

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 2.7
(ID # 27404)

MEETING DATE:
Tuesday, April 15, 2025

FROM : ENVIRONMENTAL HEALTH

SUBJECT: ENVIRONMENTAL HEALTH: 2024 Annual Report from Waste Haulers Providing Services in the Unincorporated Portions of Riverside County. All Districts. [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Receives and Files the attached Annual Reports from the Franchise Waste Haulers as required under the 11 Franchise Agreements under County control.

ACTION: Consent




Jeff Johnson, Director Environmental Health 3/24/2025

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Gutierrez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Washington, Perez and Gutierrez
Nays: None
Absent: None
Date: April 15, 2025
xc: Environmental Health

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment: No	
			For Fiscal Year: FY 24/25	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Department of Environmental Health oversees eleven waste hauler Franchise Agreements for most of the unincorporated portions of Riverside County. In September of 2024, amended and restated agreements were approved by the Board of Supervisors. Part of the amendments to the agreements was a requirement for the franchise waste haulers to provide an annual performance report to the Board of Supervisors per Section 8.5. The attached reports cover a portion of 2024, and subsequent annual reports will give a performance review for the entirety of the prior calendar year.

Impact on Residents and Businesses

These required reports will not negatively impact residents or businesses.

Additional Fiscal Information

There is no General Fund obligation.

ATTACHMENTS:

Waste Hauler Annual Performance Reports



 Jason Farin, Principal Policy Analyst 4/10/2025



BURRTEC

WASTE & RECYCLING SERVICES

"We'll Take Care Of It"

March 14, 2025

**Mr. Greg Reyes
Program Chief
Riverside County Department of Environmental Health**

**Subject: Annual Performance Report, Burrtec Waste and Recycling
Riverside County – Unincorporated Area 12**

Dear Mr. Reyes,

As noted in the Franchise Agreement for Solid Waste Collection Services, Section 8.5, Annual Performance Report to Board of Supervisors, is a key component of our franchise agreement and rate application.

This year, our collaboration with Riverside County has exemplified the importance of our partnership in advancing our community's environmental stewardship; most importantly, we highlight the finalization of our franchise agreement and its commitment to meeting California's most new recycling legislation, Senate Bill 1383. Through our partnership, Burrtec has provided invaluable waste, recycling, and organics services and programs, enhancing our community's ability to help divert materials from going to our landfills.

As we look to 2025, together with Riverside County waste departments, we are committed to serving our businesses and residents by implementing organics recycling; we are pacing to comply with Senate Bill 1383 in the summer of 2025.

For your ease, we have included a snapshot of the programs and services that are widely used by our Riverside County community:

Program Description	Quantity (Annual 2024)
Bulky-item Residential Pickup	2,546
Mattresses Recovered	336
White Goods (Metal Recycling)	512
Used Oil Residential Pickup	9 gallons

In addition, below is an overview of customer and diversion programming for our Riverside County community:

Description	Information (Annual 2024)
Customers Serviced (Residential)	11,569
Collected tons	10,866
Diverted tons	1,969
Complaints received and resolved	17
Community Cleanups	Burrtec conducted seven (7) community Cleanups in various areas of Unincorporated Riverside County, working closely with the Department of Waste Resources.
Outreach Activities (Commercial)	Burrtec provided 804 Outreach activities

We continue to appreciate and foster our partnership in providing strong, mission-aligned environmental programs and services that benefit our communities. We are grateful for the opportunity to provide you with waste, recycling, and organics services and look forward to the years to come.

If you have any questions about this overview, please do not hesitate to contact me at forlett@burrtecdesert.com.

Sincerely,



Frank Orlett
Vice President

CR&R Incorporated

Riverside County 2024 Annual Performance Report

As required under Section 8.5 of our current Unincorporated Riverside County Franchise Agreements, CR&R Incorporated (CR&R) respectfully submits the following Annual Performance Report for Franchise Areas 5, 6, 7, 8, 9 and 13.

It is our understanding that this initial report is technically only supposed to cover the time period of October 1, 2024, through December 31, 2024, since that is when this new reporting requirement went into effect. However, since that would make for a very short report, we have also included additional information for all of calendar year 2024.

Summary Tables

In an effort to make this report easier to follow and read, we have summarized the relevant information within the three attached tables. These tables include the following information for each franchise area:

- Riverside County Operational Statistics
- Riverside County Community Clean-Ups
- Riverside County Outreach Activities

Each table illustrates the relevant information for each topic of discussion.

Our Operational Statistics table includes the services made available to our customers, the approximate number of customers serviced, the annual tons collected, the annual tons diverted the number of complaints received as well as the number of complaints resolved. This information is all broken down by franchise area.

