



TOWN OF FAIRFAX
STAFF REPORT
June 7, 2017

TO: Mayor and Town Council

FROM: Michele Gardner, Town Clerk ⁶

SUBJECT: Acceptance of Marin Sanitary Service First Quarterly Report (January-March 2017)

RECOMMENDATION

Accept the report.

DISCUSSION

Attached is the First Quarterly from Marin Sanitary Service for the Council's review and acceptance. The report covers the first quarter period from January through March 2017.

ATTACHMENT

Marin Sanitary Service First Quarterly Report 2017

Town of Fairfax

Quarterly Report January-March, 2017



Marin Sanitary Service
CONSERVATION — OUR EARTH, OUR MISSION, OUR JOB

2017

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Town of Fairfax

Quarterly Report January-March, 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 remains unchanged for the first quarter of 2017 compared to 2016. However, the actual weight based recycling rate decreased 3% from 70% to 67%. 65 more tons were sent to the landfill Q1 2017 compared to Q1 2016

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

Fairfax Residential Total Gross Service Volume (Cubic Yards)		
	Q1 2017	Q1 2016
Landfill	395	393
Recycle	802	797
Organics	795	810
Recycling Rate	80%	80%

TABLE 2: RESIDENTIAL RECYCLING RATES BY WEIGHT (TONS)

	RESIDENTIAL	
	Q1 2017	Q1 2016
Tons Collected:		
Curbside Yard Waste	412	371
Containers Curbside Recycle	106	100
Paper Fiber Curbside Recycle	123	116
Transfer Station	321	257
Commercial Food Waste (F2E)	* N/A	* N/A
Commercial processed at MRRC	* N/A	* N/A
Total Tons Collected	963	844

*Commercial yard waste is co-collected with residential yard waste. Tonnage is included with Residential. F2E and Commercial Processed at MRRC are included in Commercial.

	RESIDENTIAL	
	Q1 2017	Q1 2016
Tons Diverted:		
Curbside Yard Waste	412	371
Curbside Recycle	229	216
Commercial Food Waste (F2E)	* N/A	* N/A
Commercial recovered through MRRC	* N/A	* N/A
Total Tons Diverted	641	587
*Commercial yard waste is co-collected with residential yard waste. Tonnage is included with Residential. F2E and Commercial Processed at MRRC are included in Commercial.		
Recycling Rate	67%	70%
Landfilled	322	257

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

Tables 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 increased very slightly (0.6%) from Q1 2017 to Q1 2016, however, the weight based recycling rate decreased by 1%, from 43% to 42%. 69 more tons were sent to the landfill Q1 2017 compared to Q1 2016.

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

Fairfax Commercial & MFD Total Gross Service Volume (Cubic Yards)		
SIZE	Q1 2017	Q1 2016
Landfill	280	276
Recycling	292	288
Organics	39	31
Recycling Rate	54.20%	53.60%

TABLE 4: COMMERCIAL RECYCLING RATE BY WEIGHT (TONS)

	COMMERCIAL/MFD	
	Q1 2017	Q1 2016
Tons Collected:		
Curbside Yard Waste	* N/A	* N/A
Containers Curbside Recycle	26	24
Paper Fibers Curbside Recycle	30	28
Cardboard Recycle	107	101
Transfer Station	334	273
Commercial Food Waste (F2E)	31	19
Commercial processed at MRRC	90	57
Total Tons Collected	618	502

*Commercial yard waste is co-collected with residential yard waste. Tonnage is included with Residential. F2E and Commercial Processed at MRRC are included in Commercial.

	COMMERCIAL/MFD	
	Q1 2017	Q1 2016
<u>Tons Diverted:</u>		
Curbside Yard Waste	* N/A	* N/A
Curbside Recycle	163	153
Commercial Food Waste (F2E)	31	19
Commercial recovered through MRRC	68	43
Total Tons Diverted	206	163
*Commercial yard waste is co-collected with residential yard waste. Tonnage is included with Residential. F2E and Commercial Processed at MRRC are included in Commercial.		
Recycling Rate	42%	43%
Landfilled	356	287

Jurisdiction Wide Recycling Rates by Weight and Diversion Service Participation Rates

From Q1 2017 to Q1 2016, there was a 3% decrease in the total weight based recycling rate (Table 5) for the Town. This is due to an increase in 134 tons sent to the landfill.

TABLE 5: FAIRFAX OVERALL RECYCLING RATE BY WEIGHT (TONS) Q1 2017 COMPARED TO Q1 2016.

