

# CR&R Customer Satisfaction Survey and Service Delivery Update



CITY COUNCIL  
January 22, 2025



## BACKGROUND

### Solid Waste Franchise Agreement

Entered into an Amended and Restated Franchise Agreement December 8, 2021 with CR&R

- Term: 5 Years
- Renewal: 5-Year Auto-Renewal
  - July 1, 2027



## CR&R AGREEMENT REQUIREMENTS

### Solid Waste Management

- Residential and Commercial waste
- Meeting diversion, recycling and handling requirements per Assembly Bill (AB) 939, Senate Bill (SB) 1383, AB 1826 and AB 341
- Special programs, outreach and education



# Solid Waste Services Performance Review Hearing and Performance Survey

## Ongoing Service Issues

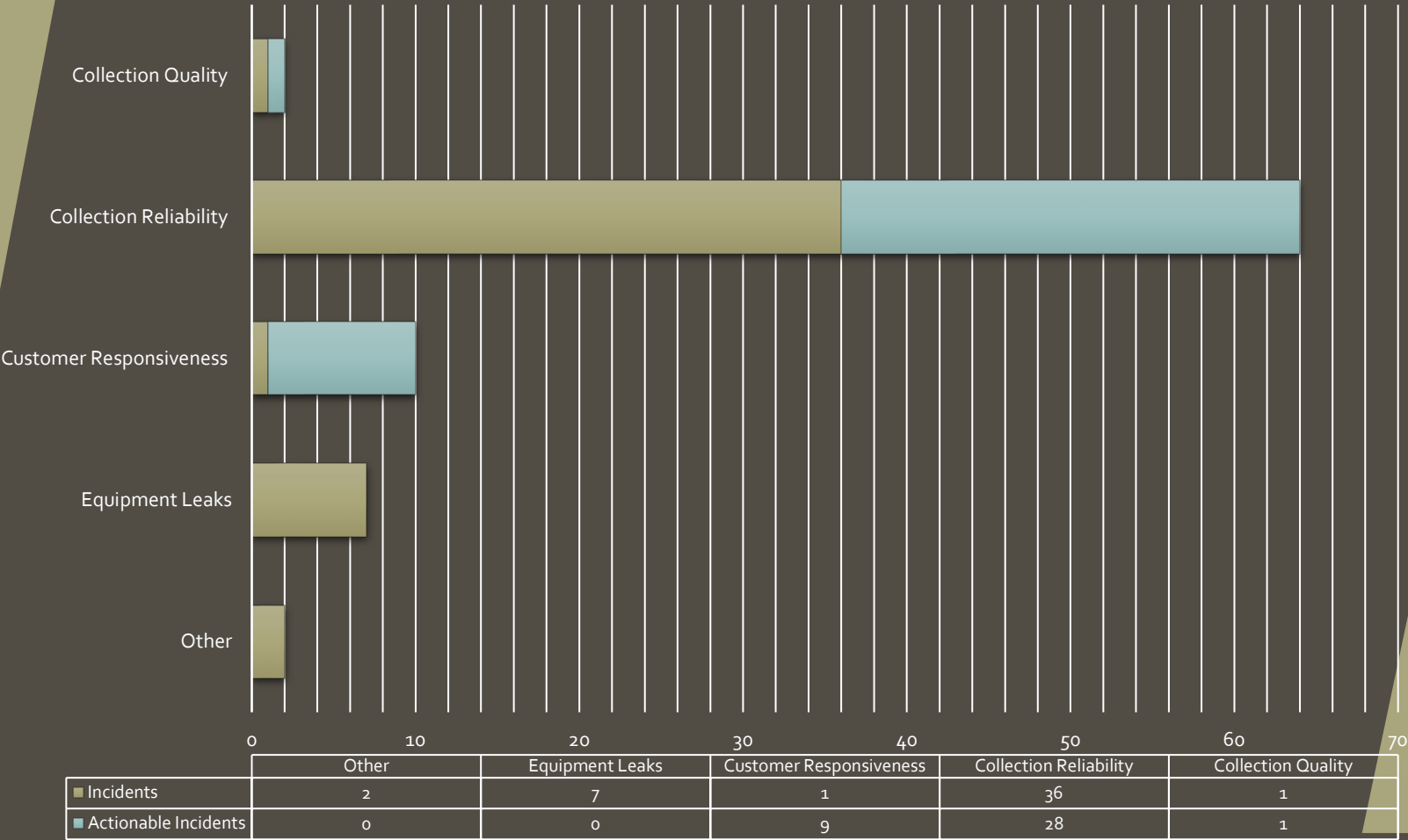
- Beginning January 8, 2024, City staff began to receive numerous complaints regarding missed pick-ups, scheduling issues and hydraulic fuel leakages.
- Section 7.1 of the agreement allows the City to “hold a public hearing to review the Company’s Solid Waste efforts.....”
- Section 11.3 of the agreement establishes minimum Performance Satisfaction Survey thresholds for measurement of customer satisfaction.



