



# TOWN OF FAIRFAX

## STAFF REPORT

### November 5, 2014

**TO:** Mayor and Town Council

**FROM:** Michele Gardner, Town Clerk

**SUBJECT:** Accept Marin Sanitary Services Second and Third Quarterly Reports (April–Sept. 2014)

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#### RECOMMENDATION

Accept the reports

#### DISCUSSION

Marin Sanitary Services sent the two attached reports for the Council's review and acceptance.

#### ATTACHMENTS

MSS Second Quarterly Report: April – June 2014  
MSS Third Quarterly Report: July – September 2014

# Town of Fairfax

Quarterly Report April-June 2014

*Marin Sanitary Service*

CONSERVATION – OUR EARTH, OUR MISSION, OUR JOB



2014

Authored by: Kimberly Scheibly, Municipal Contracts & Communications Manager

# Town of Fairfax

## Quarterly Report April-June 2014

### Recyclable Materials and Green Waste Collection

Second quarter (Q2) 2014 curbside diversion from the Residential sector increased from 62% last quarter to 63.3% this quarter. Commercial diversion remains stable at 77%. Overall diversion has increased to 66% from 65%.

TABLE 1: CURBSIDE RECYCLING, ORGANICS & GARBAGE FOR RESIDENTIAL AND COMMERCIAL MSS CUSTOMERS

	<u>Residential</u>	<u>Commercial</u>	<u>Total</u>
<b>Collected:</b>			
Curbside Yard Waste	323	-	323
Curbside Recycle	282	25	308
Transfer Station	351	9	360
Commercial to MRRC	-	246	246
<b>Total collected</b>	<b>956</b>	<b>281</b>	<b>1,237</b>
<b>Diverted:</b>			
Curbside Yard Waste	323	-	323
Curbside Recycle	282	25	308
Commercial recovered through MRRC	-	191	191
<b>Total Diverted</b>	<b>605</b>	<b>216</b>	<b>821</b>
<b>Diversion</b>	<b>63.3%</b>	<b>76.9%</b>	<b>66.4%</b>

<b>To Landfill</b>	416
Population	7,441
Landfill tonnage per capita during the quarter	0.06

### Market Values of Materials Diverted

Below the average salvage prices per ton for curbside commodities from April-June, 2013.

TABLE 2 AVERAGE MARKET VALUES OF CURBSIDE COMMODITIES

COMMODITY	April	May	June
ALUMINUM	Nothing sold	\$1,470.00	\$1,555.00
PET PLASTIC #1	\$480.00	\$492.50	\$497.50
ALL PAPER COMBINED	\$155.00	\$157.00	\$158.00

## Household Hazardous Waste

For the second quarter of 2014, there have been a total of 323 drop-off customers at the HHW facility and 2 Residential Curbside collections. Table 3 shows the participants by customer type.

TABLE 3: HHW PARTICIPANTS BY CUSTOMER TYPE

Customer Type	Participants
Residential	323
CESQG	1
Residential Curbside Collection	2

## New Itemized Billing System Update

The Franchisors Group has engaged HF&H to begin reviewing and revising our current disposal based rate structure in order to convert to one in which charges for all services (a materials management structure) will be outlined. Focus groups were held for residential, commercial, and multifamily tenants and property managers/owners at the end of 2013 and beginning of 2014. After analysis of the data, the group decided to go forward with a pilot for the commercial and residential customers only. A Multifamily pilot will happen at a later date. One hundred residential customers will receive a reformatted bill that show all services provided in a bundled rate. A pilot fee for additional diversion service carts (extra yard/food waste and dual sort split recycling carts) will also be tested. Thirty commercial customers will pilot test a fee for service rate structure designed to incentivize recycling and composting and disincentive landfilling of materials. Like the residential group, they will also test a new bill format and messaging. Materials will be developed and customers will be selected in June and July in order to begin the pilot August 1, 2014.

## Customer Service

There were a total of 135 customer complaint calls. One hundred were for missed pick-ups; 33 were for broken carts and 2 were complaints about carts not being put back in place. All complaints were resolved immediately.

## RESIDENTIAL SERVICE LEVELS

The number of 96 gallon carts in the town has increased by 1. The customer was given education on proper recycling and composting and encouraged to start with a 64 gallon container but declined.

