

Welcome to the Disposal Reporting System (DRS) “Waste Hauler Training” module.

We recommend that waste hauler managers review this training first to determine how it meets an organization’s needs. Managers should determine the necessary training portions of this module that best fit a company’s operations and that will be most beneficial to their employees.

Employee training is required on the Disposal Reporting System (referred throughout this presentations as DRS), which includes an overview of DRS and each type of employee’s DRS responsibilities according to regulation. This web-based guide is intended to help waste haulers meet the required training responsibilities and can be integrated into a company’s training information.

This training only presents the minimum state requirements and local/company policies must meet or exceed these standards. We ask managers to keep in mind that this training does not incorporate every company’s procedures or local government requirements and to add these requirements as necessary for your employees’ training.



## Who is a Waste Hauler

- “Anyone who hauls waste to a landfill or transfer station”
  - Examples:
    - Residents self-hauling waste to landfill
    - Landscaper hauling waste to landfill as part of their business
    - Public or Privately owned companies that charge residents or businesses to haul their waste to a landfill or transfer station

To begin this training we’re going to define “waste hauler”, and specify who this training is directed to.

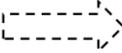
A waste hauler is anyone who hauls waste to a landfill or transfer station. Residents are considered self-haulers if they haul waste from their residence to a solid waste facility. Contractors are also considered self-haulers if they haul waste from their business to a solid waste facility.

For the purposes of DRS we are concerned with public contract haulers. Waste disposal companies, publicly and privately owned, that charge residents and businesses a fee to haul their trash to a landfill or transfer station are considered public contract haulers. Generally, public contract haulers have accounts with waste facilities, but a few small hauling companies may pay cash for their loads.

It is extremely important that public contract haulers provide accurate origin information on where the waste is from (via the driver or directly from company records) because the entire Disposal Reporting System is based on that information.

**CalRecycle**  **Flowchart Key**

The following slides show the flow of information in the DRS reporting process. To represent this process there are a series of flowcharts. This key will assist in understanding all the flow charts in this presentation.

KEY	
	Solid arrows represent the flow of required information, text describes requirements
	Solid Shapes represent each entity.
	Arrows with dashes represent information that is only supplied upon request. Text describes information.
Color coding is based on entity.	
Haulers – <b>Yellow</b>	
Landfills and Transformation Stations – <b>Blue</b>	
Transfer Stations and Material Recovery Facilities – <b>Purple</b>	
Jurisdictions – <b>Green</b>	
Counties and Regional Agencies – <b>Red</b>	
CalRecycle - <b>Orange</b>	

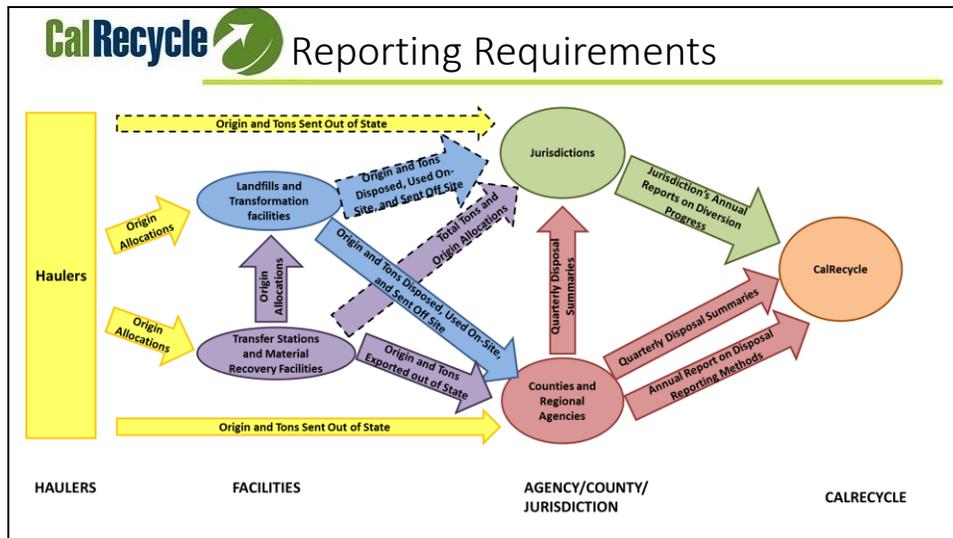
The following slides show the flow of information in the DRS reporting process. To show this process there are a series of flowcharts. This key will assist in understanding all the flowcharts in this presentation.

