of organics and recycling containers before providing service to minimize contamination. Customers will be notified via an automated call ahead of all planned inspections.

If materials are found to be placed in the incorrect container, the customer will receive a container inspection tag that lists the incorrect material and provides education on how to fix it. If the contents of the container are not hazardous, the customer will receive a courtesy pickup and the contents may be disposed of at the landfill due to the incorrect materials. Otherwise, the customer will receive a non-collection notice where they are instructed to remove the incorrect materials before the container can be serviced on their next regular collection day.

The Agreement allows Republic Services to assess improper use fees to customers when they do not follow the sorting guidelines for the recycling and organics containers. Residential customers are assessed these fees after the third recorded contamination event. Commercial customers are assessed fees after the first event. These fees are necessary because of the loss in diversion caused by improper sorting and increased waste processing costs associated with recovering materials from unsorted waste.

Education and Outreach

Staff launched a recycling information hotline in March 2022, (714) 741-5344, and developed an organics recycling webpage, ggcity.org/organics-recycling. Other outreach included publications from the Office of Community Relations, including press releases, CityWorks, the Parks and Recreation Guide, the Garden Grove Communicator, and the Vietnamese newsletter. All publications can be accessed through the City's organics recycling webpage.

The District has hosted two (2) community meetings focused on providing Garden Grove residents an overview of the legislative requirements and the new organics recycling program followed by a Q&A session. Attendees were also provided a kitchen pail to assist with food waste collection inside their home. A third community meeting is currently being planned and will offer residents another opportunity to learn more about the new organics recycling program and receive a kitchen pail. A limited number of kitchen pails are also available for pickup at the Republic Services Anaheim office located at 1131 N Blue Gum St. (while supplies last). The kitchen pails were funded by a one-time grant from CalRecycle to help implement SB 1383 programs.

In addition, Republic is required to send informational notices via direct mail to all customers ahead of any program changes related to SB 1383. These mailers provide direct contact information for the District's dedicated Republic Recycling Coordinators to provide technical assistance over the phone for all customers, or in-person visits for commercial and multi-family customers. Technical assistance is available in English, Spanish, and Vietnamese. All printed materials are offered in English, Spanish, Vietnamese, and Korean languages via the use of QR codes.

Other Agreement Requirements

Progress Review of Additional Programs

- **Abandoned Items and Alley Sweeps Cleanup Program:** The program launched in September 2022 and has been successful in clearing areas with frequent abandoned items throughout Garden Grove. Public Works experienced a 45% decrease in abandoned item reports in the last four months of 2022 compared to the same time period in 2021.
- **Performance Monitoring:** As part of the implementation of the new agreement with Republic, staff has started to track and monitor complaints, problems, and issues reported to the District in a centralized database. Additionally, the Agreement requires Republic to provide their customer complaint log to the District for review. A summary of the complaints recorded by Republic's customer service department from July through December 2022 has been included as Attachment C.
- **Neighborhood Cleanups, Compost Giveaway, and Annual Shred Events:** The City and Republic Services will be hosting six (6) cleanup events and one (1) compost giveaway event in Spring 2023. Refer to attachment D below for dates, times, and locations. Additional details for the cleanup events can be found at ggcity.org/pw/cleanup-days. The new shredding event is being scheduled for fall of 2023. Staff will provide an update and begin publicizing the event when the details and location have been confirmed.
- **City Facility Organics and Recyclables Collection:** All City facilities now require recycling and organics programs. Public Works staff are in the process of procuring internal collection containers before final program roll-out to all City facilities. **Multi-family Bulky Item Collection:** Republic is now offering bulky item pickup services for multi-family properties as required in the Agreement. Recycling coordinators are actively working with property managers to educate their tenants of the new program. Both the District and Republic are highlighting this expanded service where appropriate.
- **Sharps Collection Program:** Residents can now call Republic Services to request their sharps mail-back containers for no additional charge. Information on the program was included in the September CityWorks newsletter and is on the City's website.

FINANCIAL IMPACT

There is no financial impact.

RECOMMENDATION

It is recommended that the Sanitary District Board of Directors:

- Receive and file the report.