Our Community Clean Up table includes the location of the clean ups, the date the clean up was held, the tons collected, the tons diverted and any other comments relevant to the particular clean up activity. Again, this information is all broken out by franchise area.

Our final table summarizes our community outreach efforts for the year. This table illustrates the type of event or activity that our team participated in, the materials distributed, the approximate number of customers involved in each event or activity and the target outreach goal. All information is broken out by franchise area.

SB 1383 Overview

CR&R has historically taken a very proactive approach with regards to the implementation of SB 1383 regulations in our region. We have also made a significant investment into regional organics infrastructure by developing, designing and constructing one of the world's first large scale commercial Anaerobic Digesters.

Our digester, located in the City of Perris, has been operational since 2016. We have processed a significant amount of volume through our facility, and we have produced tens of thousands of gallons of renewable natural gas and high-grade compost as well.

The County of Riverside has benefited significantly from our AD Facility both locally and internationally. We have held over 300 tour groups over the years. Most major universities and a number of dignitaries and foreign countries have paid us a visit in order to learn about the technology we used, the performance of the system and the environmental impact that the plant has had on our region.

Locally, CR&R has assisted the County with the implementation of SB 1383 regulations in an effort to implement and maintain compliance. With the exception of a few specific residential areas (Gilman Hot Springs and La Cresta) all of our residential County Areas are in compliance with specific SB 1383 required services.

Commercial customers have also been addressed by our staff. We have attached our "Report Cards" for Calendar Year 2024 which shows last year's compliance status with SB 1383. All Areas, with the exception of Area 5 and 13, are 100% compliant. The specific reasons for non-compliance in Areas 5 and 13 are noted below.

- **Area 5**
 - Grand Junction Swap meet at 33100 Vail St, Lake Elsinore. They are non-compliant for recycle services. Customer Brian refuses to talk to CR&R staff. County staff has been made aware of this customer.
 - Bedrock RV Park at 16790 Grand Ave, Lake Elsinore is a multi-family. They are non-compliant for organic services. This is also owned by Brian. He refuses to talk to CR&R staff. County staff has been made aware of this customer.

- **Area 13**
 - Area 13 was showing a total of 12 non-compliant commercial customers as of December 31, 2024. Since the beginning of the new year, CR&R has received eight approved exemptions from County staff. The following eight customer have now received exemptions and are compliant:

- Chuckwalla Valley Assoc. at 25300 Rice Rd, Desert Center
 - MFF Solutions Inc. at 17240 W. Hobson way, Desert Center
 - Set Free Christian Fellowship at 25980 Kaiser Rd, Desert Center
 - USDI BLM-Calif State Office at Mindland Camping Area, Blythe
 - General Patton Memorial at 62510 Chiraco SMT, Chiraco Summit
 - Lake Tamarisk Desert Resort at 26250 Parkview, Desert Center
 - Riverside County Fire Department at Station 49, Desert Center
 - County of Riverside at 13341 Mesa Dr, Blythe
- The following three customers are pending exemption approvals from County Staff
 - Set Free Christian Fellowship at 25481 Rive Rd, Desert Center
 - Clearway Energy at 37949 DC 379, Desert Center
 - Next Era Energy Resources at 11995 Wileys Well Rd, Blythe
 - The following customer refuses recycle services and will not fill out a form for exemption evaluation.
 - Destiny McIntyre LLC at 8750 E. Peter D McIntyre, Blythe

Our hope is to have all the remaining customers (six in total) resolved as soon as possible but to do that we will need County assistance because in each case we have tried on multiple occasions to resolve the issues without success.

CR&R has also completed all the required audits as mandated by the current regulations and we are working to complete all Tier 1 and Tier 2 Edible Food requirements as well.

Procurement is the one area that all jurisdictions are challenged with. We look forward to further discussions with the County to see if we can assist further in this regard.

Riverside County Operational Statistics 2024

Area	Available Services	Number of Residential Customers	Number of Commercial/Rolloff Customers	Annual Tons Collected	Annual Tons Diverted	Complaints Received	Complaints Resolved
5	Trash, Recycle Organics	4,343	148	11,793.71	3,621.27	152	152
6	Trash, Recycle Organics	356	43	2,353.80	188.52	42	42
7	Trash, Recycle Organics	2,736	53	11,191.66	2,106.82	66	66
8	Trash, Recycle Organics	627	159	19,484.15	3,409.77	98	98
9	Trash, Recycle	1,123	57	4,647.63	93.16	28	28
13	Trash, Recycle	654	150	7,863.64	28.93	23	23
Totals:		9839	610	57334.59	9448.47	409	409

