



# The State of The Solid Waste Industry in Southern California

Presented to SWANA  
Southern California Founding Chapter  
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**HF&H Consultants**



**SWANA**<sup>®</sup>  
SOLID WASTE ASSOCIATION  
of North America



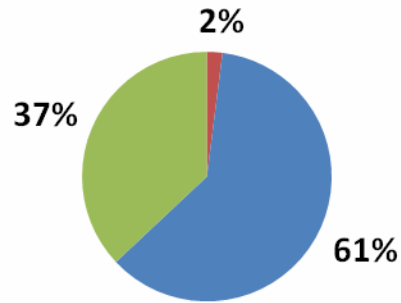
# Survey Overview

- Process
- Survey Categories
- Survey Status

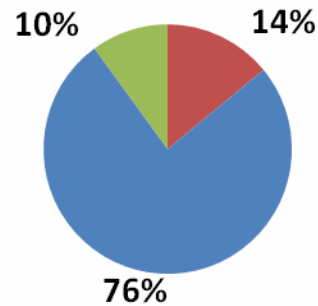


# Hauler Performance

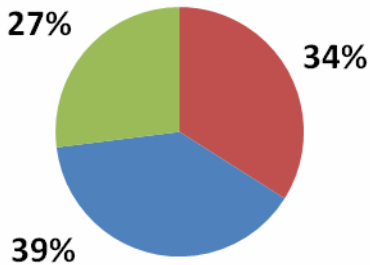
**Missed/Holiday Service Handled  
In A Timely Manner**



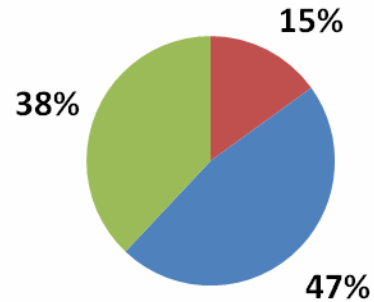
**Containers & Vehicles Maintained  
To City Standards**



