

**THE CITY OF RIALTO  
COMMERCIAL COMPLIANCE PLAN**



**November 2020 – December 2021  
Updated November 2020**

# CITY OF RIALTO COMMERCIAL COMPLIANCE PLAN

## 1. Recycling Generation

In an effort to increase business participation levels with the State's Mandatory Commercial Recycling (MCR) AB341 and Mandatory Commercial Organics Recycling (MORE) requirements, the hauler identified commercial and multifamily customers that met the criteria. MCR requires businesses generating more than four cubic yards of solid waste per week and multifamily dwellings with five or more units to arrange for recycling services. MORE requires businesses generating more than two cubic yards of solid waste per week and multifamily dwellings with five units or more generating more than two cubic yards of solid waste per week to arrange for organic waste recycling services. Pursuant to current State law, multifamily dwelling account identification will be limited to green waste generation and does not include food waste.

### **Commercial recycling materials include:**

- Cardboard products
- Metal products
- Paper products
- Plastic containers
- Recyclable glass products

### **Commercial recycling organic material include:**

- Food waste
- Green waste
- Landscaping/pruning waste
- Non-hazardous wood waste

## 2. Account Identification

The account identification metric utilized is the service level approach; that is, totaling subscribed service yardage for solid waste collection and identifying accounts subject to MCR and MORE. The City's waste hauler account lists are periodically reviewed and further verified to determine MCR and MORE program eligibility and identify those who may or may not have a known MCR or MORE program.

The City and hauler will meet to ensure that account records are accurate and being used consistently. The City and hauler will develop a plan to identify and monitor commercial entities that utilize third-party and self-haul operations to satisfy MCR and/or MORE requirements. The City will provide CalRecycle with an updated description of the process by which self-haul and third-party hauler activities are recorded.

The City or hauler will continue to mail out notices of non-compliance and compliance forms to provide information and outreach/education regarding MCR and MORE requirements. These mailed notices and surveys will also determine if any of those identified commercial entities have an existing MCR or MORE program through an independent third-party or self-haul activity. Site visits will be conducted as needed by the City's waste hauler or City staff as appropriate. The hauler will reevaluate the MCR and MORE Non-Compliant commercial entities and multifamily dwellings list to ensure self-haul, third-party programs, or possible exemptions have been identified as compliant.

### **3. Program**

The City has developed program rates for commingled recycling and food and green waste recycling collection services. A separate route has been established to most effectively service those commercial entities utilizing bins/barrels with a front loader vehicle modified to service barrels. Material identified and collected from those generators will be eligible for recycling processing at the local material recovery facility (“MRF”). Additionally, the City has made smaller containers available for both commercial recycling and organics recycling. These smaller bins (65 gallons) provide an economical option for low-volume commercial entities to achieve compliance.

### **4. Outreach & Engagement**

On an ongoing basis, the City and/or hauler will provide a variety of outreach activities in various formats.

Electronic: The City will provide electronic outreach via Facebook and website communications. These outreach activities will include compliance information relative to Rialto commercial MCR and MORE programs.

Mail: On a bi-annual basis, the hauler provides newsletter inserts through their customer billing process. The newsletter inserts will include information related to MCR and MORE compliance requirements and City programs that involve recycling. Newsletter inserts will also include messaging aimed at reducing bin contamination.

Letters of non-compliance will be mailed to suspected MCR and MORE non-compliant entities. Letters will include City letterhead and provide methods for achieving compliance.

Direct: Site visits will be conducted by hauler and City staff as needed. Hauler staff will conduct occasional site visits of MCR and MORE non-compliant entities to encourage compliance. City code enforcement staff will also conduct site visits at MCR and MORE non-compliant entities to encourage recycling. Large volume generators will be prioritized as part of the outreach efforts.

### **5. Monitoring & Enforcement**

Pursuant to AB 341 and AB 1826, entities will be monitored for non-compliance and receive notification of the mandatory recycling and organics recycling requirement. By September 16, 2020, those required entities that do not establish mixed recycling or organics recycling service will receive a notice of non-compliance. Non-compliance customer lists can be generated and submitted to the City as needed. The City’s waste hauler will continue with site visits and provide periodic newsletter reminders on the mixed recycling and organics recycling programs.