	<u>Carts at Mar 2014</u>	<u>Carts at June 2014</u>	<u>Increase/ (decrease)</u>	<u>% Increase/ (decrease)</u>
<b>Number of carts</b>				
20 gal. can	428	452	24	6%
32 gal. can	1,962	1,947	(15)	-1%
64 gal. can	141	145	4	3%
96 gal. can	6	7	1	17%
	<u>2,537</u>	<u>2,551</u>	<u>14</u>	<u>1%</u>
<b>% of carts</b>				
20 gal. can	16.87%	17.72%		
32 gal. can	77.34%	76.32%		
64 gal. can	5.56%	5.68%		
96 gal. can	0.24%	0.27%		
	<u>100.0%</u>	<u>100.0%</u>		

# Town of Fairfax

Quarterly Report July-September 2014

*Marin Sanitary Service*

CONSERVATION – OUR EARTH, OUR MISSION, OUR JOB



2014

Authored by: Kimberly Scheibly, Municipal Contracts & Communications Manager

# Town of Fairfax

## Quarterly Report July-September 2014

### Recyclable Materials and Green Waste Collection

Third quarter (Q3) 2014 curbside diversion from the Residential sector increased from 63% last quarter to 64% this quarter. Commercial diversion increased slightly from remains stable at 77%. Overall diversion has increased to 64% from 67%.

TABLE 1: CURBSIDE RECYCLING, ORGANICS & GARBAGE FOR RESIDENTIAL AND COMMERCIAL MSS CUSTOMERS

	Residential	Commercial	Total	
<b>Collected:</b>				
Curbside Yard Waste	328	NA	328	
Curbside Recycle	310	36	346	
Transfer Station	359	11	370	
Commercial to Marin Resource Recovery Center	NA	289	289	
Total collected	997	336	1,333	
<b>Diverted:</b>				
Curbside Yard Waste	328	NA	328	
Curbside Recycle	310	36	346	
Commercial recovered through Marin Resource Recovery Center	NA	224	224	
Total Diverted	638	260	898	
<b>Diversion:</b>		<b>64.0%</b>	<b>77.3%</b>	<b>67.4%</b>
<b>To Landfill</b>			435	
Population			7,441	
Landfill tonnage per capita during the quarter			0.06	

### Market Values of Materials Diverted

Below the average salvage prices per ton for curbside commodities from July-September, 2014.

