



Transition from City of San Diego Trash Service to Private Franchise Hauler



2025



Welcome!

This presentation is for residential property owners who received notification from the City of San Diego and need to transition service from City collection to a private waste Franchise Hauler.

Agenda

- **Measure B Overview**
 - **What is the Customer Transition, Why is it Happening, and What are the Criteria?**
 - **Who is Affected by Measure B?**
 - **When Do I Need to Transition Service?**
 - **Timeline**
 - **Franchise Hauler Overview**
 - **Step-by-Step Guide**
 - **Filing an Appeal**
 - **City Recycling Ordinance Requirements**
 - **Frequently Asked Questions**
 - **Resources**
-

What is Measure B?

Measure B is a voter-approved initiative in San Diego that focuses on restructuring the way waste collection services are provided based on property type and zoning.

- Passed by San Diego voters in 2022.
- Potential for enhanced services for City customers.
- The passing of Measure B did not create a fee but allowed the City to begin the process of charging single-family homes and properties with four or fewer units a fee for trash services.
- Under Proposition 218, the City is not allowed to charge more than the true cost of service.
- Revised the Waste Management Regulation and municipal code to **clearly define which properties are eligible to receive waste collection services from the City.**
- On June 9, 2025, City Council officially approved the trash fee for eligible households.



What is the Customer Transition?

The process of assisting customers to receive service from the appropriate provider. This includes:

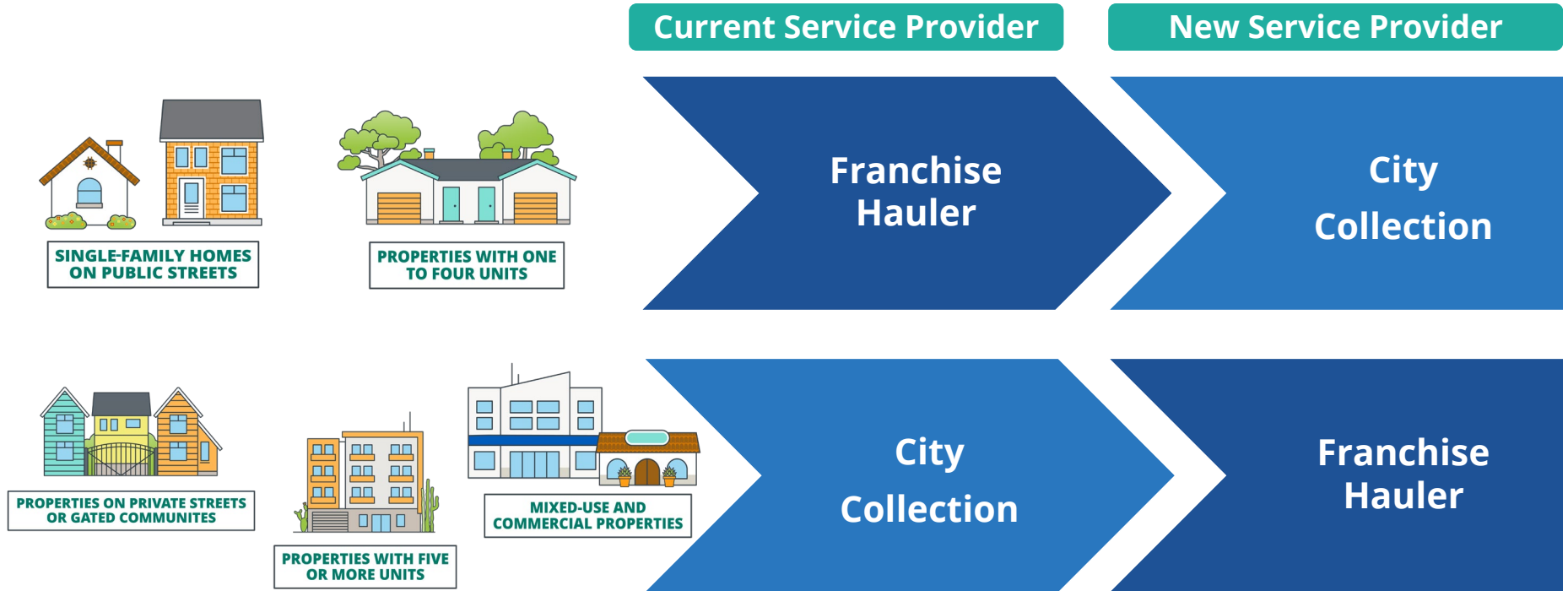
- Assisting customers ineligible to receive City service with the process of identifying and signing up for service with a City-approved private Franchise Hauler.
- Providing customers eligible to receive City service with City containers and initiating their service.