(Key Description)

In the following flowcharts the arrows, dashed arrows, and shapes are all color coded by entity in the following manner:

- Haulers are yellow,
- Landfills and transformation stations are blue,
- Transfer stations and material recovery facilities are purple,
- Jurisdictions are green,
- Counties and regional agencies are red, and
- CalRecycle is orange.

The only rectangle in the flowchart represents haulers, while the circles represent all the other entities in the process. Each shape has a series of arrows associated with it which represent the flow of information from one entity to another. Solid arrows represent the flow of required information, with text in the arrow describing the requirements. Dashed arrows represent information that is only supplied upon request with text describing the information type. Arrows are also color coded by entity, representing which entity is reporting. For example, yellow arrows show that haulers are reporting to the entity the arrow points to.



This chart shows the DRS reporting requirements for all entities. This involves haulers, facilities, agencies/counties/jurisdictions and CalRecycle. The solid colored arrows show information that **must** be reported. The dashed arrows show information that is reported only upon request by a jurisdiction.

**This slide shows why tracking correct information from the haulers is critical, as haulers provide the initial source of information on where the waste is from.**

**Flowchart description:**

**Haulers**

- Upon request haulers must send origin and export reports to jurisdictions where the waste was from.
- Haulers are required to report origin allocations to landfills and transformation facilities either at the gatehouse or in reports at the end of the quarter.
- Haulers are required to report origin allocations to transfer stations and material recovery facilities either at the gatehouse or in reports at the end of the quarter.
- Haulers are required to send origin and export reports to counties/regional agencies where the waste was from.

**Transfer Stations and Material Recovery Facilities**

- Transfer Stations are required to send origin allocation reports to the landfills they send their waste to quarterly.
- Upon request, transfer stations are required to send the total tons and origin allocations to jurisdictions where the waste was from.
- Transfer Stations are required to send origin allocations and exported tonnages to the county/regional agency they are located quarterly.

**Landfills and Transformation Facilities**

- Upon request landfills and transformation facilities are required to send origin information, tons disposed, tons used-site, and tons sent off site to the jurisdiction where the waste came from.
- Landfills and transformation facilities are required to send origin, tons disposed, used on-site, and sent off-site to the county/regional agency where they are located quarterly.

#### **Jurisdictions**

- Jurisdictions are required to send annual reports on diversion progress to CalRecycle (the Electronic Annual Report, or EAR) (Jurisdictions use the information reported in the quarterly reports sent to CalRecycle as a part of this process).

#### **Counties and Regional Agencies**

- Counties and regional agencies are required to send quarterly disposal reports to jurisdictions their county received waste from.
- Counties and regional agencies are required to send quarterly disposal reports to CalRecycle.
- Counties and regional agencies are required to send annual reports on disposal reporting methods to CalRecycle.



Waste haulers may have several individuals responsible for DRS tasks. The following section outlines these tasks and the types of personnel that might be responsible for them.

Every hauling business is different, so please use the following sections as company/local requirements deem fit.

(Image is a garbage truck)

 DRS Tasks

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1. **Waste Origin Surveys – Driver, Dispatch, Report Preparer, Management**

Waste Origin Surveys are a critical part of determining where waste is from in DRS. Haulers are **required** to identify the city or county where the waste in their load is coming from. DRS depends on the accuracy of this information, so it is crucial to the whole system. All employees involved in DRS need to understand that determining where waste is from is important.

 **Waste Origin Surveys**

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- Method used to obtain information on where waste is from at landfills
- Hauler gives operator origin information of waste loads
- Operator obtains weight of waste loads
- Information assigned to jurisdictions in DRS to find total tons disposed

The waste origin survey is the method used for obtaining information on where the waste is from, and it is used to ensure that jurisdictions/counties are meeting the 50% diversion mandate. Haulers, as well as facility operators, play a key role in obtaining the most accurate information.

Haulers are required to give landfill operators origin information of their waste load. The operator then obtains the weight of the load and assigns the waste to jurisdictions which are reported to DRS as a total at the end of each quarter.

 What happens during an origin survey?

