

Welcome to your guide to transition from City of San Diego waste collection to a private Franchise Hauler waste collection. Property owners play an important role in supporting San Diego's zero waste goals. Follow these steps to ensure your property is compliant with San Diego's trash and recycling requirements and continues to receive quality waste collection services.

## STEP 1: REVIEW FRANCHISE HAULER LIST

- **Find the List:** The City of San Diego has a non-exclusive solid waste collection franchise system where residential properties ineligible to receive City-provided waste collection services can directly arrange for service with a City-approved private Franchise Hauler of their choice. Review the list of approved Franchise Haulers on the backside of this page or visit [sandiego.gov/trash-service-updates](http://sandiego.gov/trash-service-updates) to explore your options.

*TIP: If you are part of a homeowner association (HOA), please contact the HOA to coordinate the selection of a Franchise Hauler for the community as a whole.*

## STEP 2: EVALUATE YOUR PROPERTY'S NEEDS

- **Determine Container Needs and Adequate Service Level:** Identify the quantity and size of containers you currently have and work with a Franchise Hauler to set up the appropriate service level. Service must include trash, recycling and organic waste recycling service to ensure compliance with the City's Recycling Ordinance and state law. You must subscribe to enough service so that containers do not overflow.
  - ▶ **Trash and organic waste:** Must be picked up at least once per week.
  - ▶ **Recycling:** Must be picked up at least once every other week.

*TIP: Consider the amount and type of waste your property generates and how many residents live on-site.*

- Franchise Haulers may offer multiple pickups per week, which may help address space constraints. **Reference the Container and Signage Guidelines at: [bit.ly/CityCSGuide](http://bit.ly/CityCSGuide).** Use the City's Container and Signage Guidelines to ensure you fully comply with the City's Recycling Ordinance. Every trash container must be paired with a recycling and organic waste container at every collection point.
- **Minimum Container Requirements for Multi-Family Properties**
  - ▶ **Option 1: Individual service for each unit:**
    - One trash container
    - One recycling container
    - One organic waste recycling container
  - ▶ **Option 2: Centralized collection** - A designated place with communal access to collect and store paired trash and recyclables (i.e. enclosures, trash chutes/rooms, etc.)

The City's Container and Signage Guidelines can be found here: [bit.ly/CityCSGuide](http://bit.ly/CityCSGuide).

## STEP 3: CONTACT AND COMPARE HAULERS

- **Request Quotes:** Contact multiple Franchise Haulers to request quotes and discuss your specific needs. **Ensure you completely understand your new monthly cost and any additional fees** as there may be fees associated with being a new customer, equipment delivery, etc.
- **Service Offerings:** Inquire about additional services the Franchise Hauler may offer, such as bulky item pickup, extra pickups and locked containers.
- **Technical Assistance:** Ask if the Franchise Hauler provides on-site assistance to evaluate your needs and recommend the appropriate containers.

## STEP 4: ESTABLISH NEW SERVICE

- **Set Up and Begin Service:** Coordinate with your chosen Franchise Hauler to establish your new service agreement, new container locations, and new collection day.
- **Service Requirements:** Ensure that you are enrolled in trash, recycling and organic waste service to avoid any code violations.
- **Confirm Your Service Start Date:** Ensure your City containers are set out on your designated service start date with the franchise hauler to ensure your new Franchise Hauler can swap the containers in an efficient manner. All containers need to be in an accessible location for the swap.
- **Ensure New Equipment Matches Immediate Needs:** After your Franchise Hauler drops off their new containers, ensure they were delivered to the correct location and that you have all necessary trash, recycling and organic waste recycling containers present.
- **Observe and Tailor Service:** Observe your new containers' usage patterns and determine with your Franchise Hauler if the new service is adequate or needs tailoring to better suit the needs of the property.

## STEP 5: NOTIFY CHANGES TO TENANTS AND RESIDENTS (IF APPLICABLE)

- **Communicate Changes:** Inform all residents of the property, or tenants if the property is rented, about the new service provider and any changes to pickup schedules and new container locations.
- **Distribute Educational Resources:** Provide regular education and outreach on what materials can go in each container. Ask your Franchise Hauler for educational materials and signage. The City also has a host of helpful educational resources for properties serviced by a Franchise Hauler here: [sandiego.gov/environmental-services/recycling/ro/residential#apt](http://sandiego.gov/environmental-services/recycling/ro/residential#apt)

**NEED HELP?** For further assistance or questions, contact the City of San Diego Environmental Services Department at **619-533-4440** or email [wasteservice@sandiego.gov](mailto:wasteservice@sandiego.gov). Visit [SDRecyclingWorks.com](http://SDRecyclingWorks.com) for additional resources and information.

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