	Fairfax TOTAL	
	Q1 2017	Q1 2016
<u>Tons Collected:</u>		
Curbside Yard Waste	412	371
Container Curbside Recycle	132	124
Paper Fiber Curbside Recycle	153	144
Cardboard Recycle	107	101
Transfer Station	655	530
Commercial Food Waste (F2E)	31	19
Commercial processed at MRRC	90	57
Total Tons Collected	1,581	1,346

*Commercial yard waste is co-collected with residential yard waste. Tonnage is included with Residential. F2E and Commercial Processed at MRRC are included in Commercial.

	Fairfax TOTAL	
	Q1 2017	Q1 2016
<u>Tons Recycled:</u>		
Curbside Yard Waste	412	371
Curbside Recycle	392	369
Commercial Food Waste (F2E)	31	19
Commercial recovered through MRRC	68	43
Total Tons Recycled	903	802
*Commercial yard waste is co-collected with residential yard waste. Tonnage is included with Residential. F2E and Commercial Processed at MRRC are included in Commercial.		
Recycling Rate	57%	60%
Landfilled Tons	678	544

Residential Service Levels

Residential Customers: Comprehensive hauling services for one low rate

We're more than just the garbage company - we're your resource hauler, providing comprehensive recycling and landfill services in a basic bundled service package for one low cost.



Dual Sort Recycling

Recycle bottles, cans and containers on the brown side and paper products on the blue side.



Organics Yard /Food Waste

Recycle yard trimmings, kitchen scraps and food soiled paper in the green cart so they can be composted into a rich soil amendment.



Garbage Hauling

Everything put in the garbage goes directly to landfill.

The more you recycle, the more you save. See reverse side to learn how.

Visit www.marinsanitaryservice.com for guidelines on what is recyclable and compostable.

All residential customers are offered three services as part of the bundled “resource hauling” rate. This includes a gray “landfill” (garbage) cart, a split body recycling cart and a green organics cart. The fee is based on the size of the landfill cart. MSS encourages the use of company owned carts to increase collection efficiency, decrease damage to customer owned containers, and increase safety of our drivers by preventing risk of injury due to the manual moving and emptying of customer owned containers.

Table 6 below details the Residential service levels and the percentage change from Q1 2017 to Q1 2016. The number of subscriptions to 20 gallon landfill 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

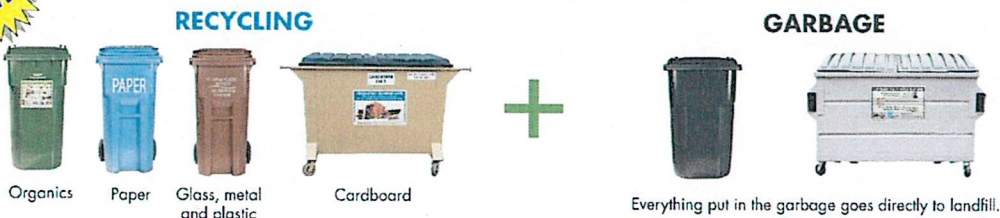
Residential Weekly Garbage Service		
CART size	Q1 2017	Q1 2016
20 gallon	626	591
32 gallon	1745	1801
64 gallon	159	143
96 gallon	13	9
Residential Weekly Recycling Service		
CART size	Q1 2017	Q1 2016
5 gallon	51	56
32 gallon	1	1
64 gallon	2394	2417
96 gallon	88	62
Residential Weekly Organics		
CART size	Q1 2017	Q1 2016
35 gallon	78	51
64 gallon	2417	2471
96 gallon	36	40

Multifamily Dwelling (MFD) Service Levels

Multifamily Dwellings: Comprehensive hauling services for **one low rate**



We're more than just the garbage company - we're your resource hauler, providing comprehensive recycling and landfill services in a basic bundled service package for one low rate.



The more you recycle, the more you save. See reverse side to learn how.
 Call 415-456-2601 or visit www.marinsanitaryservice.com for more information.

Multifamily Dwellings (MFDs) are offered recycling services as part of a “bundled rate”. Since 2016, a full-scale organics program has been offered to tenants at apartment buildings and is included as part of the bundled rate. In addition, MFD tenants will receive kitchen pails after attending a workshop for the collection of compostable materials. Since there is a wide variety of container types and sizes and collection frequency, the data is reported based on overall weekly pickups for each container size.