Why is this happening?

- Ensure consistent and transparent waste collection services across the City.
- To comply with legal requirements.
- To improve waste collection operation efficiency.



Who is affected by the Customer Transition?



Homes Transitioning to Private Hauler Service

How do I know if my property **does not** meet the City requirements for collection by City forces?

Ineligible properties include:

- Residential properties with **five or more** residences on a single lot.
- **Mixed-use** and **commercial** properties.
- Properties located on **private streets** or within **gated communities**.
- Properties whose access requires the **crossing of a private street** or is serviced on a **private street**, even if the property address is on a public street.
- Properties with **insufficient space** to store enough City-issued containers needed to hold all trash, recycling and organic waste generated by the property between weekly collections.
- Properties in a housing complex **where some of the properties do not meet the City's eligibility requirements**. To qualify for City service, all properties in a complex need to be eligible for City service.



PROPERTIES WITH FIVE OR MORE UNITS



MIXED-USE AND COMMERCIAL PROPERTIES

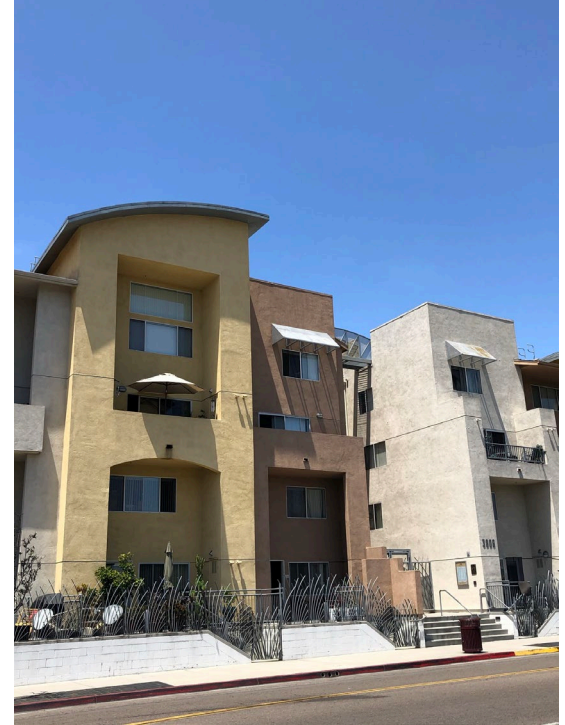


PROPERTIES ON PRIVATE STREETS OR GATED COMMUNITIES

Homes Transitioning to Private Hauler Service

Impacts for Property Owners

- Required to contract with a private hauler
- New waste collection fees
- Customizable collection service options (e.g., varying bin sizes, pickup schedules)
- Compliance with recycling state and local regulations