**Proactive In Suggesting New Services  
In Reducing Solid Waste In The City**



**Meets Diversion Requirements**



Below Expectations

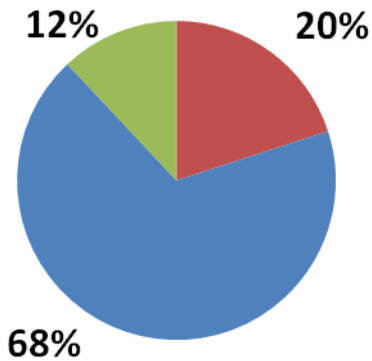
Met Expectations

Exceeded Expectations

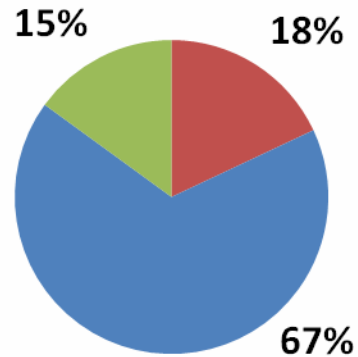


# Customer Service

**Adequate Public Education and Information On New, Changing & Ongoing Services & Schedule**



**Customer Calls Answered In A Timely Manner**



Below Expectations

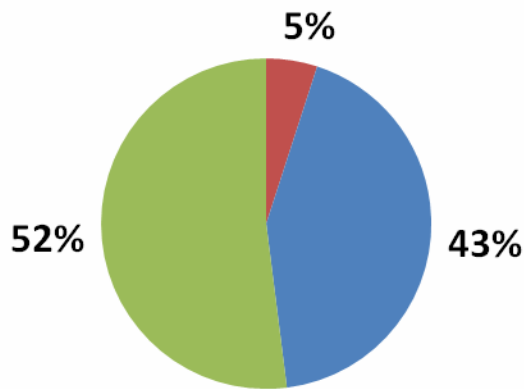
Met Expectations

Exceeded Expectations

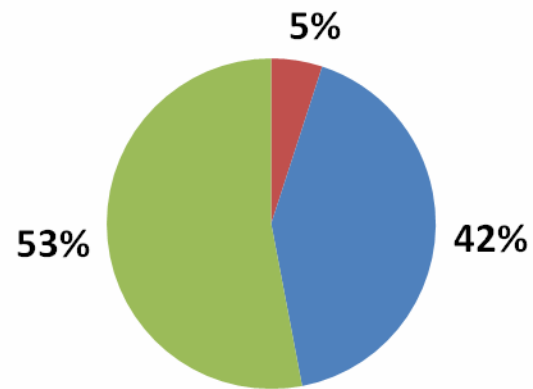


# Working With The City

**Hauler Staff/Liaison Responsive To City Requests In A Timely Manner**



**Involvement In Community & Local Sponsorship**



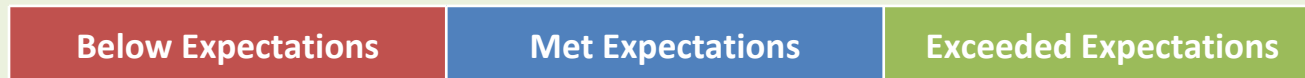
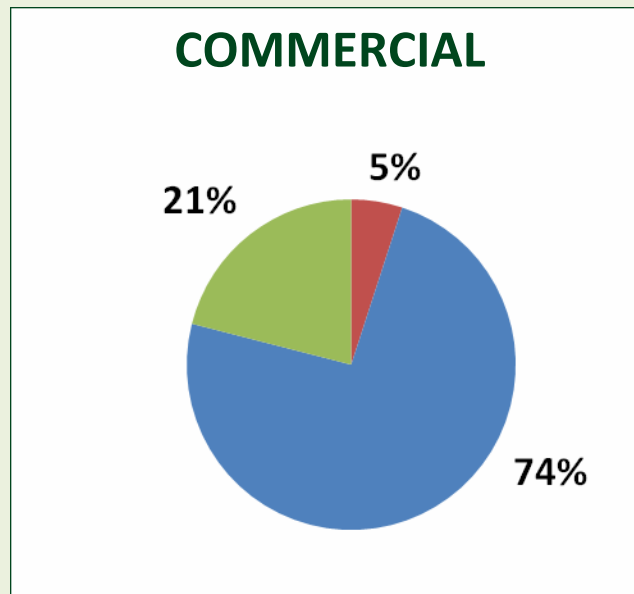
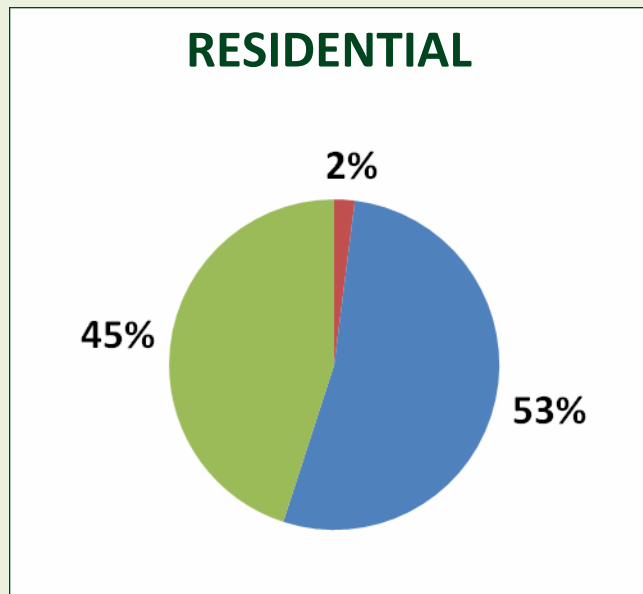
Below Expectations

Met Expectations

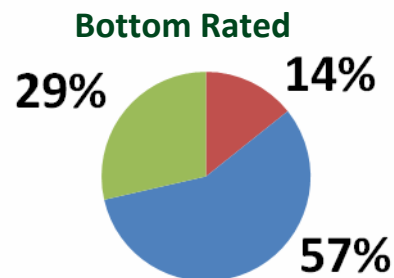
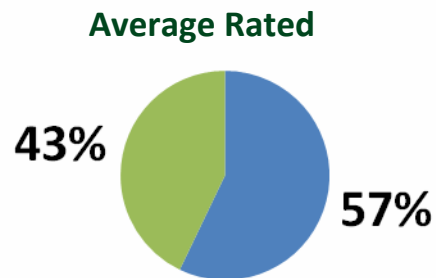
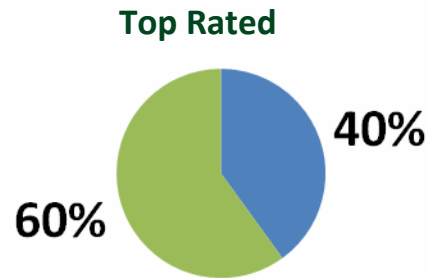
Exceeded Expectations