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- Driver arrives at gatehouse with a load of waste (or other materials)
- Gatehouse staff ask hauler where the waste is from (unless other arrangements are made in advance)
- Driver provides gatehouse staff with the city/county/cities/counties that the waste is from

Unless there are prior arrangements (i.e. landfill staff receive origin information directly from hauling company records) origin surveys follow the same easy steps. Haulers arrive at the gatehouse with their load, gatehouse staff ask the hauler where the waste is from, and the driver provides the gatehouse staff with either the city/county or cities/counties the waste is from. At the end of the transaction the gatehouse attendant might give the driver a receipt that lists where the waste is from, and the driver should always check this receipt for accuracy.

If arrangements have been made ahead of time with the disposal facility, origin information can be sent directly from hauling company offices. The hauling company is required to send this information within 2 weeks of the end of each quarter.

Whether origin information is provided by the driver or the hauling company offices, the information on where the waste is from needs to be based on hauling company records.

 **CalRecycle**  **Accuracy is Important**

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- Be sure to give information on where the **waste** is from, not where the driver or company is from
- Be clear and precise when referring to cities and counties that have the same name
- Information on city limits or county lines should be based on company records
- Do not use zip codes – they cross county/city lines

To provide accurate information, the driver and hauling company should provide:

- information on where the **waste** is from
- precise information on the city or county of origin, many cities/counties have the same name.  
i.e.:
  - Los Angeles city v Los Angeles County,
  - San Joaquin city (in Fresno County) v San Joaquin county,
  - Brentwood city (Contra Costa County) v Brentwood city (Los Angeles county)
- information based on hauling company records to insure that city/county lines are being accounted for in origin surveys
- information that is **NOT** based on zip codes. Unfortunately, zip codes cross city and county lines so they should not be used to assign location to waste.



## Identifying Waste Origin

- Single city/county loads – all waste is from one jurisdiction
- Mixed city/county loads – waste is from multiple jurisdictions

When reporting where a load of waste is from, haulers need to consider whether the waste is from one or several cities/counties.

If the waste is from one city, or if it only comes from the unincorporated area of a county, the driver would simply tell the gatehouse staff the name of the one city/unincorporated area.

If the waste is from multiple cities/counties, the driver must provide gatehouse staff with estimate allocations for each city/county the waste is from. Some methods for allocating waste are described in the next slides.

Origin information should be based on a company's routing or billing information, regardless of if the hauler's load is mixed or single. This information usually comes from the hauling company office and not the driver.



## Estimating Origin for Mixed Loads

- Number of bins emptied
  - City A has 25 bins = 25% allocation
  - City B has 75 bins = 75% allocation
- Total capacity of bins emptied
  - City X total is 2 cubic yards = 20% allocation
  - City Y total is 8 cubic yards = 80% allocation
- Actual tons collected
  - Single Jurisdiction routes
  - Using on-board scales
  - GPS tracking

The law requires that haulers use a reasonable method to estimate waste for each city and unincorporated county. Estimates must be based on the company's records (routes/billing information/etc.). These records must document estimates.

There are many different methods to determine the allocation of mixed loads of waste, and these are a few examples:

### **Estimating**

1. total number of bins emptied- using how many bins are emptied in each city a hauler can easily calculate percentages to allocate waste to each city/county
2. total capacity of bins emptied- if a hauler knows the total capacity of the bins they are emptying a hauler can calculate percentages based on these capacities to allocate waste to each city/county

### **Measuring**

1. using single jurisdiction routes allows tonnages to be measured at facilities and allocations to be accurate.
2. on-board scales can be used to measure the weight each city contributes to the load by recording the tonnages as the route is completed.
3. GPS technology can be used to provide accurate origin information when haulers are collecting waste.

No matter what method is used, adjustments for waste density differences should be included, if applicable. For example, some studies have shown that the density of waste in one city or county can be significantly different from the waste density in another city or county due to the different types of wastes being collected.

 Other waste loads to identify by origin

- Loads containing wastes that may not be disposed by the facility must also be identified by origin. These loads can include:
  - Green Waste
  - Wood and Concrete Debris
  - Non-hazardous designated wastes
  - Disaster waste
  - Imported waste

Some loads delivered to a facility may contain wastes that may be used beneficially and not disposed by the operator. This would exclude the tonnage from a city or county's disposal tonnage, and tracking these loads can assist cities or counties in achieving higher diversion.