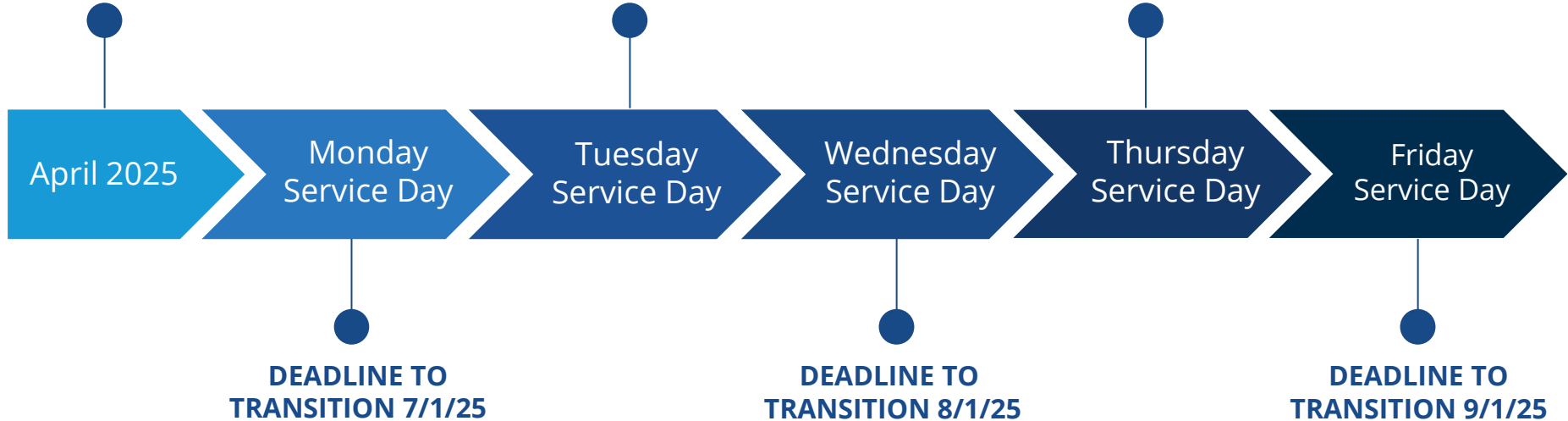
When do I need to transition my service to a private Franchise Hauler?

- Transition deadlines are established based on your current trash collection day.
- This phased approach allows the City and private Franchise Haulers to address operational logistics and ensure Franchise Haulers can onboard new customers efficiently and without service disruption.
- Have contract signed by the deadline. Hauler has **30 days** to deliver containers after the contract has been signed.

Service Day	Deadline to Transition Service
Monday	7/1/2025
Tuesday	7/15/2025
Wednesday	8/1/2025
Thursday	8/15/2025
Friday	9/1/2025

Transition Timeline

Initial notification letter sent
to all newly ineligible
property owners



Franchise Hauling Service Provider Options



EDCO Disposal



Republic Services



UWS



Ware Disposal



Waste Management

Additional Benefits and Service Offerings:

- Flexible collection schedules
- On-demand bulk item pickup
- Additional container size offerings
- Specialized customer support
- Open, non-exclusive franchise system

FRANCHISE HAULER DIRECTORY

		YOUR CURRENT SERVICE PROVIDER	AVAILABLE FRANCHISE HAULER OPTIONS				
COMPANY NAME							
WEBSITE		SDRecyclingWorks.com	edcodisposal.com	republicservices.com/ municipality/san-diego-ca	uwscompany.com	waredisposal.com	business.wm.com/ san-diego
LOCAL PHONE NUMBER		619-533-4440	619-287-7555	480-842-5862	619-814-6330	619-262-4990	619-596-5100
LOCAL EMAIL		wasteservice @sandiego.gov	sdmeasureb @edcodisposal.com	measureb @republicservices.com	infosdmeasureb @uwscompany.com	startmytrashpickup @waredisposal.com	MeasureB@wm.com
SERVICES	Trash	✓	✓	✓	✓	✓	✓
	Recycling	✓	✓	✓	✓	✓	✓
	Organic Waste	✓	✓	✓	✓	✓	✓
EQUIPMENT	Carts*	✓	✓	✓	✓	✓	✓
	Dumpsters		✓	✓	✓	✓	✓
	Split Dumpsters		✓	✓	✓	✓	✓
	Rolloffs		✓	✓	✓	✓	✓
	Compactors		✓	✓	✓	✓	✓
ADDITIONAL OFFERINGS UPON REQUEST	Locks		✓	✓	✓	✓	✓
	Multiple Pick Ups Per Week		✓	✓	✓	✓	✓
	Bulky Item Pick Up		✓	✓	✓	✓	✓
	Household Hazardous Waste Pick Up			✓	✓	✓	✓
	Container Cleaning		✓	✓	✓	✓	✓

* Carts may not be available in all areas.



