

Waste Collection and Recycling Services – Hauler FAQs

What types of solid waste service providers operate in Thousand Oaks?

The Thousand Oaks Municipal Code allows for three different classifications of solid waste and/or recycling service providers: exclusive franchise haulers, non-exclusive franchise haulers and permitted commercial recyclers. Exclusive franchise haulers provide regular, weekly solid waste and recycling service to Thousand Oaks residents and businesses. Non-exclusive franchise haulers provide temporary service for construction and clean-up projects. Permitted commercial recyclers are authorized to provide free recyclables collection service to Thousand Oaks businesses.

Why does the City have this system in place?

The City of Thousand Oaks is proud to provide quality service that is responsive to the needs of its residents and businesses and meets state and local regulatory requirements. In particular, State Assembly Bill 939 mandates a minimum 50% waste diversion and detailed source jurisdiction disposal tracking. Failure to meet annual diversion rate goals may result in fines for the jurisdiction. In order to uphold high levels of service, maintain consistent reporting methods and ensure compliance and good business practices without disruption to customers, the City maintains an exclusive franchise system for residential and commercial waste collection and a non-exclusive franchise system for temporary waste collection that limits hauling activity to approved haulers.

Who are the exclusive residential and commercial franchise haulers?

Harrison Industries/Newbury Disposal provides residential collection service in the Newbury Park area of Thousand Oaks. Waste Management provides residential service in the central and Westlake Village areas of Thousand Oaks. Waste Management is the exclusive hauler for commercial waste collection and recycling services Citywide.

What is considered temporary service?

Temporary service is defined as service that occurs at a maximum of 30 days at a specific location per calendar year, or service provided for construction and demolition projects that require a City building and/or grading permit. Service for City permitted construction and demolition service may remain as long as the building and/or grading permit is valid.

Who are the temporary haulers?

Only the following authorized non-exclusive franchise haulers are permitted to provide temporary waste collection for residential, commercial or industrial construction, demolition and clean-up projects.

- America's Bin Company: (888) 500-9007 / www.abcdumpster.com
- Harrison Industries / Newbury Disposal: (800) 418-7274 / www.ejharrison.com
- J & L Hauling & Disposal: (888) 565-4634 / www.jldisposal.com
- Ware Disposal: (877) 714-9273 / www.waredisposal.com
- Waste Management: (805) 522-9400 / www.keepingventuracountyclean.com

For more information, please send inquiries to gogreen@toaks.org.

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Additionally, property owners or contractors may self-haul debris using their own vehicles.

Who are the Permitted Commercial Recyclers?

Commercial Recyclers offer free collection service of source-separated recyclable materials to Thousand Oaks businesses. Commercial Recycling Permits are issued annually to recycling companies that meet license, insurance and reporting conditions set by the City. A current list of Permitted Commercial Recyclers is available on the City's website at www.toaks.org/GoGreenBiz (on the "Recycling & Trash Collection" page).

How can I become a franchised hauler in Thousand Oaks?

Every three to five years, exclusive and non-exclusive franchises are subject to review by the City. If opened to new applicants, interested parties will be notified through the City's Bid/Request for Proposal (RFP) process. Haulers interested in receiving notification when bid opportunities arise are encouraged to register as a vendor on the City's E-Bid system (www.ebidexchange.com/toaks: Category 987020 - Recycle and Refuse Services-Refuse Haulers). Prospective haulers will be required to submit required documents, satisfy all prerequisites and demonstrate compliance as per the City's Municipal Code Sec 6-2.305 and Sec 6-2.601.

How can I become a Permitted Commercial Recycler?

Recycling companies can apply to become a permitted commercial recycler at any time. In order to encourage participation and diversion, the City eliminated all fees associated with the application process. Permits must be renewed annually, as the issuance term coincides with the expiration date of the applicable City business license. The Commercial Recycling Permit application packet can be downloaded from the City website at www.toaks.org/GoGreenBiz (on the "Recycling & Trash Collection" page). It is important to note that City Municipal Code prohibits Commercial Recyclers from charging businesses any fees for recycling services provided, including (but not limited to) collection, transportation, disposal, fuel and container service and rental.

Other Links

The following resources offer a good starting point for more information about municipal solid waste and recycling programs, contract processes and general industry issues.

www.calrecycle.ca.gov – The California Department of Resources Recycling and Recovery

www.swana.org – Solid Waste Association of North America

www.crra.com - California Resource Recovery Association, a non-profit organization dedicated to promoting waste reduction, reuse, recycling, pollution prevention, and composting in California.