By: Mark Ladney, Sr. Program Specialist

ATTACHMENTS:

Description	Upload Date	Type	File Name
Attachment A: SB 1383 Auto Enrollment Plan	1/26/2023	Backup Material	GG_Sanitation_District_-_SB_1383_Auto_Enrollment.pdf
Attachment B: Auto Enrollment Letter	2/8/2023	Backup Material	Attachment_B_Auto_Enrollment_Letter.pdf
Attachment C: Republic Complaint Log Analysis	1/26/2023	Backup Material	Attachment_C_-_Complaint_Log_Analysis.pdf
Attachment D: Upcoming Community Events	1/31/2023	Backup Material	Attachment_D_-_Upcoming_Community_Events.pdf



**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)
-
- **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.)



CITY OF GARDEN GROVE GARDEN GROVE SANITARY DISTRICT

February 14, 2023

IMPORTANT - SERVICE CHANGES
Please read entire notice for dates
and instructions.

Senate Bill 1383 (SB 1383) Mandatory Recycling Requirements

Dear Customer/Property Owner,

RE: [Business Address]

**Please note that this letter has been sent to both the service and billing addresses on file.*

In 2016, former Governor Jerry Brown passed Senate Bill 1383 (SB 1383), requiring cities to implement mandatory organic waste and recycling collection services to all residents and businesses. SB 1383 aims to take out organic materials (food, leaves, grass clippings, etc.) from landfills to help reduce harmful methane emissions. Organic materials that end up in landfills decompose, creating methane gas, a greenhouse gas emission that negatively contributes to the environment. This mandatory state law requires every California resident, multi-family property, and commercial business owner to do their part and participate in the required recycling and organics collection programs.

Based on our records, your property is not in compliance with the SB 1383 requirements, therefore your property is scheduled to be auto-enrolled with recycling and/or organic recycling services, provided by Republic Services, the City of Garden Grove and Garden Grove Sanitary District's waste hauler.

If you need assistance with the information, please contact a Republic Services Recycling Coordinator:

Republic Services Recycling Coordinators:

Frank Angel: (714) 575-3824; fangel@republicservices.com (Spanish and English)

Michael Nguyen: pnguyen@republicservices.com (Vietnamese and English)

Nikki Patino: (714) 238-3345; npatino@republicservices.com (English)
(Vietnamese and English)

You will receive the following recycling and/or organics carts:

- 1) One 95-gallon recycling cart
- 2) One 65-gallon organic materials cart
- 3) One 95-gallon recycling cart and one 65-gallon organic materials cart

What you can expect:

- You will receive your recycling and/or organics carts the week of **March 13, 2023**
- Service for recycling carts (gray body with a blue lid) will take place on (***day of the week**) beginning the week of **March 20, 2023** (These carts will need to be placed out of the enclosure or storage area for safe collection. If you would like a Republic Services representative to place your carts out for collection additional fees will apply.)*
- Service for MIXED organic materials carts (gray body with a green lid) will take place on (***day of the week**) beginning the week of **March 20, 2023** (These carts will need to be placed out of the enclosure or storage area for safe collection. If you would like a Republic Services representative to place your carts out for collection additional fees will apply.)*

- Service for food waste ONLY, organics carts (gray body with a brown lid), will take place on (*day of the week) beginning the week of March 20, 2023
- Your account will reflect these services upon receipt of your new recycling and/or organics carts and will be reflected on your next monthly billing invoice.
 - o The rate for recycling service will be \$75 per month per 95-gallon cart.
 - o The rate for organics (food waste) service will be \$75 per month per 65-gallon cart.
 - o The rate for organics service (mixed – yard waste & food waste) will be \$75 per month per 65-gallon cart.

* IMPORTANT – Carts will need to be set out of enclosure or storage areas, temporarily, on collection days (as outlined above) for a truck to service. Cart collection will be conducted by the use of side load, semi-automated collection trucks, and not normal commercial service trucks.

Republic Services will provide baseline services as described above to all non-compliant customers. However, you are still welcome to discuss cart size options based on your property's specific needs with a Republic Services Recycling Coordinator. If you are interested in reviewing your service options, please contact a Republic Services Recycling Coordinator before March 3, 2023 to avoid the baseline auto-enrollment.