EDCO does not provide service to apartments or condominiums at the moment.

REVISED: 7-11-25

Transitioning to Franchise Hauler Service: A Step-by-Step Guide for Property Owners



STEP 1

Review Haulers

Check approved haulers and compare options. HOAs should coordinate through their HOA Board.



STEP 2

Select Service

Choose a hauler, set a start date, and ensure service levels meet City container and signage requirements.



STEP 3

Exchange Containers

After your last City collection, leave the City containers out for 48 hours to be replaced by your new Franchise Hauler.



STEP 4

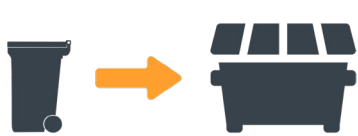
Notify Residents

Inform residents or tenants about the new hauler, start date, collection day and recycling practices.

Common Service Changes and Considerations

Carts to Dumpsters

- Right sizing
- Split dumpsters (e.g. trash and recycling)



Service Frequency

- You can increase pickup to avoid bin overflow.



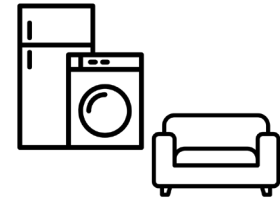
Cart Cleaning Services

- Some haulers may provide these services for organic waste recycling carts.



Bulky Item Collection

- This is a service that may be provided by a hauler.



City Notices Sent via Mail

Initial Notice



SUBJECT: IMPORTANT NOTICE: Your Property is Not Eligible for City of San Diego Residential Waste Collection Service. Action Needed to Change to Private Franchise Hauler Waste Collection Service



Dear Property Owner:

As part of the City of San Diego's ongoing efforts to improve waste management services and aligns with City regulations, we are writing to notify you that the property below is **not eligible** for residential waste collection service provided by the City of San Diego.

The City Ordinance specifies that "at least once each week, City forces shall collect and transport household, business, and recycling or disposed and the City may charge a cost-recovery fee, as well as management services" (66.0223). The Ordinance further explains that "residential solid waste and quantity normally generated by a residential property, that is placed at the designated curb of a City public street or City public alley in a City-approved curbside collection container on the day that "residential property means a single-family residential property or a multi-family residential residence on a single lot, that meets City requirements for collection by City forces."

Who is eligible for City collection service?
A single-family residential property or a multi-family residential property, located on a public street, with up to four residences on a single lot, that meets City requirements for collection by City forces.

How do I know if my property meets the City requirements for collection by City forces? Eligible properties must meet all of the following criteria:

- Residential properties with one to four residences on a single lot.
- Properties that are not mixed-use or commercial properties.
- Properties located on a public street and serviceable on a public street.
- Properties with sufficient space to store containers needed to hold all trash, recycling and organics generated by the property between collections.

How do I know if my property City requirements for collection by City forces? Eligible properties include:

- Residential properties with one to four residences on a single lot.
- Mixed-use and commercial properties located on private gated communities.
- Properties whose access ways private street or is serviced even if the property address.
- Properties with insufficient City-issued containers need recycling and organics generated between weekly collections.
- Properties in a housing complex that meet the City's quality of life criteria, as needed to be eligible for City service.