# Overall Rating of Services



# Are All Haulers Created Equal?



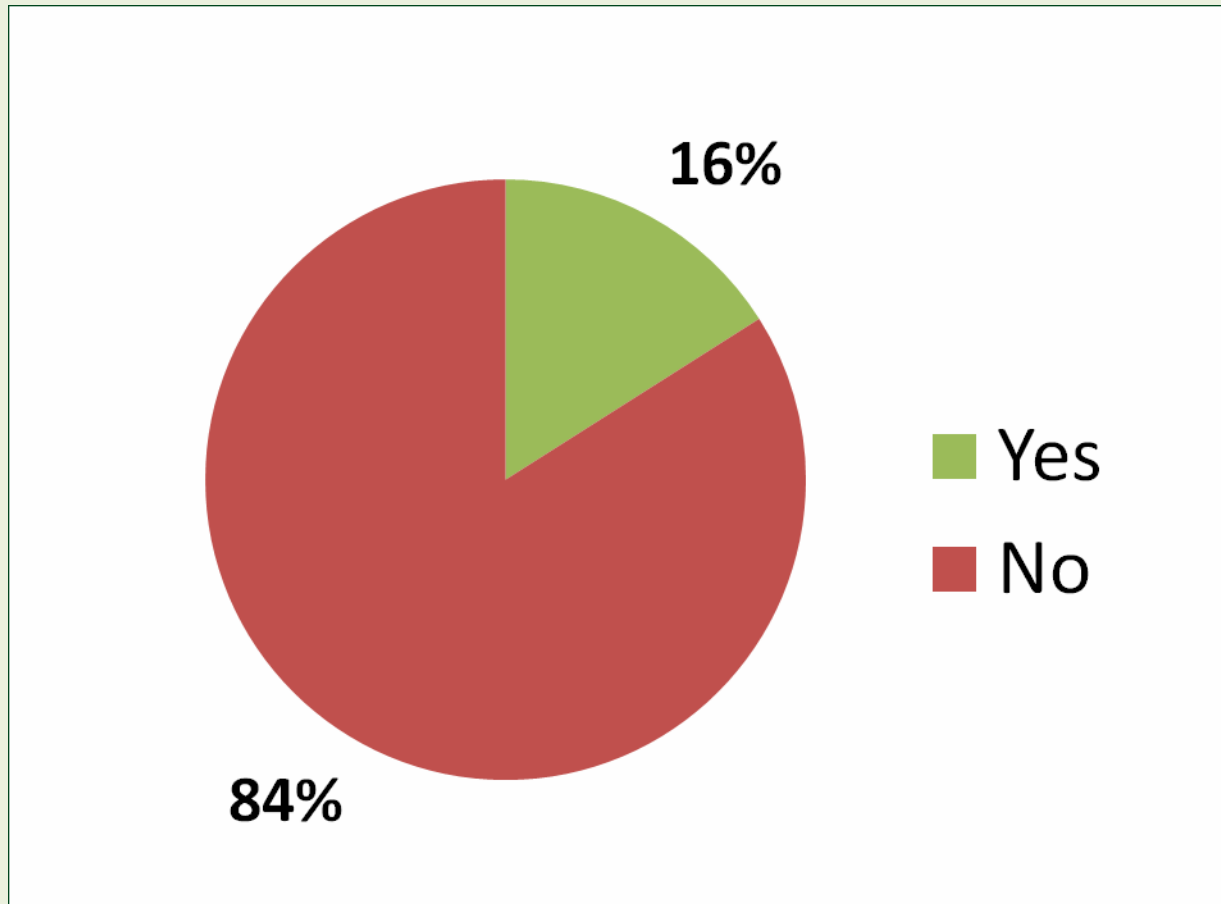
Below Expectations

Met Expectations