# Incidents – Service Issues

## Recorded Incidents

(not number of affected customers)  
(July – December, 2024)

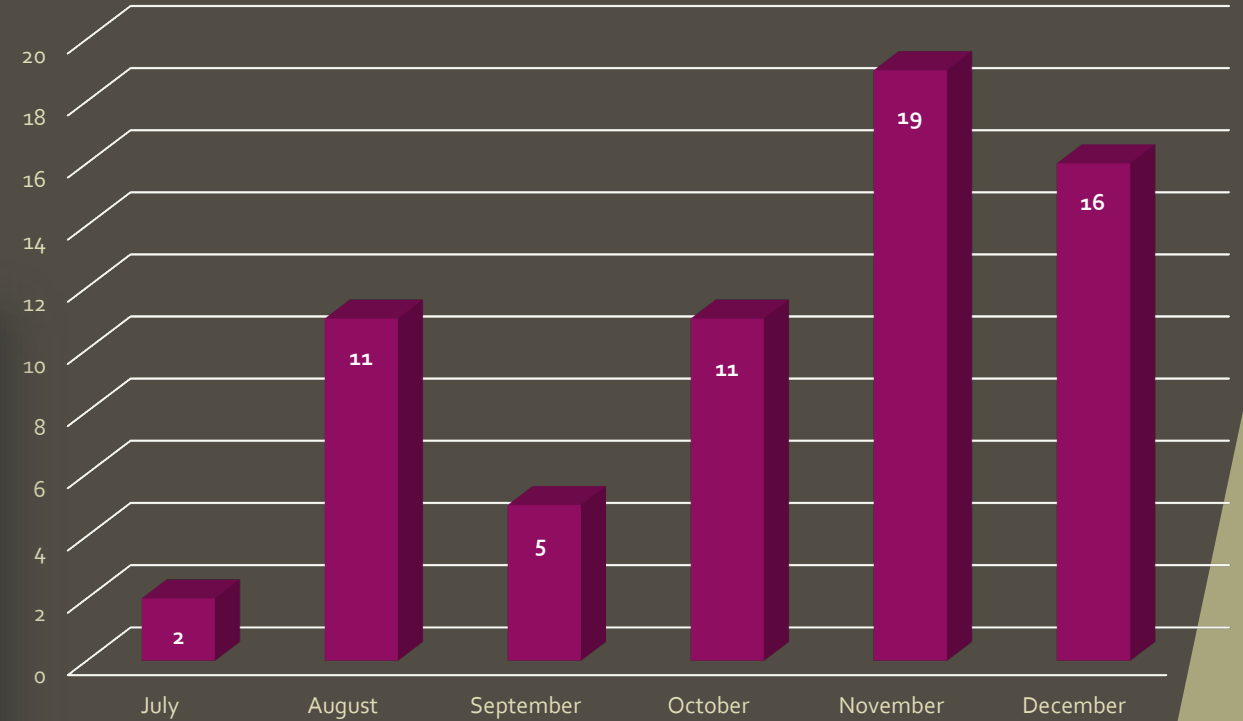
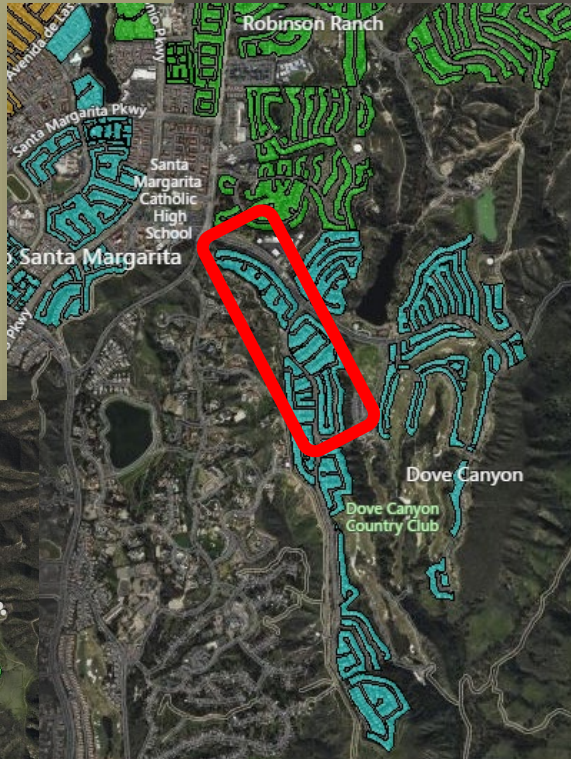
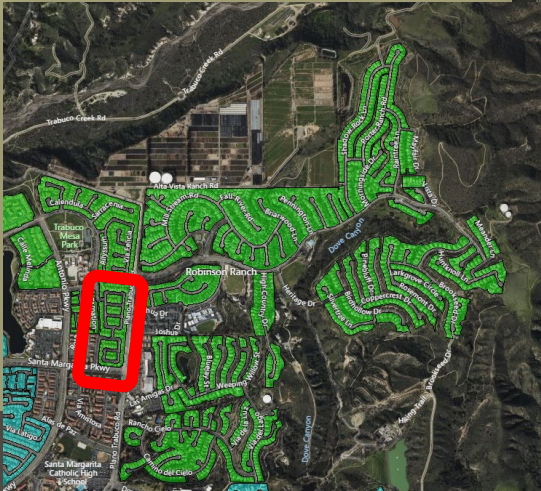




