



**TOWN OF FAIRFAX
STAFF REPORT
December 6, 2017**

TO: Mayor and Town Council
FROM: Michele Gardner, Town Clerk GT
SUBJECT: Receive Marin Sanitary Service Third Quarterly Report (July-September 2017)

RECOMMENDATION

Receive the report.

DISCUSSION

Attached is the Third Quarterly Report from Marin Sanitary Service for the Council's review and acceptance. The report covers the third quarter period from July through September 2017.

ATTACHMENT

Marin Sanitary Service Third Quarterly Report

Town of Fairfax

Quarterly Report July-September, 2017



2017

Authored by: Kimberly Scheibly, Director of Compliance & Customer Relations

Contents

CURBSIDE COLLECTION: RESIDENTIAL, COMMERCIAL & MULTIFAMILY.....	2
RESIDENTIAL RECYCLING RATES BY WEIGHT AND BY VOLUME	2
COMMERCIAL AND MULTIFAMILY DWELLING (MFD) RECYCLING RATES BY WEIGHT AND BY VOLUME.....	3
JURISDICTION WIDE RECYCLING RATES BY WEIGHT AND DIVERSION SERVICE PARTICIPATION RATES.....	4
RESIDENTIAL SERVICE LEVELS.....	5
MULTIFAMILY DWELLING (MFD) SERVICE LEVELS.....	5
COMMERCIAL SERVICE LEVELS	6
MANDATORY COMMERCIAL RECYCLING COMPLIANCE	6
HOUSEHOLD HAZARDOUS WASTE (HHW)	7
CUSTOMER SERVICE COMPLAINT DATA	7
ZERO WASTE EVENTS.....	ERROR! BOOKMARK NOT DEFINED.
TAKE BACK DAY, APRIL 29, 2017	ERROR! BOOKMARK NOT DEFINED.
FAIRFAX FESTIVAL.....	ERROR! BOOKMARK NOT DEFINED.

Town of Fairfax

Quarterly Report July-September, 2017

Curbside Collection: Residential, Commercial & Multifamily

Residential Recycling Rates by Weight and by Volume

Table 1 shows the total gross available service volume in cubic yards. This is the cumulative amount of service subscribed to for residential customers. Table 2 shows the actual tonnage collected and diverted for residential customers. The volumetric recycling rate was 80% for the third quarter of 2017 compared to 2016. However, the actual weight based recycling rate decreased 2% from 64% to 62%. 15 more tons were sent to the landfill this quarter.

TABLE 1: FAIRFAX RESIDENTIAL RECYCLING RATE BY VOLUMETRIC SERVICE LEVELS (CUBIC YARDS OF SERVICE)

Residential Diversion (Cubic Yards)		
	Q3 2017	Q3 2016
Landfill	394	395
Recycle	805	799
Organics	796	796
Recycling Rate	80%	80%

TABLE 2: RESIDENTIAL RECYCLING RATES BY WEIGHT (TONS)

	Residential	
	Q3 2017	Q3 2016
<u>Tons Collected:</u>		
Curbside Organics	319	335
Containers Curbside Recycling	90	87
Paper Fiber Curbside Recycle	73	80
Transfer Station	301	286
Total Tons Collected	783	788
<u>Tons Recycled:</u>		
Curbside Organics	319	335
Curbside Recycle	163	167
Total Tons Recycled	482	502
Recycling Rate	62%	64%
Landfilled Tons	301	286

Commercial and Multifamily Dwelling (MFD) Recycling Rates by Weight and by Volume

Table 3 shows the total gross available service volume in cubic yards. This is the cumulative amount of service subscribed to for commercial customers. Table 4 shows the actual tonnage collected and recycled for commercial customers. The volumetric recycling rate remains unchanged Q3 2017 to Q3 2016, however, the weight based recycling rate increased by 1%. Nine (9) fewer tons were sent to the landfill Q3 2017 compared to Q3 2016.

