



Date: Tuesday, October 7, 2025
To: Honorable Mayor and City Council
From: Daryl Supernaw, Councilmember, Fourth District

Subject: Request for a status update on the residential organics collection program

RECOMMENDATION

Recommendation to request the City Manager return to the Long Beach City Council by the October 21, 2025, City Council meeting with a status update presentation on the residential organics (green cart) collection program and a detailed plan to address the ongoing constituent concerns related to missed collections, availability of carts for exchange requests, and customer service satisfaction.

DISCUSSION

[Senate Bill 1383](#) requires the City to provide organic waste collection services to all single-family and multifamily residences, as well as businesses that generate organic material. To comply with Senate Bill 1383, the City has implemented a phased residential organics (green cart) program. Over the summer, Council District 4 residents received green carts, yet collections are not consistent. Information regarding the status of the program and efforts to address deficiencies have been unclear.

In an effort to allow a productive and transparent discussion and analysis, the requested presentation should provide information and context regarding the following list of statements/questions:

- The City of Long Beach is currently experiencing shortages of all (35, 65, and 95 gallon) organics carts. When is the City expecting delivery of additional bins?
- Several neighborhoods and/or individual streets have been consistently skipped on their scheduled service day. What is the cause and what is the plan to address this?
- How can the customer service experience for ratepayers be improved? How can the phone lines be centralized to provide one clear, consistent message? Are phone requests and online service requests being treated equally?

- Is it incumbent on each household on one block to call and report a missed collection? Is there a way to have a public-facing system demonstrating known open routes for the day?
- Long Beach Recycles provides a [website](#) to report missed collections, what is the turnaround time on these reports? The utility customer portal allows users to report missed trash and missed recycling collections but not missed organics collections. Will the new customer portal include an organics collection option?
- Residents experiencing consistent missed collections or the inability to have their cart exchanged due to the cart shortage have requested a credit on their account. Are credits feasible?
- Do we have enough collection trucks and operators to implement the program? If not, what is the timeframe to have resources available?

The full implementation of the residential organics (green cart) program is not complete. This presentation will allow for a full Council discussion related to the program and steps that can be taken to properly address constituent concerns before citywide impacts occur.

This matter has been reviewed by Budget Manager Rebecca Bernstorff on September 29, 2025.

FISCAL IMPACT

This recommendation requests the City Manager to provide an update to City Council on the status of the residential organics collection program, including a plan to address various concerns that have been raised. This recommendation is anticipated to have a minimal impact on staffing beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

SUGGESTED ACTION

Approve recommendation.

Respectfully submitted,



Daryl Supernaw, Councilmember, Fourth District