# Missed Routes (July – December, 2024)



## Incidents – Route Delays



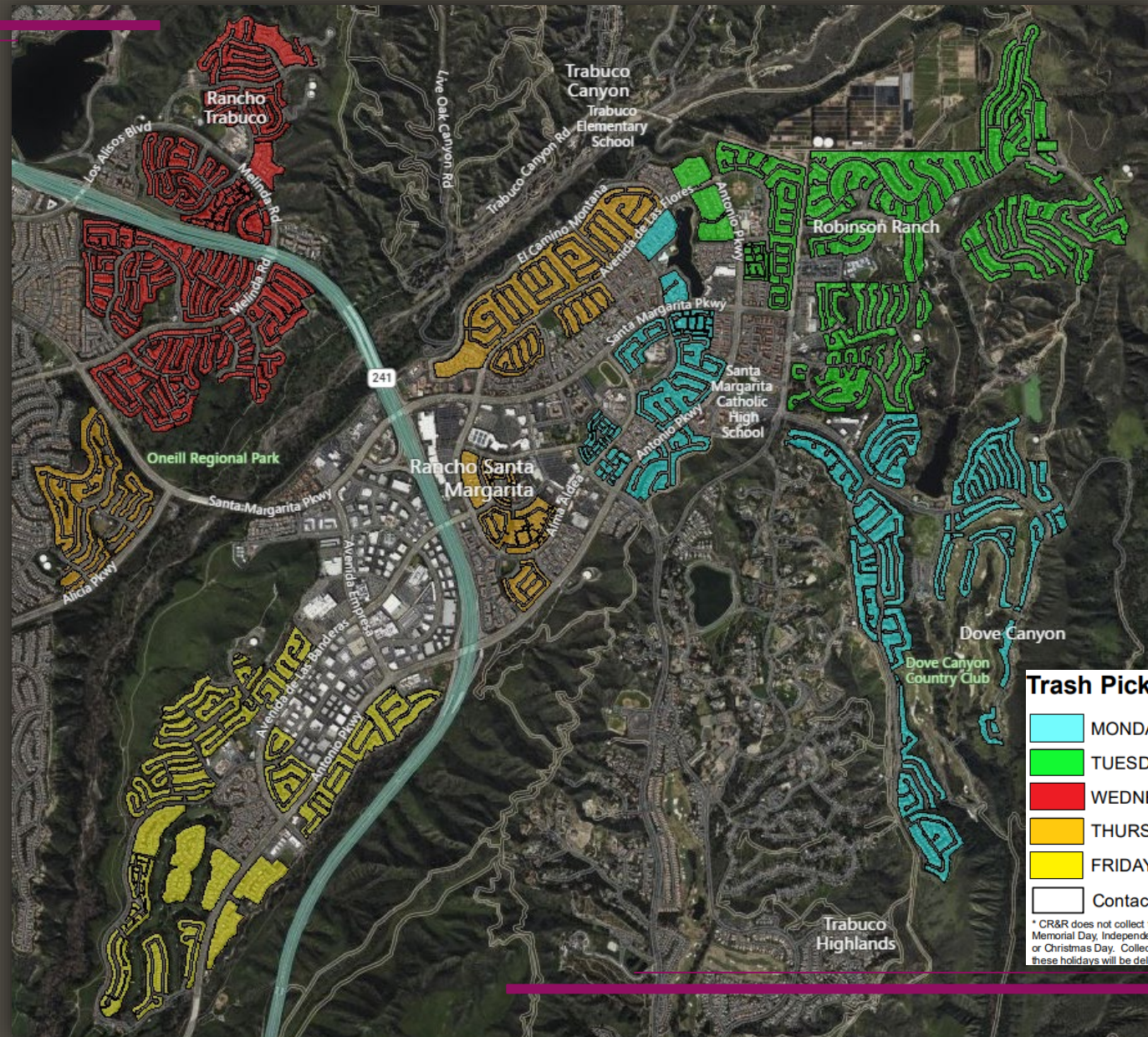
## Counted Data

- Any service area not completed within its specified route was counted as one incident for the month. These areas counted can be of varying sizes.





# TRASH PICKUP SCHEDULE



**Trash Pickup Schedule\***

- MONDAY
- TUESDAY
- WEDNESDAY
- THURSDAY
- FRIDAY
- Contact CR&R at (877) 728-0446

\* CR&R does not collect trash/recyclables on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day or Christmas Day. Collections for the remainder of the week following these holidays will be delayed by one day.