Our analysis indicates that your property is **not eligible** for City-provided waste collection services and therefore, you **must enroll with a City-approved private Franchise Hauler for your property's trash, recycling and organic waste collection services**. If you believe your property does not meet all the criteria for City collection service listed above, please visit sandiego.gov/trash-service-updates to file an Eligibility Appeal. If your property is already enrolled in trash, recycling and organic waste collection services from a Franchise Hauler, no action is needed.

Next Steps

To ensure a smooth transition, please take the following steps:

- 1. Review Each Franchise Hauler and Service Offerings**
Please refer to the enclosed list of City-approved Franchise Haulers. It is encouraged to contact more than one to determine which Franchise Hauler may be the best fit for your property. If your property is part of a homeowner association (HOA), please contact the HOA board to coordinate waste collection services.
- 2. Select a Franchise Hauler and Establish Waste Collection Service**
Establish trash, recycling and organic waste services with one Franchise Hauler and determine a service start date. To comply with the City Recycling Ordinance Container and Signage Guidelines, you must subscribe to enough collection service so that containers do not overflow and containers are used properly without any contamination.
- 3. Leave City Containers at the Collection Point on the Date the New Service with a Franchise Hauler Begins**
The week your new Franchise Hauler containers are being delivered, please ensure all City containers are left out in an accessible location after collection for at least 24 hours to facilitate the container exchange. Your new Franchise Hauler will deliver your new containers and remove the City containers.
- 4. Notify Residents and Tenants of Upcoming Changes**
It is important to communicate the updates for waste collection services with the residents of the property or the tenants if the property is rented, including the new service start date, new collection day and recycling best practices.

Resources and Assistance

- Stay up to date on upcoming workshops and webinars and find our transition fact sheet, list of approved hauler options, frequently asked questions, and other resources at sandiego.gov/trash-service-updates.
- Visit sandiego.gov/trash-service-updates for information on compliance with the City Recycling Ordinance Container and Signage Guidelines.
- For questions or additional assistance, contact the City of San Diego Environmental Services Department at 619-533-4446 or email at wastemanagement@sandiego.gov.



Scan for available languages:
• Spanish
• Tagalog
• Tlingit

We understand that transitioning to a new waste collection service may be an adjustment, and we are committed to supporting you through this process. Thank you for your cooperation and partnership in creating a cleaner, greener San Diego.

Sincerely,

City of San Diego Environmental Services Department



Reminder Notices



SUBJECT: IMPORTANT NOTICE - DEADLINE to Transition to Private Franchise Hauler Service Approaching. ACTION NEEDED to Change to Private Franchise Hauler Waste Collection Service



Dear Property Owner,

This is your **second notice** that the property below is **not eligible** for residential waste collection service provided by the City of San Diego. If you have not done so already, please establish waste collection service with a City-authorized private Franchise Hauler by the deadline outlined below. Immediate action is required to comply with City regulations and avoid potential enforcement actions.

Your Property Details:
Address: [Insert Property Address Here]
APN: [Insert APN Here]
Current Trash Service Day with the City: Monday

Deadline to Establish New Service with an Approved Franchise Hauler: JULY 1, 2025

Failure to Comply

Properties that fail to select their new Franchise Hauler or file an appeal online at sandiego.gov/environmental-service-trash-service-updates/appeals by the deadline and do not maintain adequate waste collection service may be subject to enforcement actions, including **Notices of Violation and Administrative Citations**.

Immediate Next Steps

To ensure a smooth transition, please take the following steps:

- 1. Review Each Franchise Hauler and Service Offerings**
Please refer to the list of City-approved Franchise Haulers (sd.hkx.com/SDHaulerDirectory). It is encouraged to contact more than one Franchise Hauler to determine which may be the best fit for your property. If your property is part of a homeowner association (HOA), please contact the HOA board to coordinate waste collection services.
- 2. Select a Franchise Hauler and Establish Waste Collection Service**
Establish trash, recycling and organic waste services with one Franchise Hauler and determine a service start date. To comply with the City Recycling Ordinance Container and Signage Guidelines (sd.hkx.com/SDCAGuide), you must subscribe to enough collection service so that containers do not overflow, and containers are used properly without any contamination.
- 3. Leave City Containers at the Collection Point on the Date the New Service with a Franchise Hauler Begins**
The week your new Franchise Hauler containers are being delivered, please ensure all City containers are left out in an accessible location after collection for at least 24 hours to facilitate the container exchange. Your new Franchise Hauler will deliver your new containers and remove the City containers.
- 4. Notify Residents and Tenants of Upcoming Changes**
It is important to communicate the updates for waste collection services with the residents of the property or the tenants if the property is rented, including the new service start date, new collection day and recycling best practices.