Riverside County Community Cleanups 2024

Area	Name	Dates	Tons Collected	Tons Diverted	Comments
5	Lakeland Village	3/23/2025	84.8	8.58	
6	No Clean Ups				
7	Cherry Valley	9/1/2024	0	0	Req last minute by WMD-Not advertised-3 Rolloff boxes
9	Cabazon	5/18/2024	2.1	0	
9	Cabazon	9/28/2024	10.81	1.79	Offered Paper Shredding
9	Cabazon	11/16/2024	2.22	0	Requested by MAC
9	Whitewater	9/28/2024	2.41	0	
13	Mesa Verde	1/2/2024	5.44	2.36	
13	Ripley	3/2/2024	5.24	1.05	
Totals:			113.02	13.78	

Riverside County Outreach Activities 2024

Area	Date	Event	Materials Distributed	Approx. Amount of Customers	Type of Outreach Conducted
5	8/28/2024	Lakeland Village Town Hall	News You Can Use, Battery, Recy Guidelines, Organic Pail Flyers	50	Update of SB1383 information to the Community.
5	10/24/2024	State of the County	News You Can Use, Battery, Recy Guidelines, Organic Pail Flyers	500	Diversion Compliance Outreach
5	11/16/2024	Lakeland Village Sports Park Ribbon Cutting	News You Can Use, Battery, Recy Guidelines, Organic Pail Flyers	150	Business Support
5	12/9/2024	Lakeland Village Community Center Winter Celebration	News You Can Use, Battery, Recy Guidelines, Organic Pail Flyers	150	Q&A Session
6	1/1/24-12/31/24	Direct Outreach (Calls/Emails)	Recycle guidelines, It's the Law, News You Can Use,	50	Diversion Compliance Outreach
7	1/1/24-12/31/24	Direct Outreach (Calls/Emails)	Recycle guidelines, It's the Law, News You Can Use,	39	Diversion Compliance Outreach
9	8/14/2025	State of District 5	Recycle guidelines, It's the Law, News You Can Use,	45	Diversion Compliance Outreach
13	Oct-Dec 2024	Direct Outreach (Calls/Emails)	Recycle guidelines, It's the Law, News You Can Use,	39	Diversion Compliance Outreach

INTRODUCTION

This Annual Performance Report for calendar year 2024 is submitted to the Riverside County Department of Environmental Health per the Solid Waste Franchise Agreement for Area No. 10, Section 8.5, page 89.

PERFORMANCE OF PAST YEAR (2024)

Customer & Tonnage Data

(Note, all unit counts as of 12/31/24.)

Residential Services. Residential services consist of the collection of waste from individual dwellings utilizing carts.

- Single Family Dwellings
 - 3,060 accounts
 - 4,371.55 annual disposed tons
 - 477.58 annual mixed recycle tons
 - Zero annual organic waste tons
- Multi-Family Dwellings
 - 14 accounts representing 221 dwellings
 - *Note, tonnage included in tons reported for Single Family Dwellings*

Commercial Services. Commercial services consist of the collection of waste generated by business establishments and multi-family complexes from carts and bins.

- Cart Service
 - 8 accounts representing 13 units
 - *Note, tonnage included in tons reported for Residential service*
- Bin Service
 - 67 accounts representing 205 weekly refuse bin pickups and 38 weekly recycle bin pickups
 - 1,988.26 annual disposed tons
 - 84.36 annual recycling tons
 - Zero annual organic waste tons
- Temporary Bin Service
 - 9 bins
 - *Note, tonnage included in tons reported for bin service*

Roll-Off Services. Roll-Off services consist of debris boxes utilized by regular subscribers and one-time customers, and stationary compactors utilized by regular subscribers. Diverted materials include source separated green waste, mixed organic waste, and mixed construction, demolition, and inert waste.

- Debris Boxes
 - Disposed waste
 - 500 annual loads
 - 1,316.1 annual tons
 - Diverted waste
 - 19 annual loads
 - 107.7 annual tons
- Stationary Compactors
 - Disposed waste
 - 97 annual loads
 - 288.3 annual tons

Customer Service

Customer Support. DVD provides bilingual customer service assistance Monday through Friday, 8:00 AM to 5:00 PM from our Coachella Valley headquarters located in Palm Springs via telephone, email, text, chat, and in-person. All messages are responded to by the next business day. Inquiries requiring remedy are resolved the next business day.

Procedurally, DVD customer service representatives complete a work order for all inquiries that require remedy or field check and route the work order to our dispatch office which in-turn directs the work order to the appropriate route truck and/or supervisor. When completed, work orders are updated in the system with the disposition noted. Incomplete work orders are followed up on daily by customer service and with the customer as needed.