TABLE 3: FAIRFAX COMMERCIAL/MULTIFAMILY VOLUMETRIC SERVICE RECYCLING RATE (CUBIC YARDS OF SERVICE)

Commercial and MFD Diversion (Cubic Yards)		
	Q3 2017	Q3 2016
Landfill	300	291
Recycling	296	293
Organics	41	34
Recycling Rate	51%	51%

TABLE 4: COMMERCIAL RECYCLING RATE BY WEIGHT (TONS) Q3 2017 COMPARED TO Q3 2016

	Commercial	
	Q3 2017	Q3 2016
Tons Collected:		
Curbside Organics	17	18
Containers Curbside Recycling	73	71
Paper Fiber Curbside Recycle	60	66
Cardboard Curbside Recycle	84	92
Transfer Station	302	302
Commercial Food Waste (F2E)	34	12
Commercial processed at Marin Resource Recovery Center	49	26
Total Tons Collected	619	587
*Commercial yard waste is co-collected with residential yard waste. Tonnage is allocated based on volumetric subscription levels.		
Tons Recycled:		
Curbside Organics	17	18
Curbside Recycle	217	229
Commercial Food Waste (F2E)	34	12
Commercial recovered at MRRC	32	18
Total Tons Recycled	300	277
*Commercial yard waste is co-collected with residential yard waste. Tonnage is allocated based on volumetric subscription levels.		
Recycling Rate	48%	47%
Landfilled Tons	319	310

Jurisdiction Wide Recycling Rates by Weight

From Q3 2017 to Q3 2016, there was a 1% decrease in the total weight based recycling rate (Table 5) for the Town. 24 more tons were landfilled in Q3 2017 and 22 more tons were collected in the F2E program.

TABLE 5: FAIRFAX OVERALL RECYCLING RATE BY WEIGHT (TONS) Q3 2017 COMPARED TO Q3 2016.

	Total	
	Q3 2017	Q3 2016
<u>Tons Collected:</u>		
Curbside Organics	336	353
Containers Curbside Recycling	163	158
Paper Fiber Curbside Recycle	133	146
Cardboard Curbside Recycle	84	92
Transfer Station	603	588
Commercial Food Waste (F2E)	34	12
Commercial processed at Marin Resource Recovery Center	49	26
Total Tons Collected	1,402	1,375
<u>Tons Recycled:</u>		
Curbside Organics	336	353
Curbside Recycle	380	396
Commercial Food Waste (F2E)	34	12
Commercial recovered at MRRC	32	18
Total Tons Recycled	782	779
Recycling Rate	56%	57%
Landfilled Tons	620	596

Residential Service Levels

Table 6 below details the Residential service levels and the percentage change from Q3 2017 to Q3 2016. The number of subscriptions to 20-gallon landfill, 96-gallon recycling, and 35-gallon organics carts continues to increase. These numbers are only for MSS supplied tipper carts and do not reflect customer owned cans or bags that contain extra garbage, yard waste and/or recycling.

TABLE 6: RESIDENTIAL CURBSIDE SUBSCRIPTIONS TO RECYCLING, ORGANICS & GARBAGE

Residential Weekly Garbage Service		
CART size	Q3 2017	Q3 2016
20 gallon	631	610
32 gallon	1,749	1,768
64 gallon	155	153
96 gallon	12	12
Residential Weekly Recycling Service		
CART size	Q3 2017	Q3 2016
5 gallon	50	52
32 gallon	1	1
64 gallon	2,373	2,405
96 gallon	110	76
Residential Weekly Organics		
CART size	Q3 2017	Q3 2016
35 gallon	102	60
64 gallon	2,410	2,429
96 gallon	35	36

Multifamily Dwelling (MFD) Service Levels

Table 7 shows the overall service collections per week for all multifamily dwellings in the Town. This does not show how many containers are in service but how many times a certain size container is emptied. For instance, a customer may have one 32-gallon cart but it is emptied six days per week. This would count as six, 32-gallon pick-ups. From Q3 2017 to Q3 2016, landfill and diversion services remained stable. MSS is hopeful that with increased outreach & education and the partnership with Sustainable Fairfax, we will continue to see a decrease in landfill and an increase in diversion services.

TABLE 7: CURBSIDE WEEKLY COLLECTIONS FOR RECYCLING, ORGANICS & GARBAGE FOR MULTIFAMILY DWELLINGS

MFD Weekly Garbage Service			MFD Weekly Recycling Service			MFD Weekly Compost Service		
SIZE	Q3 2017	Q3 2016	SIZE	Q3 2017	Q3 2016	SIZE	Q3 2017	Q3 2016
32 gal.	153	153	32 gal.	2	2	32 gal.	6	4
64 gal.	39	39	64 gal.	222	222	64 gal.	34	34
96 gal.	38	38	96 gal.	12	12	96 gal.	2	2
1 yard	3	3						
2 yard	8	8						
3 yard	7	7						
4 yard	1	1						

Commercial Service Levels

Commercial businesses are offered recycling services as part of a “bundled rate”. Since there is a wide variety of container types, sizes and collection frequency, the data is reported based on overall weekly pickups for each container size. Overall, subscriptions levels for all services remained stable (Table 8). Since roll-off boxes and compactors are weighed individually, they are not covered in the overall service yardage report.