As previously communicated, City Ordinance 66.0223 defines what properties are eligible for City collection services. The Ordinance specifies that "at least once each week, City forces shall collect and transport residential solid waste for transfer, transport, and recycling or disposal and the City may charge a cost-recovery fee, as allowed by law, for all solid waste management services." The Ordinance further explains that "residential solid waste means solid waste, of the type and quantity normally generated by a residential property, that is placed at the designated collection point at the curb line of a City public street or City public alley in a City-approved curbside collection container on the designated collection day" and that "residential property means a single-family residential property or a multi-family residential property, with up to four residences on a single lot, that meets City requirements for collection by City forces."

Who is eligible for City collection services?
A single-family residential property or a multi-family residential property, located on a public street, with up to four residences on a single lot, that meets City requirements for collection by City forces.

How do I know if my property meets the City requirements for collection by City forces? Eligible properties must meet all of the following criteria:

- Residential properties with one to four residences on a single lot.
- Properties that are not mixed-use or commercial properties.
- Properties located on a public street and serviceable on a public street.
- Properties with sufficient space to store containers needed to hold all trash, recycling and organics generated by the property between weekly collections.
- Properties in a housing complex where some of the properties do not meet the City's eligibility requirements. To qualify for City service, all properties in a complex need to be eligible for City service.

How do I know if my property does not meet the City requirements for collection by City forces? Ineligible properties include:

- Residential properties with five or more residences on a single lot.
- Mixed-use and commercial properties.
- Properties located on private streets or within gated communities.
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Resources and Assistance

- Stay up to date on upcoming workshops and webinars and find our transition fact sheet, list of approved hauler options, frequently asked questions, and other resources at sandiego.gov/trash-service-updates.
- Visit sd.hkx.com/SDHaulerDirectory for information on compliance with the City Recycling Ordinance Container and Signage Guidelines.
- For questions or additional assistance, contact the City of San Diego Environmental Services Department at 619-533-4446 or email at wastemanagement@sandiego.gov.



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We urge you to act now to avoid service disruptions and potential penalties. We understand that transitioning to a new waste collection service may be an adjustment, and we are committed to supporting you through this process. Thank you for your cooperation and partnership in creating a cleaner, greener San Diego.

Sincerely,

City of San Diego Environmental Services Department



Filing an Appeal

If you received a mailer from the City of San Diego to transfer your existing waste collection services and would like to appeal those findings, please fill out the appropriate appeals form below.

- Submitting an Appeal **does not automatically grant approval**. Each submittal will be reviewed by the Environmental Services Department, and you will be contacted directly with the results of the review.
- **Appeals may only be submitted from the property owner**. Submittals from the tenant will not be accepted.
- **The appeal forms are not an “opt out” of service**. They are a means to request the City to review a property's eligibility for waste collection services.
- Please allow up to **four (4) to six (6) weeks to receive the result** of your appeal via email.

City Recycling Ordinance Requirements

Separating the **correct materials** out of the trash for recycling and organic waste recycling.



Having appropriate recycling and organic waste recycling **collection**.



Paired indoor containers.



Posting **signage**.



Training and educating staff and tenants.