In 2024, DVD customer service representatives fielded 670 total inquiries from County Area customers, 602 from residential customers and 68 from commercial customers.

614 (92%) of calls were informational inquiries addressing billing questions and special requests for bulky item pickups. The remaining 56 calls (7%) addressed service-related issues.

No customer complaints were recorded as being attributed to the new rates effective October 1, 2024, and coinciding with the new franchise agreement.

Community Cleanups

Drop-Off Event. In 2024, DVD participated in one (1) community cleanup drop-off event operated by the County. The event occurred on April 20th, 8:00 AM to Noon at Bubbling Wells Elementary School, 67501 Camino Campanero, Desert Hot Springs. 7.5-tons of waste were collected in this event. Number of participants not recorded.

Curbside Events. DVD also operated two (2) curbside community clean-up events.

- April 22-26, 5-tons collected, number of participants not recorded.
- October 21-25, 6.5-tons collected, number of participants not recorded.

Curbside clean-up collections are limited to two (2) items consisting of bulky items, waste containers, or bundles of plant trimmings.

Document Shredding & E-Waste Recycling Events. Following the effective date of the 2024 Franchise Agreement, County residents were invited to participate in a document shredding and E-waste recycling event hosted by DVD in the City of Desert Hot Springs in the Carl May Community Center parking lot, 11711 West Drive, Desert Hot Springs, 8:00 AM to Noon. The number of participating County Area customers was not recorded. Limits of three (3) standard file boxes and three (3) electronic devices were in place for the event.

Outreach Activities

Newsletter. DVD distributed four (4) bilingual newsletters to all residential and commercial customers on January 1, April 1, July 1 and October 1 via direct mail with billing statements. The newsletters informed customers on a variety of topics including holidays, recycling guidelines, cleanups, document shredding opportunities, e-waste recycling opportunities, proper disposal of household hazardous waste, and resources for additional information.

DVD Website. The DVD website (www.desertvalleydisposal.com) contains up-to-date information about services offered, calendar of events, regulatory matters, online bill pay, etc.

Other Information

SB 1383 Waiver. Effective February 1, 2022, CalRecycle issued an SB 1383 Low Population Waiver for Franchise Area No. 10 for a period of 5-years. The waiver is in effect through January 31, 2027.

UPCOMING YEAR (2025)

Potential Challenges

Rate Adjustment. Per the terms of the Franchise Agreement, service rates will be adjusted July 1, 2025, per the rate adjustment formula. Inasmuch as just 9 months have passed since the current rates were put into effect, this event may generate customer inquiries. DVD customer service representatives will be prepared to remind customers that the formula was disclosed and described in the Prop. 218 public protest hearing notice.

Delinquent Accounts. In 2025, DVD intends to submit its delinquent accounts to the County for inclusion in the annual property tax collection procedure. 2025 represents the first time DVD has availed itself of this collection method. Special notices approved by the County will be mailed to inform delinquent owners of the procedure and facilitate corrective actions to bring delinquent accounts current.

There are a handful of residents in the County Area that believe solid waste services should be provided at no cost and collection proceedings for delinquent accounts may result in protests before the Board of Supervisors. Without exception, DVD intends to follow the requirements of the Ordinance and Franchise Agreement.

Potential Opportunities

Illegal Dumping. Illegal dumping of waste in the desert has been a persistent problem. The sources of illegal dumping are believed to be (a) properties that generate solid waste that do not subscribe to waste collection services and (b) multi-family complexes that fail to arrange for collections of excess waste generated from move outs. DVD intends to monitor these situations and bring suspected properties to the attention of County Staff.

Outreach. DVD will utilize the quarterly newsletter to keep customers informed about relevant topics, especially proper recycling practices.

Other

SB 1383 Waiver. CalRecycle's waiver of SB 1383 requirements will remain in effect for 2025, therefore 3-cart residential services and multi-family organic waste collection services will not be implemented in 2025.

Continued on next page

Desert Valley Disposal, Inc.
2024 Performance Report
Franchise Area No. 10
March 15, 2025
Page 5 of 5

CONTACT

Questions and comments regarding this 2024 Performance Report should be directed to:

Chris Cunningham, President
Desert Valley Disposal, Inc.
chris@palmspringsdisposal.com
760-329-5030, ext. 303

Respectfully submitted,



Chris Cunningham
President

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Memorandum

Date: March 14, 2025

To: Greg Reyes, Program Chief
Riverside County Department of Environmental Health

From: WM

Subject: Annual Performance Report (October 2024-December 2024)

Pursuant to Section 8.5, Annual Performance Report, of the Franchise Agreement, this document provides a comprehensive overview of WM's performance in serving the County of Riverside from October 2024 to December 2024. The report highlights our environmental initiatives and community engagement efforts. WM is honored to deliver essential waste collection services to the residential communities and commercial sector in Franchise Areas 1, 3, and 4. We look forward to presenting a more extensive list of accomplishments in 2025.