TABLE 8: CURBSIDE WEEKLY COLLECTIONS FOR RECYCLING, ORGANICS & GARBAGE FOR COMMERCIAL BUSINESSES

Commercial Weekly Garbage Service			Commercial Weekly Recycling Services		
SIZE	Q3 2017	Q3 2016	SIZE	Q3 2017	Q3 2016
32 gallon	113	113	5 gallon	2	2
64 gallon	32	32	32 gallon	37	37
96 gallon	20	14	64 gallon	280	270
1 yard	10	10	96 gallon	18	18
2 yard	15	15	1 yard	4	5
3 yard	28	30	2 yard	56	56
4 yard	8	5	Commercial Weekly Compost		
8 Yard Comp	1	1	SIZE	Q3 2017	Q3 2016
			32 gallon	3	3
			64 gallon	48	46
			Commercial Food 2 Energy		
			SIZE	Q3 2017	Q3 2016
			32 gallon	19	20
			64 gallon	29	11

Mandatory Commercial Recycling Compliance

MSS is working with the Town and Sustainable Fairfax to implement recycling and/or organic services at all Commercial and Multifamily Dwellings (MFDs) per the Town’s Mandatory Commercial Recycling Ordinance, [8.08.130](#). Table 9 shows the number of commercial and multifamily dwellings who are compliant with the Town’s recycling ordinance. All but two of the commercial businesses subscribe to recycling services for paper, bottles & cans, and/or cardboard and are compliant with the ordinance. Table 10 shows the number of MFDs and commercial businesses who have an organics service. Of the 102 commercial businesses, only 56 have businesses types that would require an organics service under the Town’s ordinance. Of these, 37 are currently compliant. 24 businesses are enrolled in the commercial compost program and 13 restaurants are enrolled in the commercial food to energy program. 18 Multifamily Dwellings (Apartments with 4 or more units) have organics composting service. 8 are non-compliant with the Town’s ordinance. MSS is working with Sustainable Fairfax to target these 8 MFDs to begin composting service at these properties.

TABLE 9 COMPLIANCE: COMMERCIAL RECYCLING BUSINESSES AND APARTMENTS

Customer Type	NOT compliant	Compliant	Grand Total
Multifamily Dwelling	0	26	26
Commercial Business	2	100	102
Total	0	126	126

TABLE 10: COMPLIANCE: COMMERCIAL ORGANICS RECYCLING BUSINESSES AND APARTMENTS

Customer Type	NOT compliant	Compliant	Grand Total
Multifamily Dwelling	8	18	26
Commercial Business	19	37	56
Total	27	55	82

Household Hazardous Waste (HHW)

Table 11 compares participation in the HHW program by customer type for Q3 2017 and Q3 2016.

TABLE 11 HHW PARTICIPANTS BY CUSTOMER MONTH

	Q3 2017	Q3 2016
CUSTOMER TYPE	PARTICIPANTS	PARTICIPANTS
RESIDENTIAL	415	354
CESQG	1	4

Customer Service Complaint Data

MSS tracks the following complaint categories: misses, broken containers and service issues. Service issues are documented in detail and include unprofessional behavior, noise, service start times, etc. All complaints are reviewed by a Route Supervisor or Manager immediately. Table 12 shows the count of complaints logged by type. There was only one service related complaint from a customer who reported carts being missed weeks in a row. An investigation into the GPS on the truck revealed that the driver was arriving in the early afternoon and was documenting “carts not out”. A discussion with the customer revealed that the customer was pulling the carts back onto their property before the driver had arrived.

TABLE 12: CUSTOMER COMPLAINT LOG

Missed Collections		Broken Containers		Service Issues	
Q3 2017	Q3 2016	Q3 2017	Q3 2016	Q3 2017	Q3 2016
56	58	79	82	1	3

Zero Waste Events: Fairfax Chipper Days, 2017

Marin Sanitary Service partnered with the Town of Fairfax and the Ross Valley Fire Department on the 5th Annual Chipper Days events. Town residents were allowed to drop off brush at several locations around the Town in the months of July and August. The intent of these chipper days is to remove vegetation "fuel" to reduce wildfire hazards near homes in Fairfax. Since 2012, the Town has diverted 65.02 tons of yard debris from the landfill.