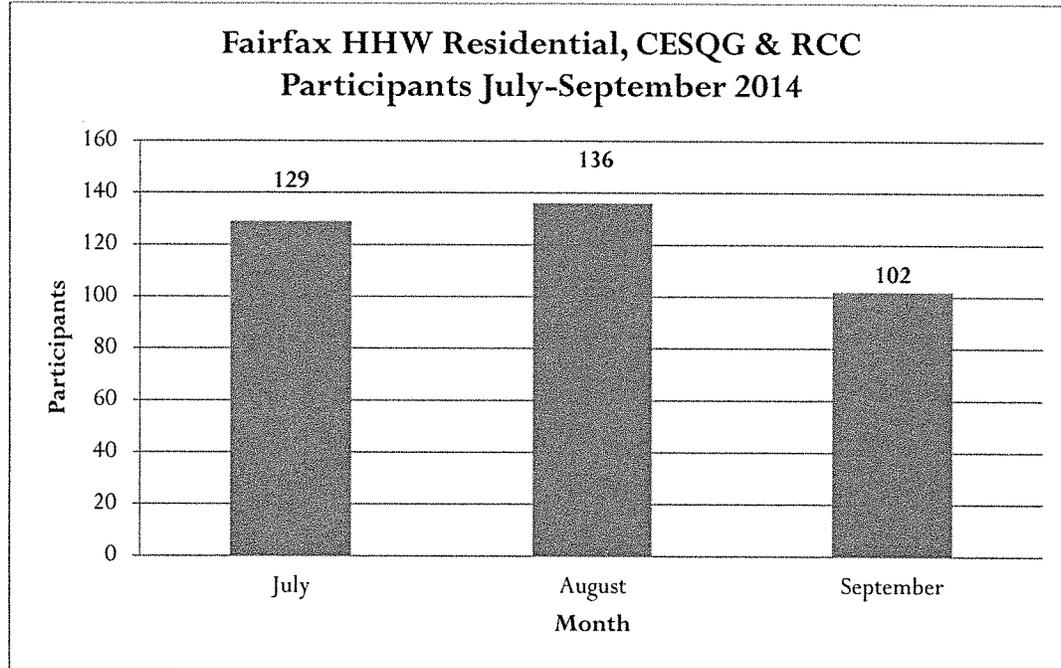
TABLE 2 AVERAGE MARKET VALUES OF CURBSIDE COMMODITIES

COMMODITY	July	August	September
ALUMINUM	\$1340.00	\$1340.00	\$1,260.00
PET PLASTIC #1	\$490.00	\$497.50	\$510.00
ALL PAPER COMBINED	159.75	161.00	157.50

## Household Hazardous Waste

For the third quarter of 2014, there have been a total of 362 residential and one commercial drop-off customers at the HHW facility and 4 Residential Curbside collections. Table 3 shows the participants by customer type.

TABLE 3: HHW PARTICIPANTS BY CUSTOMER TYPE



## New Itemized Billing System Update

The Franchisors Group has engaged HF&H to begin reviewing and revising our current disposal based rate structure in order to convert to one in which charges for all services (a materials management structure) will be outlined. Focus groups were held for residential, commercial, and multifamily tenants and property managers/owners at the end of 2013 and beginning of 2014. After analysis of the data, the group decided to go forward with a pilot for the commercial and residential customers only. A Multifamily pilot will happen at a later date. The pilot officially began August 1, 2014 and will end October 31, 2014. One hundred residential customers have received a reformatted bill that show all services provided in a bundled rate. A pilot fee for additional diversion service carts (extra yard/food waste and dual sort split recycling carts) is being tested. Thirty commercial customers have received information on a fee for service rate structure designed to incentivize recycling and composting and disincentive landfilling of materials. Like the residential group, they will also test a new bill format and messaging. Customer feedback in the form of survey questions will be analyzed and reported on in November to the Franchisors' Group.

## Customer Service

There were a total of 113 customer complaint calls. Eighty two were for missed pick-ups; 31 were for broken carts and 2 were complaints about carts not being put back in place. All complaints were resolved immediately.

## RESIDENTIAL SERVICE LEVELS

The number of 96 gallon carts in the town has increased by 1. Twelve customers downsized to a 20 gallon gray garbage cart.

TABLE 4: GARBAGE SERVICE LEVELS

	<u>Carts at June 2014</u>	<u>Carts at Sep 2014</u>	<u>Increase/ (decrease)</u>	<u>% Increase/ (decrease)</u>
<b>Number of carts</b>				
20 gal. can	452	464	12	3%
32 gal. can	1,947	1,934	(13)	-1%
64 gal. can	145	149	4	3%
96 gal. can	7	8	1	14%
	<u>2,551</u>	<u>2,555</u>	<u>4</u>	<u>0%</u>
<b>% of carts</b>				
20 gal. can	17.72%	18.16%		
32 gal. can	76.32%	75.69%		
64 gal. can	5.68%	5.83%		
96 gal. can	0.27%	0.31%		
	<u>100.0%</u>	<u>100.0%</u>		

## AB 341 (Mandatory Commercial Recycling) Compliance

MSS is working with the Town and Sustainable Fairfax to get all commercial businesses recycling. Currently, only 16 business do not have recycling out of 89.

TABLE 5: AB 341 COMPLIANCE: COMMERCIAL BUSINESS

JURISDICTION	341NN:	341NR:	341QN:	341QR:	Grand Total
	Not Required No Recycling	Not Required but Recycles	Required and <i>NOT</i> compliant	Required and is compliant	
Fairfax	16	53	0	20	89

TABLE 6: AB 341 COMPLIANCE: APARTMENTS

JURISDICTION	341NN:	341NR:	341QN:	341QR:	Grand Total
	Not Required No Recycling	Not Required but Recycles	Required and <i>NOT</i> compliant	Required and is compliant	
Fairfax	0	3	0	24	27