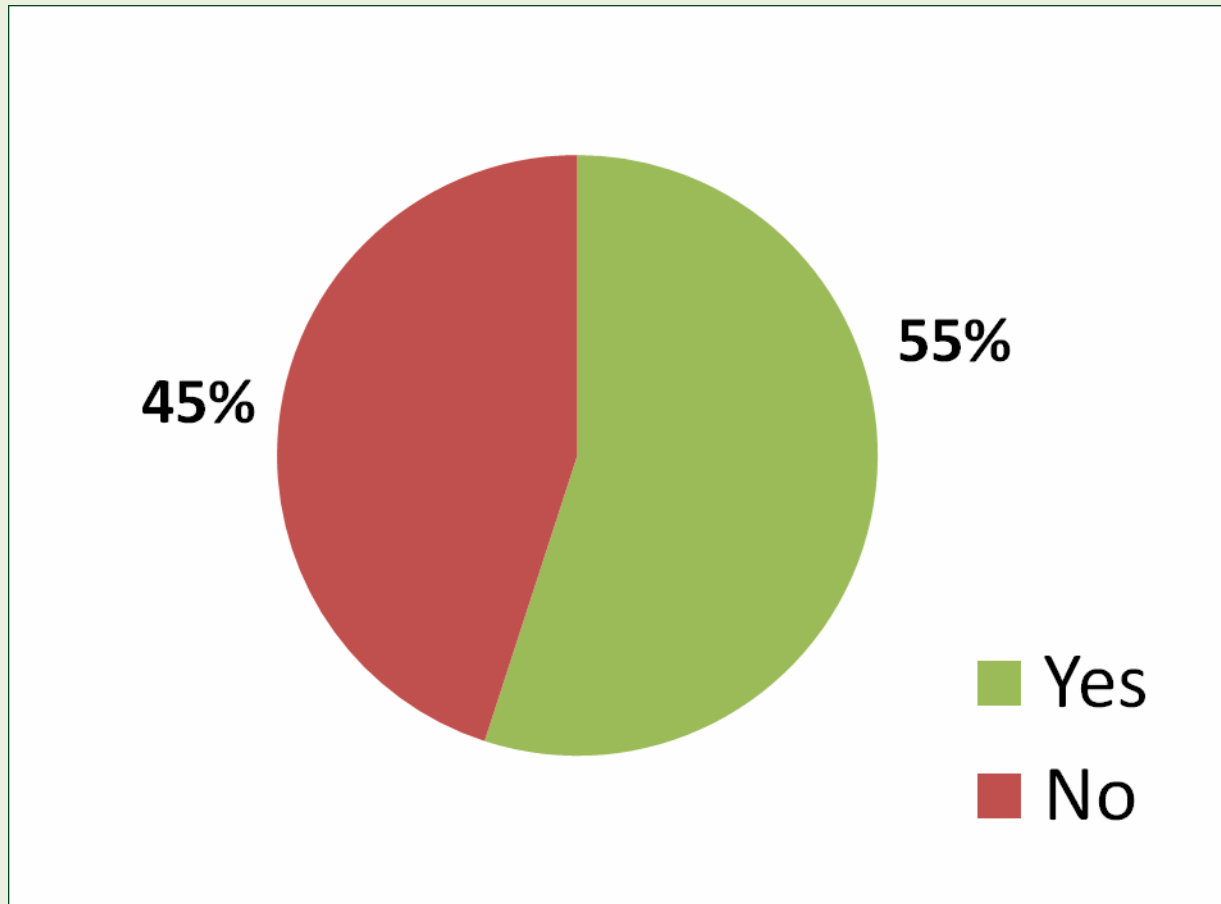
Exceeded Expectations



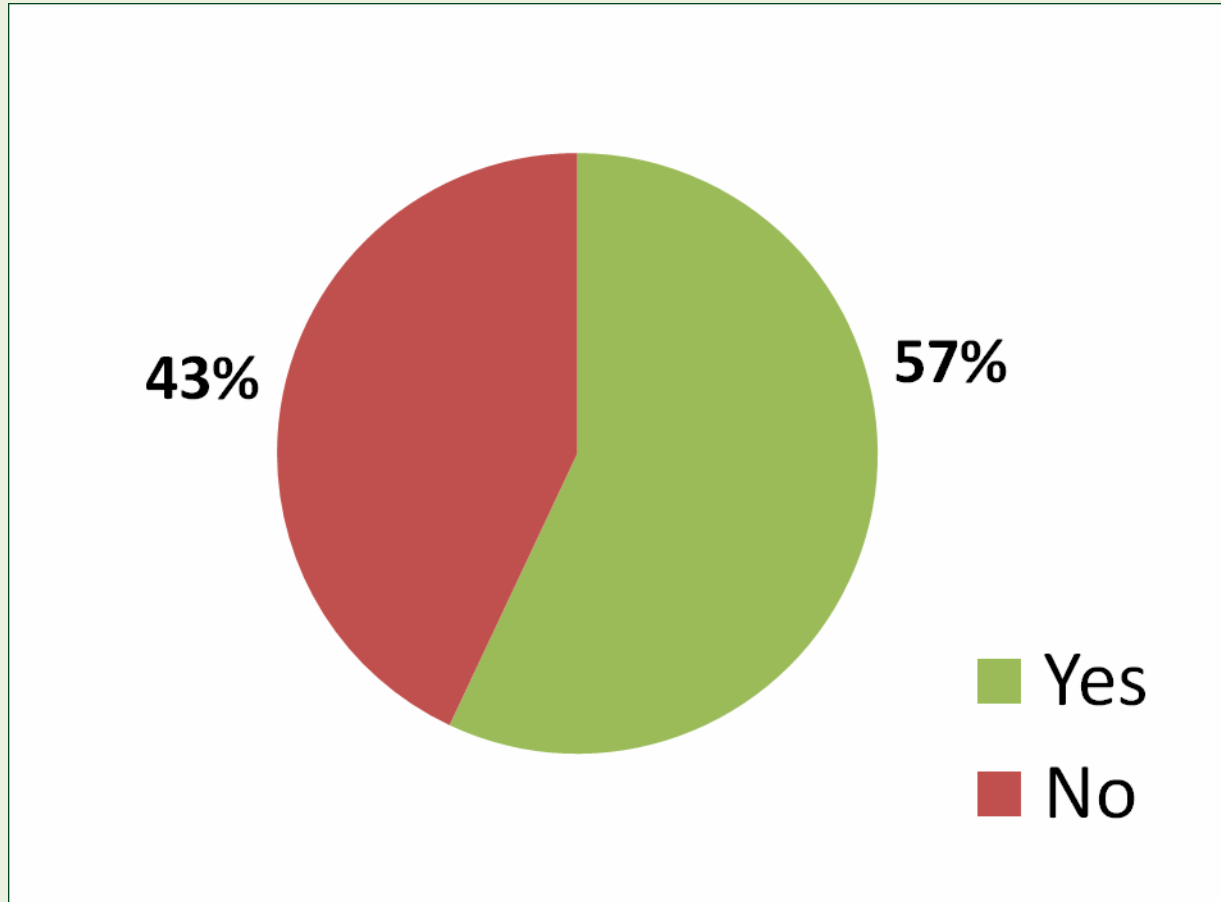
# Does Your City Have A Zero Waste Plan?