If you believe your property does not dispose of more than 20 gallons of organic materials per week you may be eligible for an organic materials only program waiver. Please review the requirements at ggcity.org/organics-recycling and submit a waiver if applicable. If you feel your business qualifies, please ensure you complete the online application by March 3, 2023. All waiver requests will need to be verified by a Republic Services representative via an in-person site visit and will then be reviewed by the City for final approval. The waiver is valid for 5 years.

The Garden Grove Sanitary District, City of Garden Grove, and Republic Services are here to support you in your compliance with these state-mandated requirements. Should you have additional questions, please reference the list of resources outlined below. If you would like to consult with a Republic Services representative or arrange for training for you or your staff, please reach out to a Republic Services Recycling Coordinator.

Thank you for your cooperation. We look forward to supporting you in your new recycling efforts.

Sincerely,

Garden Grove Sanitary District, City of Garden Grove, and Republic Services

Resources:

ggcity.org/organics-recycling

republicservices.com/municipality/garden-grove-ca

republicservices.com/organics-sb-1383

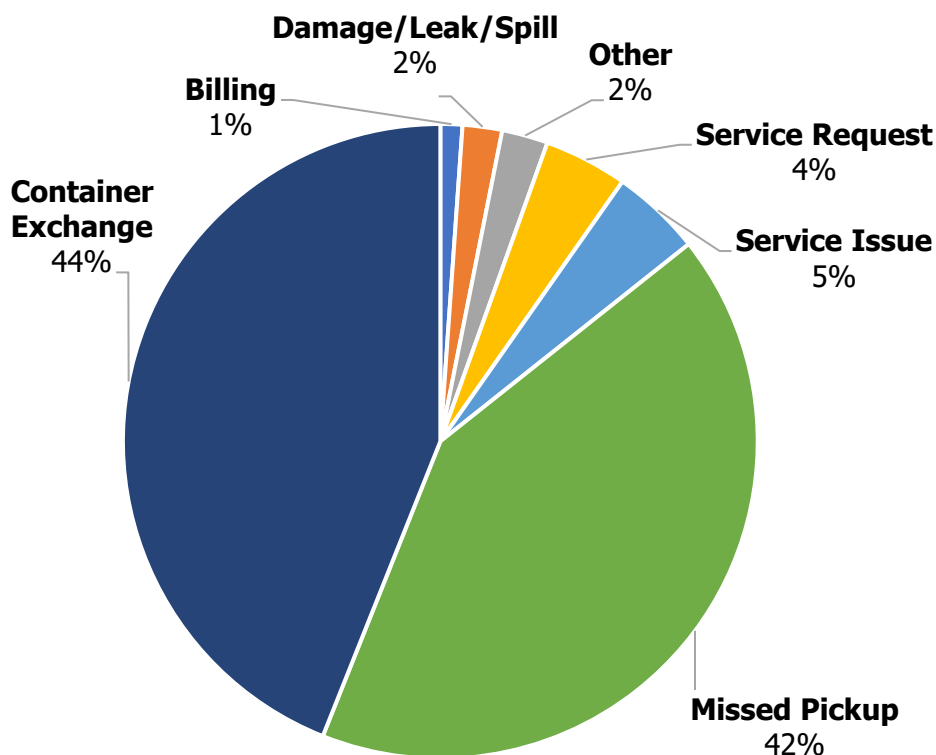
calrecycle.ca.gov/organics/slcp

Waiver Application:

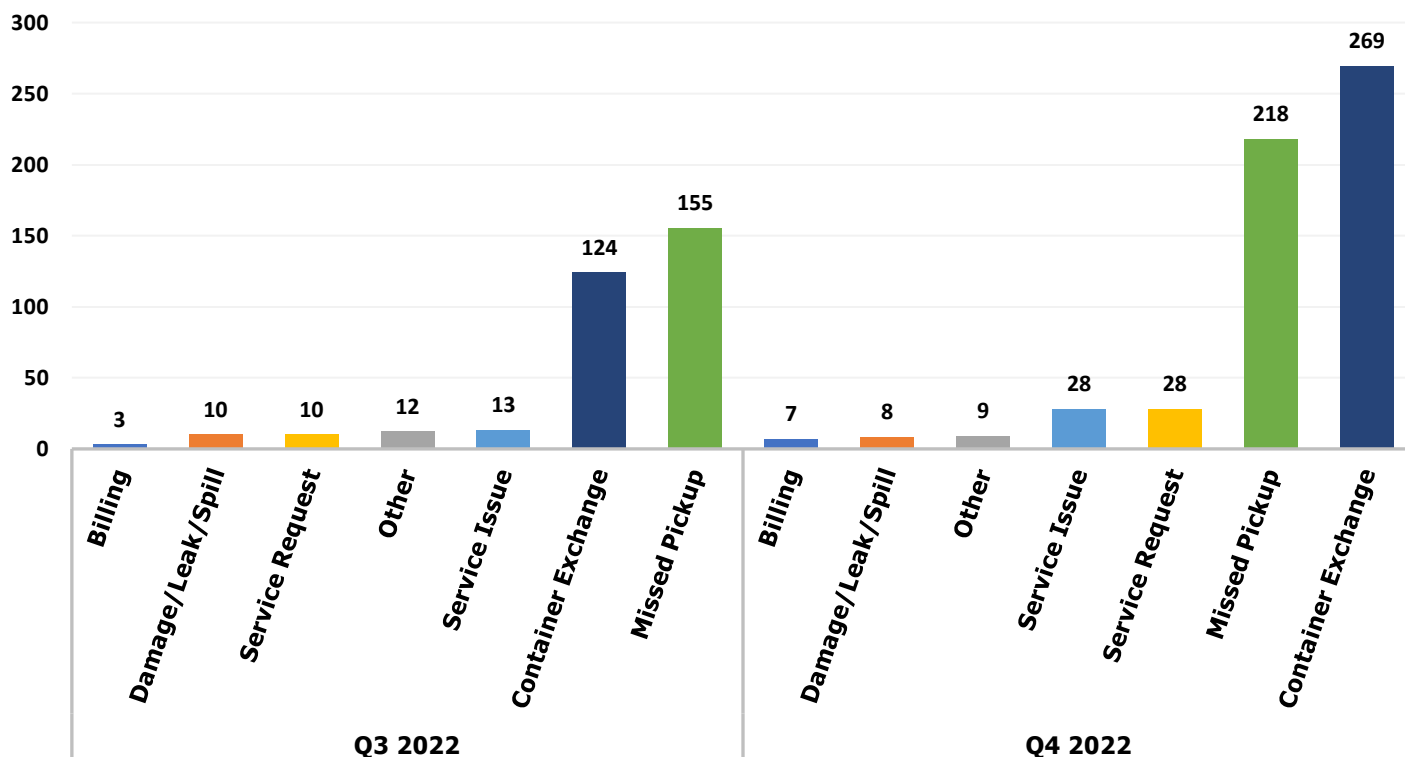
[Direct URL when live]

Republic Services Complaints Submitted to Customer Service July through December 2022

Complaint Request Totals	
Q3 2022	327
Billing	3
Damage/Leak/Spill	10
Service Request	10
Other	12
Service Issue	13
Container Exchange	124
Missed Pickup	155
Q4 2022	567
Billing	7
Damage/Leak/Spill	8
Other	9
Service Issue	28
Service Request	28
Missed Pickup	218
Container Exchange	269
6 Month Total	894



Q3 and Q4 2022 Complaint Requests by Category



Upcoming Community Events

Community Clean Up Days ggcity.org/pw/cleanup-days

District	Date	Event Time	Location	Address
3	2/11/2023	9AM - 11AM	Garden Grove Park	9301 Westminster Blvd
2	2/25/2023	9AM - 11AM	Skylark Elementary	11250 Mac Murray
1	3/11/2023	9AM - 11AM	Pacifica High School	6851 Lampson Ave
5	3/25/2023	9AM - 11AM	CMC/Library	11300 Stanford Ave
4	4/8/2023	9AM - 11AM	GGUSD Main Office	10331 Stanford Ave
6	4/22/2023	9AM - 11AM	Public Works	13802 Newhope St

Annual Compost Giveaway More details and Information to be released soon

Saturday, April 1, 2023 at Public Works, 13802 Newhope Street, 8 am to 10:30 am