Recycling



Glass Bottles and Jars



**Rigid Plastics Including Bottles, Jars,
Clean Food Waste Containers, Jugs, Tubs,
Trays, Pots, Buckets and Toys**



Metal Containers



Paper and Cardboard

Organic Waste Recycling



Food Scraps



Food-Soiled Paper



Yard Trimmings



**Nonhazardous
Wood Waste**

Trash to Landfill



**Hygiene Products,
Diapers and Pet Waste**



**Paper Plates, Cups
and Takeout Boxes**



**Plastic Bags, Wrappers
and Film**



Dish and Glassware



**Tissues and
Disposable Wipes**



**Plastic Straws and Utensils,
Products Labeled "Compostable"
or "Biodegradable"**

Container and Signage Guidelines

Single-Family, Multi-Family and HOA Properties with individual service for each home or unit



Minimum container requirements for each home or unit:

- One (1) Recyclable Materials container,
- One (1) Organic Waste container, and
- One (1) Refuse container

Multi-Family and HOA Properties with centralized collection area(s) for service



Minimum container requirements per collection area:

- One (1) Recyclable Materials container,
- One (1) Organic Waste container, and
- One (1) Refuse container

Top Six Frequently Asked Questions

When is my deadline?

Current City Collection Service Day	Deadline to Transition Service
Monday	7/1/2025
Tuesday	7/15/2025
Wednesday	8/1/2025
Thursday	8/15/2025
Friday	9/1/2025

Top Six Frequently Asked Questions

How do I know if my property is eligible for City service or not?

Contact us at WasteService@sandiego.gov or give us a call at 619-533-4440 so we can help you make that determination.

Top Six Frequently Asked Questions

Am I required to transition service if I currently have City service?

If you currently have City service and your property falls under any of these categories:



**PROPERTIES ON PRIVATE STREETS
OR GATED COMMUNITIES**



**PROPERTIES WITH FIVE
OR MORE UNITS**



**MIXED-USE AND
COMMERCIAL PROPERTIES**

You will be required to transition service to a private Franchise Hauler. If you are unsure if your property is in any of these categories, our Measure B Customer Service and Collection Services Teams are prepared to help you make that determination.

Top Six Frequently Asked Questions

What type of bin/dumpster setup can my multi-family complex or HOA complex have?

- **Option 1:** Individual service for **each unit**
- **Option 2:** Centralized collection

Entire complex must have Option 1 or 2 for all three services (trash, recycle and organic waste) and cannot have a combination of the two options.

Top Six Frequently Asked Questions

I am the owner of a single-family home on a public street, and I belong to an HOA. Why am I receiving notification that I'm ineligible to receive City collection service?

Your property may be ineligible based on one or more of the following ineligibility conditions:

- Properties whose access requires the crossing of a private street or are serviced on a private street, even if the property address is on a public street.
 - Properties with insufficient space to store enough City-issued containers needed to hold all trash, recycling and organics generated by the property between weekly collections.
 - Properties where some residences in the complex are not eligible for service and require the use of a private hauler. If even one residence requires a private hauler, then the entire complex must use a private Franchise Hauler.
-

Top Six Frequently Asked Questions

Only half of my neighbors received mailed notices regarding the transition, the other half did not, what should I do?

In this situation, it is likely your home may be part of a multi-family complex like a condo, apartment or HOA community. If half of the complex is ineligible (due to private streets, unit counts, etc.) the entire complex would be ineligible for City service and would need to transition to franchise hauler service.

We're Here to Help

Contact us for Free Resources and Support

- In-person or virtual **technical assistance** to set up your recycling, organic waste recycling, and edible food recovery program.
- Employee and tenant **training presentations**.
- **Education** signs and handouts.



Resources

Call: 619-533-4440

Email: wasteservice@sanidiego.gov

Visit: sanidiego.gov/trash-service-updates

The Environmental Services Department is here to help.
Please visit our website for more information and
for printed and electronic resources.

Thank you for helping us make a cleaner, greener San Diego!



Scan the QR code to learn more
about your home's transition to a
private Franchise Hauler.



Thank You