If the gatehouse staff ask, the driver should be prepared to provide (or have the hauling company provide) the city or county of origin for certain types of waste. These types of waste can include (but are not limited to)

- Green Waste
- Wood and Concrete from construction/demolition jobs
- Ash, Auto Shredder Fluff, Contaminated Soil, or other "designated" wastes
- Disaster Waste
- Imported Wastes

These materials can be used for Alternative Daily Cover at landfills (in place of soil), for beneficial reuse at landfills (i.e. re-graveling a landfill road), and other purposes.



## Exported-Waste Report Requirements

- Quarterly reports are required to counties on waste exported from California
- Export reports are due to the county:
  - June 15            1<sup>st</sup> Quarter
  - Sept 15            2<sup>nd</sup> Quarter
  - Dec 15            3<sup>rd</sup> Quarter
  - March 15           4<sup>th</sup> Quarter
- Reports must be sent to affected cities or counties upon request

Origin reporting is also required for any waste that is hauled out of state for disposal. This requires a hauling company to provide an export report. Export reports are separate from information provided to transfer stations, landfills, and waste-to-energy facilities.

Each quarter, public contract haulers who export waste from California must submit their export report to the county the waste was from. These reports should include city/county of origin, total tons exported, the site the waste was taken to for disposal, and the state the site is located in.

The export report must be sent to each county where waste was collected and exported. These reports are due 3 months after the close of the quarter: June 15<sup>th</sup> for first quarter, Sept 15<sup>th</sup> for second quarter, Dec 15<sup>th</sup> for third quarter, and March 15<sup>th</sup> for fourth quarter.

Haulers must send a copy of the quarterly report to each city or county that requests it.

 **DRS Tasks**

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1. Waste Origin Surveys – Driver, Dispatch, Report Preparer, Management
2. **Employee Training – Management**

Well-trained employees know both what they are required to do and why. This enables employees and managers to work more efficiently and to be more effective in their DRS tasks.

Managers are required to train employees in correctly performing DRS duties in their job. This web-based guide may be used as an aid to meet that requirement.

 CalRecycle  Employee Training

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- DRS requires accurate disposal information
- All staff must be trained on their responsibilities in DRS
  - This limits accuracy concerns due to staff turnover or a lack of training
- Hauling company management is required to train all applicable employees

All applicable employees are required to be trained in DRS to insure the most accurate disposal information is reported during origin surveys. This allows counties and cities to accurately calculate their per capita disposal rate, which is used as an indicator of maintaining the 50% state mandate.

Well trained staff limit accuracy concerns due to staff turnover or limited training with jurisdictions and counties that count on accurate disposal information.

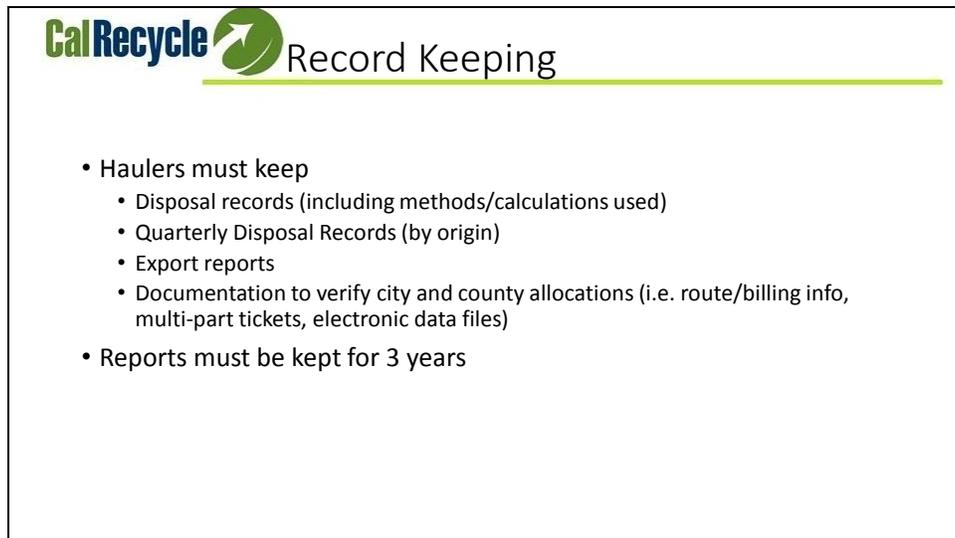
 DRS Tasks

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1. Waste Origin Surveys – Driver, Dispatch, Report Preparer, Management
2. Employee Training – Management
- 3. Disposal Records/Export Reports – Management, Report Preparer**

Record keeping and reporting are essential in DRS to maintain accurate information on how much waste is from each county and city.