Notable Achievements:

Community-Driven Environmental Initiatives

- **Enhanced Recycling Services:** In October 2024, under the new Franchise Agreement, WM launched weekly recycling services for all residential areas in Franchise Areas 1, 3, and 4. To support this important recycling initiative, WM added five additional recycling collection trucks and trained new drivers.
- **Community Wide Cleanups:** In collaboration with the Department of Waste Resources, five (5) impactful community clean-up events were held in the months of October, November and December. WM supported these events by providing front loader collection vehicles, roll-off bins and staff. The clean-ups successfully collected large bulk trash, metal, electronic waste, mattresses, white goods, and green waste
 - To promote the community cleanups, postcards were mailed directly to residential accounts in the areas where the cleanups were being conducted. These postcards highlighted the event details, it also promoted the availability of the new enhanced curbside bulky collection program, which can be used year-around.
 - **456,357 pounds** of waste was collected during these 5 events; **101,413 pounds** of which was ***Recycled***.



- **Additional Programs to Assistance with Large Item Collections:**
 - **Curbside Bulk Collection Program:** The new Franchise Agreement includes an enhanced curbside bulk collection program, allowing residents to schedule throughout the year up to four times a year:
 - **6,504 customer requests** during the reported performance period.
 - **Abandoned Items Collection** – Additionally, WM collaborates with the County to collect illegally dumped items left within twenty feet of the public right of way, including alleys. The County submits the request, and WM collects the items within 3 working days, typically completes these requests the following day.

Education & Outreach

- **Residential Community Outreach Effort** The WM team made a conscious effort to attend community events to discuss the program enhancements of the new Franchise Agreement, as well as to provide information on SB 1383 and recycling education. For the months of October, November and December we attended the following:
 - Municipal Advisory Councils (MACs) *
 - Sage
 - Woodcrest
 - Mead Valley/Good Hope
 - Highgrove
 - Lake Matthews
 - Homeowners Associations (HOAs)
 - Trilogly at Glen Ivy
 - Community Sponsored Events:
 - National Night Out - Woodcrest
 - Fall Festival – Terramor

**Our goal is to attend the various Community MACS within Franchise Areas 1,3, and 4 at least twice a year.*
- **Commercial Outreach Efforts:** Our objective is to communicate with our business customers, to provide technical support, and recycling education in line with SB 1383
 - **Visits to 106 business accounts** completed during the months of October, November and December.
- **State of Riverside County Event:** WM representatives attended the event. WM’s organics team managed an education booth to provide information regarding WM’s organic composting infrastructure, organic material produced, and ways WM can support with SB 1383 procurement obligations and programs.
- **Proactive Social Media Engagement and Education:** WM leveraged social media platforms to effectively disseminate educational content related to SB 1383 mandates, recycling best practices, and composting techniques. This approach helped reach a broad audience and helped promote environmental awareness.

Operation Service Metrics:

- **Customer Satisfaction:** We maintain 1% monthly customer complaint rate relative to our overall customer base in our collection area.
 - During October, November and December, we experienced a slight increase in customer complaints due to the implementation of the new Franchise Agreement, which included an increase to waste collection rates, and we adjusted recycling routes. Notably, the 'missed collections' category saw a rise, attributable to the route changes associated with the implementation of weekly recycling across all franchise areas.
- **Safety Record:** Recorded zero accidents in the County for this reporting period.

Opportunities and Challenges:

- **SB 1383 Residential and Commercial Compliance:** The focus for 2025 will be working with both residential and commercial customers to ensure full compliance with organics and recycling service requirements. This will require adding organic cart service to customers who historically have not needed this service, due to low or no generation of green waste. However, with the need to divert food waste, we will work with these customers to implement an organic service.
- **Recycling Monitoring:** SB 1383 regulations require that waste carts are monitored to ensure customers are recycling properly, and to increase the County's diversion rate. WM will focus on implementing an education campaign that includes attending community meetings and events, creating social media educational content, and sending direct mail communications. These efforts aim to provide customers with recycling guidelines to ensure recycling carts are used correctly.
- **Education Adaptability:** continue to provide relevant and adaptable education to residential and commercial customers, covering topics such as SB 1383, recycling advancements, and sustainable practices, to keep pace with the evolving environmental landscape