# CR&R Performance Review and Updates

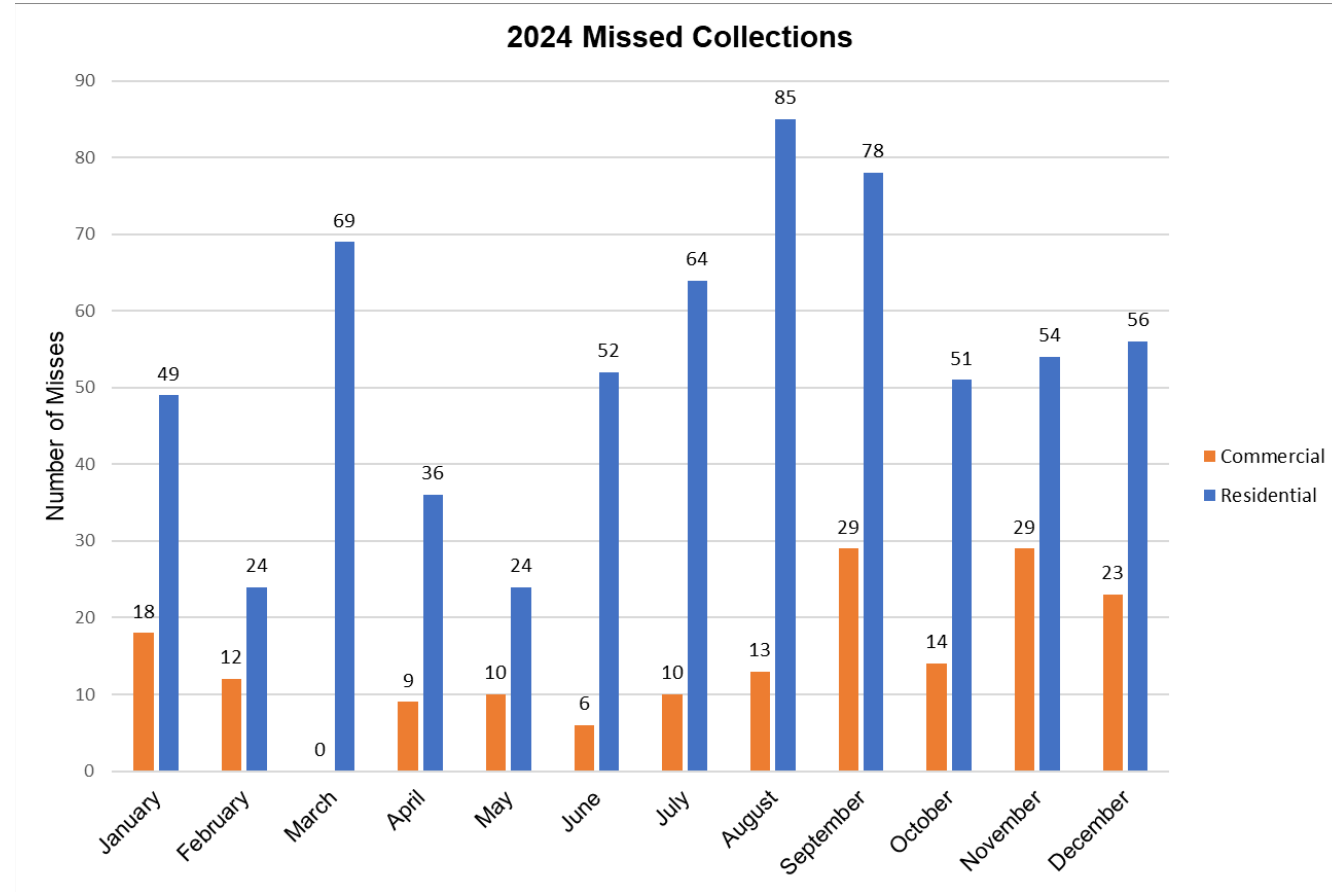
January 22, 2025





## 2024 Reported Missed Collections

- Residential Goal is 1 miss per 1,000 homes served weekly, 11,553 = 11.5 misses per week or 50 per month (.4% of homes served)
- Commercial Goal is 1 miss per 1,000 bins served weekly, 3,137 = 3.13 misses per week or 14 per month (.4% of bins served)



## Spill/Leak Protocols

- Immediate Actions
  - Identify location and size of spill
  - Notify Manager and cone off area
  - Apply absorbent to contain spill
- Clean Up Response
  - Ensure spill does not enter any drains
  - CR&R or Third Party vendor will conduct clean power washing
- Reporting
  - Record all details of the spill
  - Notify the City/Authorities
- Post-Spill Actions
  - Follow NPDES regulations for proper disposal of cleanup materials
  - Inspect truck to determine root cause of leak and repairs needed



### ***SPILL PROTOCOL***

The spill protocol outlines the steps to manage and respond to a hydraulic fluid spill to ensure safety and environmental protection. Here is a general guideline.

#### 1. Preparation

- **Training:** Ensure all personnel are trained in spill response procedures.
- **Equipment:** Maintain spill kits readily available, including absorbent materials, personal protective equipment (PPE), and containment barriers (spill socks).

#### 2. Identification

- **Recognize a Spill:** Identify the location and size of the spill.
- **Assess Hazards:** Evaluate potential hazards (e.g., fire, slip risks).

#### 3. Immediate Actions

- **Alert Personnel:** Notify supervisors and/or managers.
- **Cordon off the Area:** Cone off the area to prevent people and/or vehicles from traveling thru the area.
- **Contain the Spill:** Use absorbents and barriers (spill socks) to contain the spill and prevent spreading.
- **Driver:** Must remain on scene until given instructions to leave by his/her Manager.

