

**CITY OF SAN BERNARDINO
FREQUENTLY ASKED QUESTIONS
SOLID WASTE RATE ADJUSTMENT**

1. Why are my rates increasing?

Effective April 1, 2016, the City of San Bernardino entered into an exclusive franchise agreement with Burrtec Waste Industries (Burrtec) to provide trash, recycling and some right of way services to City residents and businesses. The City sets the Maximum Permitted Service Rate (MPSR) to ensure that Burrtec is able to fund the costs of providing safe and reliable solid waste collection, processing and disposal services while protecting the residents and businesses from unreasonable rate increases. The City sets the MPSR under the franchise agreement which is the maximum rate Burrtec may charge residents and businesses. Rates are being adjusted (increased) to reflect the changes in cost of living via the Consumer Price Index (CPI), Disposal and Processing Fees and periodic changes in law that impact waste collection fees.

2. How often does this happen?

The Maximum Permitted Service Rate (MPSR) is reviewed and adjusted annually on July 1. The rate adjustments reflect changes in cost of living via the Consumer Price Index (CPI), Disposal and Processing Fees and periodic changes in law that impact waste collection fees.

3. Will my rate go up again in July?

Rates are reviewed and adjusted on July 1 of each year.

4. When will I know if my rate will go up again this July?

While the March 21st public hearing satisfies the requirements of Proposition 218, Staff will return to City Council prior to any future rate increases for review and authorization.

5. Who approved the rate increase?

Rates adjustment procedures are outlined by contract and confirmed by City Council.

6. Were we notified?

Yes, a notice was mailed to all property owners and service recipients (if different than property owner) on February 2, 2018.

7. Where does the money go?

Adjustments to waste collection rates go toward operational cost increases such as labor, equipment, disposal, processing, compliance programs and administrative fees.

8. Who do I call if I have questions?

Customers can call Burrtec Waste Industries at 909-804-4222 or the City of San Bernardino Public Works Department at 909-384-5140.

9. Can I protest the proposed rate increases?

Yes, in accordance with Proposition 218, any record owner of a parcel upon which the proposed charges will be imposed and tenants directly liable for the payment of the proposed charges has the right to submit a formal written protest to the proposed rates, but only one protest may be counted per parcel. Written protests may be submitted as follows:

BY MAIL TO:	HAND DELIVERED TO:
SAN BERNARDINO CITY CLERK'S OFFICE ATTN: SOLID WASTE DISPOSAL RATES 290 NORTH "D" STREET SAN BERNARDINO, CA 92401	SAN BERNARDINO CITY CLERK'S OFFICE ATTN: SOLID WASTE DISPOSAL RATES 215 NORTH "D" STREET SAN BERNARDINO, CA 92401

or at the public hearing scheduled for 5 p.m. on March 21, 2018 at the City Council Chamber located at 201 North E Street, San Bernardino, CA 92401. Written protests must be received prior to the conclusion of the public input portion of the public hearing. Written protest must include the following:

- (1) State that the identified property owner or tenant is in opposition to the proposed rate increase to the fees;
- (2) The location of the identified parcel (by assessor's parcel number or street address); and
- (3) The name and signature of the property owner or tenant submitting the protest.

The rules adopted by the Mayor and City Council for the tabulation of protests and conduct of the hearing are available online at website address.

10. Can we have another hauler?

The City of San Bernardino, through an extensive bid process awarded an exclusive agreement to Burrtec Waste Industries for collection of residential, commercial and industrial solid waste material in the City. Burrtec is the only company authorized to collect solid waste material in the City.

11. Can we pay less if we opt out of recycling and green waste barrels?

Residential, commercial and industrial waste collection services are mandatory in the City of San Bernardino including all trash and recycling programs.

12. Can multi-family units share barrels?

As per City Municipal Code (Chapter 8.24.040 B), all single and multi-family residential units are required to have solid waste collection service. No shared services or containers are allowed.

13. Why are property owners responsible for payment of services requested by a tenant?

The Mayor and City Council have determined that the public health, safety, and welfare require solid waste services be mandatory for all properties within the City of San Bernardino. To ensure each property pays its fair share and collection costs are minimized, property owners are responsible for payment of solid waste services provided to their property, whether the services are used personally by the owner or by their tenant. If services are not paid in a timely manner the delinquent amounts may be added to the property tax bill after a public hearing by the City Council.