Record keeping and reporting responsibilities may be the job of a report preparer or management.



The slide features the CalRecycle logo on the left, which consists of the text "CalRecycle" in a blue sans-serif font and a green circular icon containing a white recycling symbol. To the right of the logo, the title "Record Keeping" is displayed in a black sans-serif font. A horizontal green line is positioned below the title. The main content of the slide is a bulleted list of requirements for haulers, presented in a black sans-serif font.

**CalRecycle**  **Record Keeping**

- Haulers must keep
  - Disposal records (including methods/calculations used)
  - Quarterly Disposal Records (by origin)
  - Export reports
  - Documentation to verify city and county allocations (i.e. route/billing info, multi-part tickets, electronic data files)
- Reports must be kept for 3 years

Haulers must keep

-Disposal records, including all information, methods, and calculations used in disposal reporting.

-Quarterly records to verify waste origin of loads

-Records of waste exported out of California

-Documentation that verifies waste assigned to each city and county. Hauling companies should have route or billing information and might also have copies of multi-part tickets or electronic data files).

These disposal records must be maintained for a minimum of three years.



## Record Inspection/Review

- Representatives from the city, county, landfill, or CalRecycle must be allowed to inspect records pertaining to their DRS data
- Hauling companies and operators can only inspect records that relate to **their own operations**
- Hauling companies must respond to written requests for record review within 10 days
- Companies can only deny access to records after consulting CalRecycle's legal department which will make the final determination

When an authorized representative from a city, county, facility, or CalRecycle, requests to inspect records, the hauling company must make records available for inspection. Hauling companies and operators are allowed access only to the records that directly relate to their own operations.

The hauling company has 10 days to respond to a written request for access to records. If more time is needed the hauling company has up to 14 additional days to comply, unless the requestor agrees to a longer period. The same time frames apply to when copies of records are requested. The charge for copying records may not exceed 10 cents per page, unless local ordinances require a certain fee.

Requests for clarification regarding records must be specific and in writing. Requests also must pertain to a requestors **Disposal Reporting Data**. Requests for data that do not pertain to disposal reporting do not fall under these guidelines.

If the hauling company believes the request includes confidential or proprietary information, then **CalRecycle** should be informed. **CalRecycle** will then determine which records or parts of the records may be inspected.

 DRS Tasks

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1. Waste Origin Surveys – Driver, Dispatch, Report Preparer, Management
2. Employee Training – Management
3. Disposal Records/Export Reports – Management, Report Preparer
4. **Non Compliance Process - Management**

Handling the non-compliance process falls under management's responsibilities. Compliance activities may involve the review of hauling company records by affected parties or CalRecycle staff.

 Potential Compliance Issues

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- Record keeping
- Access to records
- Origin Information
- Export Information
- Information not submitted (or not submitted in a timely manner)

Types of compliance issues could include:

- Insufficient record keeping: failure to keep records and maintain them for three years
- Inadequate access to records for inspection
- Inaccurate origin information
- Failure to provide export information
- Information not submitted or not submitted on-time

 Non-Compliance Process

- Cities, counties, operators, and haulers may file written complaints of non-compliance to their county representative who compiles these complaints and sends them to CalRecycle
- CalRecycle may investigate complaints and resolve them if possible
- If CalRecycle determines there is non-compliance, it may publish information on the non-compliance and notify affected cities and counties

Cities, counties, operators, and hauling companies may make written complaints of non-compliance. These are sent to the counties and the county report coordinators compile the complaints and send them to CalRecycle.

CalRecycle may investigate complaints of non-compliance to records requests and may review all information, methods, and calculations. If CalRecycle determines information is inaccurate, they may require corrected information.

If CalRecycle determines there is non-compliance, it may publish information on the non-compliance on the web ([www.calrecycle.ca.gov](http://www.calrecycle.ca.gov)) and notify affected cities and counties. CalRecycle might also consider hauling company non-compliance as an agenda item in a public meeting.



For more information:

Visit the DRS Webpage:

<http://www.calrecycle.ca.gov/LGCentral/DRS/default.htm>

Or

Contact the Disposal Report Coordinator:

[drs@calrecycle.ca.gov](mailto:drs@calrecycle.ca.gov)



Image: Garbage Truck