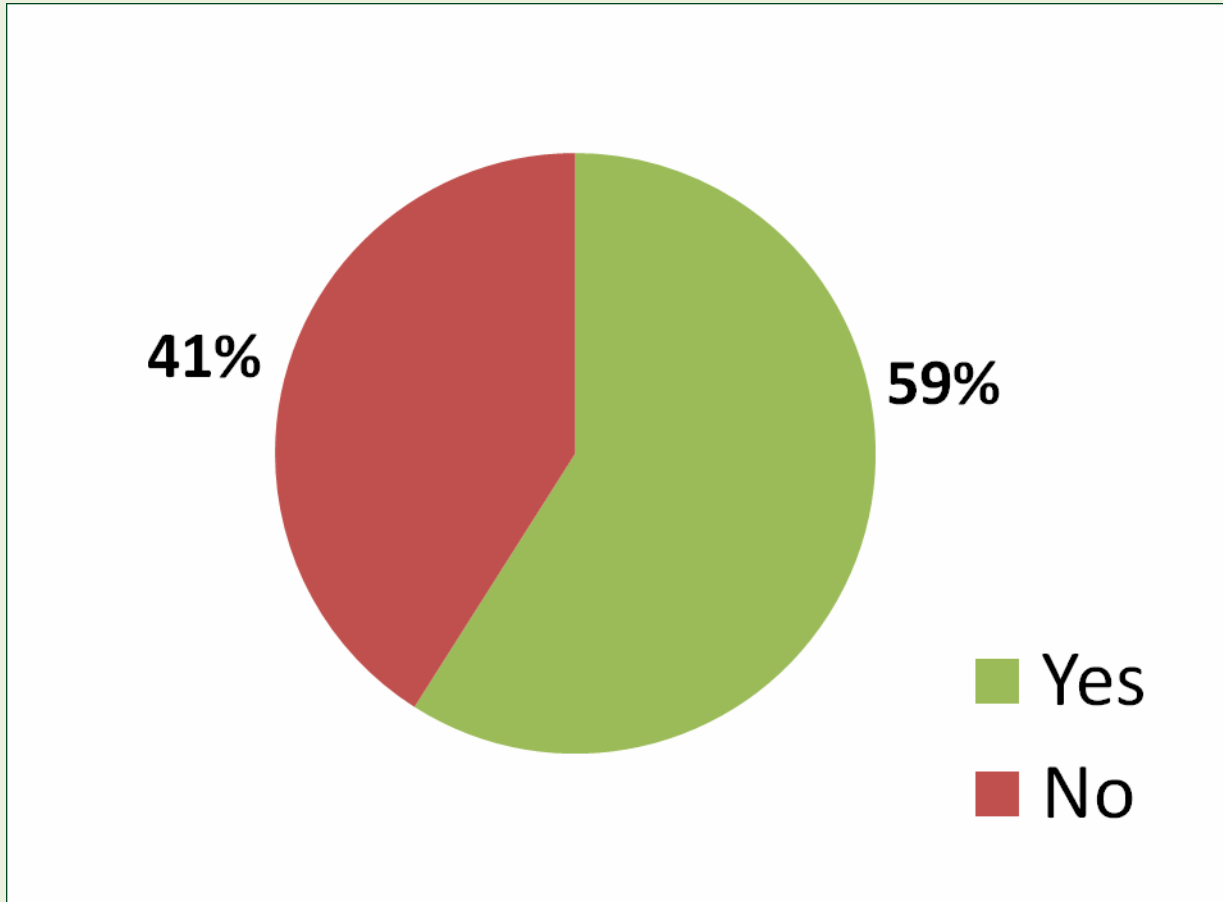
# Has Your City Performed A Reconciliation Of Hauler Disposal Reports to the DRS?