#### 4. Response

- **Personal Protective Equipment:** Use appropriate PPE (gloves, safety glasses) before handling spills.
- **Cleanup:**
  - Use absorbent materials to soak up the hydraulic fluid.
  - Place used materials in designated waste containers.
- **Prevent Runoff:** Ensure that spill materials do not enter drains or water sources.

#### 5. Reporting

- **Document the Incident:** Record details of the spill (time, location, amount, cause) using a spill report form.
- **Notify Authorities:** Contact the Safety Department to determine if the spill exceeds reportable quantities which requires notification to the environmental agencies.

#### 6. Post-Spill Actions

- **Dispose of Waste Properly:** Follow local regulations for disposal of contaminated materials.
- **Review and Improve:** Analyze the incident to improve future protocols and prevent recurrence.
- **Vehicle Inspection:** Inspect the truck to determine where the leak occurred.

#### 7. Training and Drills

- Regularly conduct training and drills to ensure readiness for future spills.

## Vehicle List (As of Jan 2025)

- Agreement requires the average vehicle age to be 7 years
- No vehicle may be older than 10 years

Residential = 5						
Truck	Year	Age	Fuel Type	Route	Route Type	VIN
57464	2020	5	LNG	T2 / R2	Trash / Recycle	5VCACRCE1KC228620
57457	2019	6	LNG	T1 / R1	Trash / Recycle	5VCACRCE3KC228618
57403	2016	9	LNG	T3 R3	Trash / Recycle	3BPZX20XXGF107550
57456	2019	6	LNG	T4 R4	Trash / Recycle	5VCACRCE5KC228619
57416	2016	9	LNG	G1	Organics	3BPZX20XXGF107564

Commercial = 4						
Truck	Year	Age	Fuel Type	Route	Route Type	VIN
53398	2020	5	LNG	71	Trash	3BPDX20X7LF107980
53467	2024	1	CNG	72 / M8	Recycle	3BPDXJ0X4BF115540
53401	2020	5	LNG	74	Trash	3BPDX20X2LF107983
53364	2017	8	LNG	M7	Recycle	3BPZX20X6HF107577

**Average Fleet Age - 6 Years**

## CR&R Improvements Plans

- Management Changes:
  - Michael Leidelmeyer was hired in late August as our new Vice President of Operations for the South Orange County Region
  - We've added 2 additional route managers and replaced some existing staff
  - Driver and Manager accountability enforced for service interruptions
- Maintenance Improvements:
  - We've hired 4 additional mechanics to assist with fleet maintenance
  - We are recruiting a new Shop Maintenance Supervisor
- Missed Collections:
  - Drivers will check in with Dispatch at 2:00 PM (mandatory) to identify any delays or concerns and the route manager will contact city staff of any issues
  - Drivers must contact their Route Manager and or Dispatch to obtain approval before returning to our facility. If there are open routes, drivers will be required (time permitting) to serve neighboring cities first before returning to base



## CR&R Improvements Plans (Continued)

- Spills:
  - Reported spills will be cleaned by CR&R or a third-party crew within a 24-hour period
  - Confirmation photos will be sent to management and the City after each cleanup
  - Vehicle will be thoroughly inspected to determine the root cause of the leak and necessary repairs
  - All vehicles will undergo a detailed rear door seal inspection to proactively prevent trash liquids from leaking through the rear door.
- New CR&R Facility:
  - We are constructing a new facility that will be operational in June 2026
  - New facility will include a new CNG fueling station
    - This will allow us to introduce new CNG vehicles to the San Juan facility

## Recycling Compliance Update

- Commercial
  - AB 341 – 164/163 Accounts = 99%
  - AB 1826 – 267/263 Accounts = 99%
  - SB 1383 – 301/300 Accounts = 99%
- Multi-Family
  - 28/28 Accounts = 100%

6 Accounts Non-Compliant



Thank you for your time!

QUESTIONS?





# QUESTIONS

For more information:

<https://www.cityofrsm.org/393/Solid-Waste-Services>

CR&R Environmental Services

<https://crrwasteservices.com/cities/california/county-of-orange/city-of-rancho-santa-margarita/>

(877) 728-0446