A mandatory commercial organics and recycling ordinance will be presented to council no later than April 1, 2021, to be adopted shortly thereafter.

Once the ordinance is approved and adopted, suspected MCR/MORE non-compliant entities will be advised of the new ordinance and referred to the City’s Code Enforcement Staff to pursue administrative investigations. The purpose of the administrative investigations is to determine if the suspected MCR/MORE non-compliant entity is in violation of the ordinance. Ultimately, non-complaint entities can be subject to an administrative citation process if they are found to be in violation.

## **6. Staffing**

The City will cross-train existing staff to perform components of the recycling compliance function. Moving forward, the City will train code enforcement and building department staff on recycling requirements.

## **7. Multi-Family Properties**

Multifamily properties present a unique challenge with MCR and MORE compliance. Often times, landlords and property managers are difficult to engage as their working offices are in other locales. In some instances, landlords are located in different states. Accordingly, telephone, and email communications and teleconferences will be utilized to overcome these contact challenges.

Multifamily properties will be identified and receive notification of their non-compliance status. Mailed non-compliance documents will outline how multifamily entities can achieve and/or report their existing compliance efforts with MCR and MORE requirements. Multifamily properties that utilize self-haul, third-party sale, or professional landscaping services to transport green waste will be advised of opportunities to report that information to achieve compliance.

## **8. Contamination Minimization**

Contamination of recycling and organics recycling bins negatively impact the entire recycling system. Over the course of 2021, the hauler will include information aimed at minimizing bin contamination in the newsletters. The bin contamination minimization program also includes a contamination notice where drivers identify severe contamination when servicing the container.

## **9. Electronic Annual Report (EAR)**

To assist the City with their EAR the waste hauler will continue to provide the following:

- MCR and MORE program Updates.
- MCR and MORE Non-Compliant Businesses and Multifamily properties lists.
- Report additions or expansions of MCR and MORE programs should there be a change.
- Tonnages diverted as a result of recycling programs.
- Aggregate data related to contamination notices issued by haulers.
- Information related to contamination and residue levels.

## MCR/MORE Milestones Implementation Plan 2020/2021

<b>Date</b>	<b>Action</b>	<b>Responsible Party</b>
December 4, 2020	Commercial Marketing Plan Due to Cal Recycle	City/Hauler
March 2021	Identify all Multifamily MCR and MORE Non-Compliant Accounts	Hauler
By April 30, 2021	Issue MCR & MORE Notice of Non-Compliance to Multifamily Accounts to increase compliance	City/Hauler
By April 1, 2021	Introduce Mandatory Commercial Organics and Recycling Ordinance to City Council	City
June 2021	Re-evaluate List of Non- Compliant Accounts & Establish Program Plans for Third-Party and Self- Haul Tracking	City/Hauler
December 2020	Provide City with complete MCR non-compliant list	Hauler
October 2021	Complete Multi-Family Monitoring & Enforcement Program	City/Hauler
Ongoing	Conduct MCR & MORE Outreach and Education	City/Hauler
October 2020, April 2021, October 2021	Commercial Newsletter (Includes MCR and MORE message)	Hauler
Ongoing	Develop an education program aimed at minimizing bin contamination	City/Hauler
April 2021 and Ongoing	Cross-train Code Enforcement and Building Inspection Staff on Commercial Recycling Requirements	City
January 2020 – December 2021	Outreach and Education via print, direct contact and electronic outlets	City/Hauler
January 2020 – December 2021	Deliver containers, sign-up customers as needed.	City/Hauler

January 2020 – December 2021	Waste Assessments; 15 per month	City/Hauler
May 31, 2021	Mandatory Commercial Recycling and Organics Ordinance adoption – City Council approval required	City
March 2021	Promote City’s organics recycling program and promote availability of local compost/wood chips	Hauler