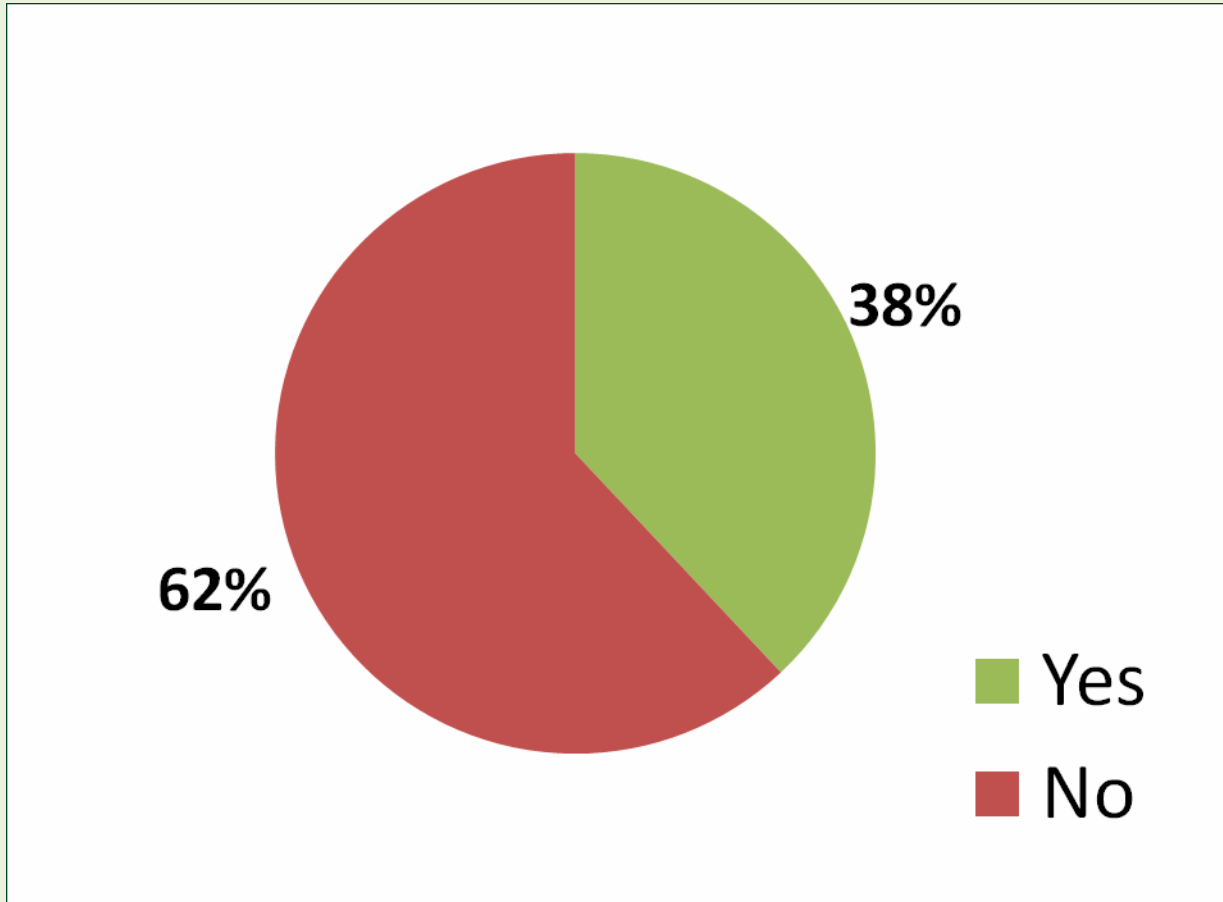
# Has Your City Developed An Environmentally Preferable Purchasing Policy?



# Does Your City Have Or Has Expressed An Interest In Establishing A Sustainability Plan?



# Has Your City Prepared Or Considered Preparing A GHG Inventory Or Climate Action Plan?



# Key Challenges – *Next Two Years*

- Increase in State Mandates
- Landfill Capacity/Closure
- Rate Increases
- Commercial/Multifamily Diversion
- New Program Development

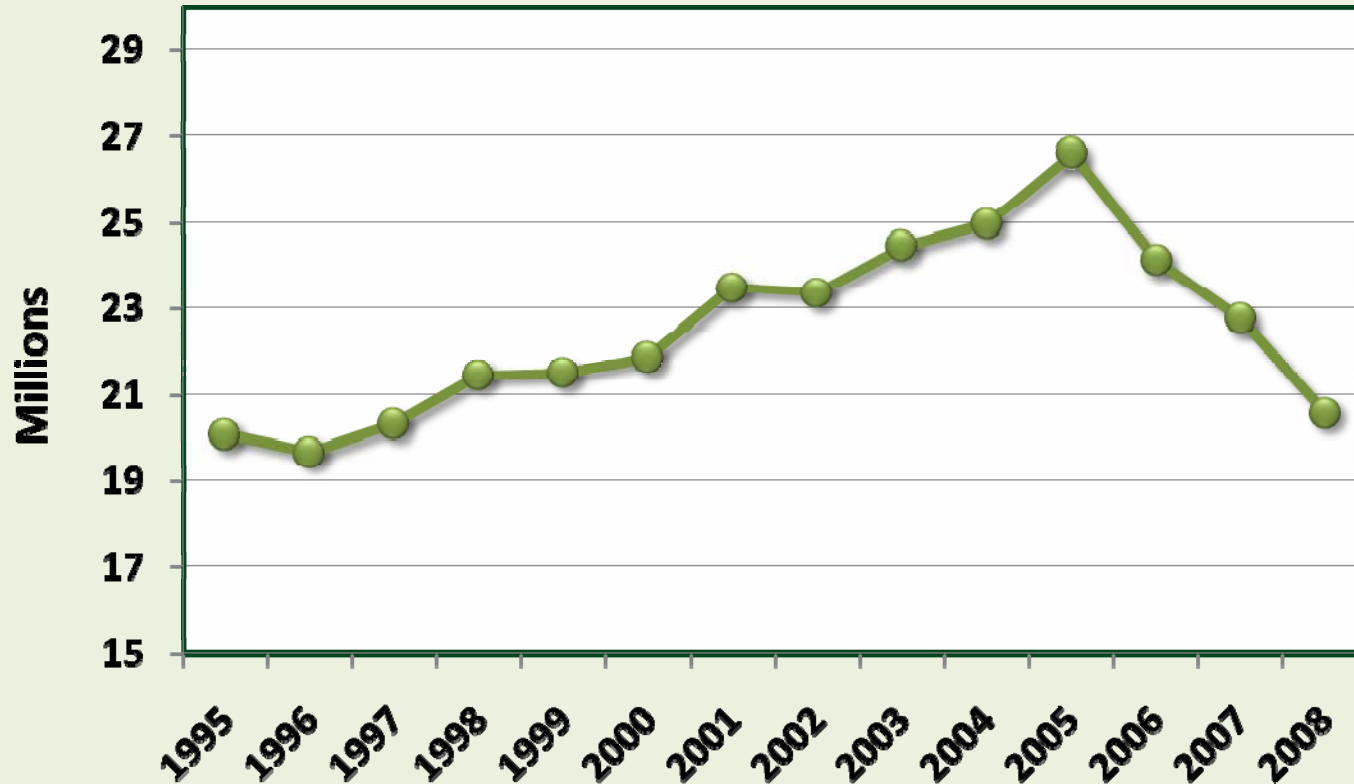


# Key Challenges – *Next Ten Years*

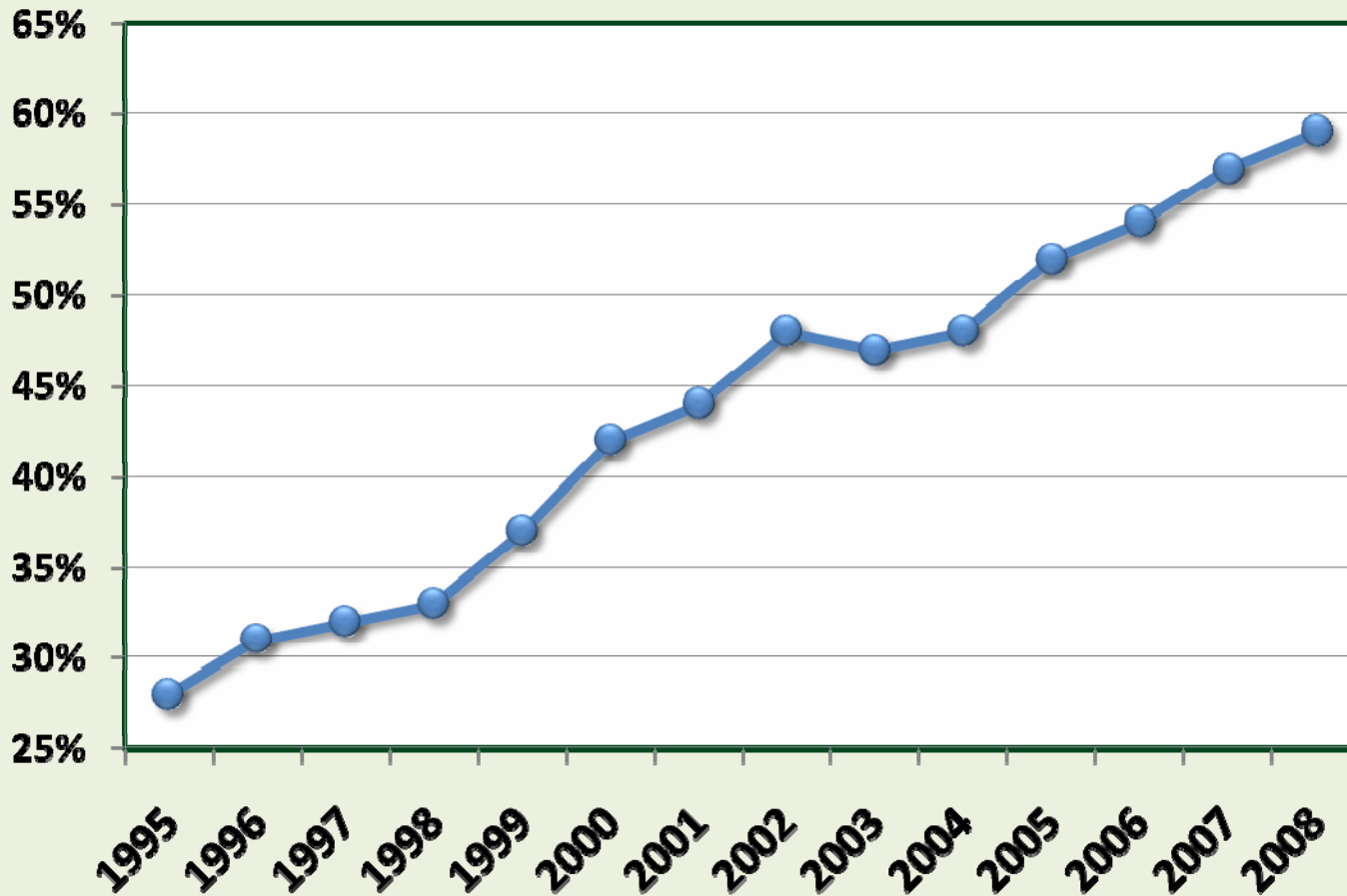
- Increase in State Mandates
- Landfill Capacity/Closure
- Foodwaste Diversion
- Elimination of ADC
- Public Education



# Southern California Disposal Tonnage Five County Region\*



# California Diversion Rate



# Contact Us

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