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 Q1 2017 to Q1 2016, collection of a 3-yard landfill bin in the Town increased. Diversion services remain 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 Services		
SIZE	Q1 2017	Q1 2016	SIZE	Q1 2017	Q1 2016
32 gallon	153	153	32 gallon	2	2
64 gallon	39	38	64 gallon	222	222
96 gallon	38	39	96 gallon	12	12
1 yard	3	3	MFD Weekly Organics Service		
2 yard	8	8	32 gallon	5	4
3 yard	7	4	64 gallon	34	33
4 yard	1	1	96 gallon	2	2

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, the percentage of landfill service subscriptions remain stable; however, the level of “diversion” services continue to increase (Table 8). This is significant and is primarily due to our partnership with Sustainable Fairfax and the enhanced commercial recycling service offerings and outreach & education by MSS. 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		
SIZE	Q1 2017	Q1 2016
32 gallon	111	111
64 gallon	33	34
96 gallon	16	18
1 yard	10	10
2 yard	13	14
3 yard	26	29
4 yard	8	3
5 yard	0	0
6 yard	0	2
8 Yard Comp	1	1
Commercial Weekly Recycling Services		
SIZE	Q1 2017	Q1 2016
5 gallon	2	2
32 gallon	36	33
64 gallon	275	262
96 gallon	18	18
1 yard	4	7
2 yard	55	54
Commercial Weekly Compost		
32 gallon	3	3
64 gallon	46	42
Commercial Food 2 Energy		
32 gallon	22	14
64 gallon	26	9

Commercial Customers:
BUNDLED SERVICES FOR ONE LOW RATE

We're more than just the garbage company —we're your resource hauler, providing comprehensive recycling and landfill services in a basic bundled service package for one low rate.

Recycling



Paper Glass, metal and plastic Cardboard

Garbage



Everything put in the garbage goes directly to landfill.

AND SAVE UP TO 30% WITH ORGANICS

Commercial Composting and Food Scraps 2 Energy carts cost less than garbage carts.



Keep organics out of the landfill and save money!

The more you recycle, the more you save.
See reverse side to learn how.

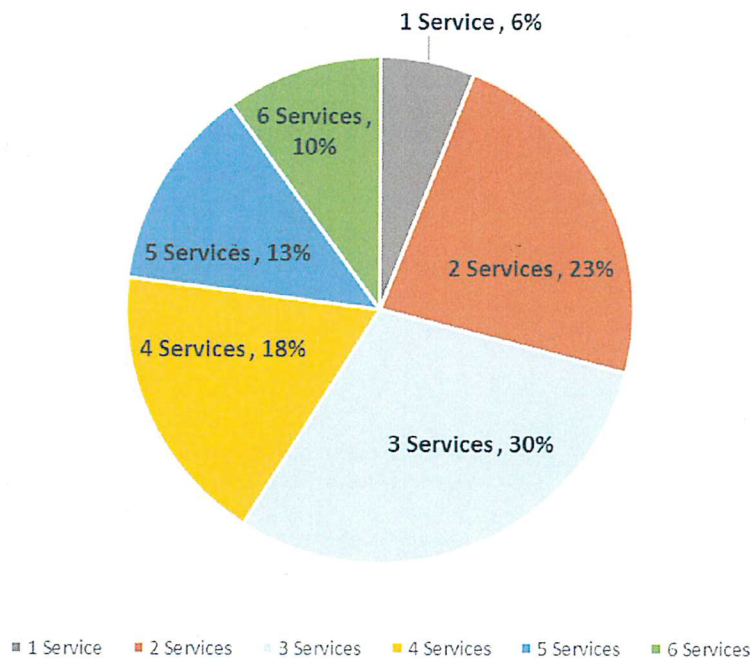
 *Marin Sanitary Service*

Table 9 shows the overall percentage of participation in all commercial diversion (recycling) services for Fairfax. Table 10 shows the number of services subscribed to by commercial business customers. 10% of all commercial customers subscribe to all six services identified in Table 9. Subscription to services is driven by business type. For instance, a grocery store could easily participate in all six service programs, whereas, an auto body shop may only participate in three.

TABLE 9: FAIRFAX OVERALL PARTICIPATION IN DIVERSION SERVICES

Fairfax	
Diversion Service	Participation
Paper Recycling	70%
Containers Recycling	78%
Cardboard Recycling	52%
Commercial Compost	24%
Food 2 Energy	13%
Landfill	100%

TABLE 10: ENROLLMENT IN DIVERSION PROGRAMS



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 per the Town’s Mandatory Commercial Recycling Ordinance, [8.08.130](#). Currently, all multifamily and commercial businesses are compliant with the Town’s recycling ordinance. Thirty commercial business are enrolled in an organics recycling program: 39 (6 schools, 2 churches, 17 businesses, and the Town Corp yard) are enrolled in the commercial compost

program and 13 restaurants are enrolled in the commercial food to energy program. All Multifamily Dwellings (Apartments with 4 or more units) have recycling and 20 have organics composting service.

TABLE 11 COMPLIANCE: COMMERCIAL BUSINESSES AND APARTMENTS

Customer Type	Required and NOT compliant	Required and is compliant	Grand Total
Multifamily Dwelling	0	26	26
Commercial Business	0	100	100
Total	0	126	126

Household Hazardous Waste (HHW)

Table 12 compares participation in the HHW program by customer type for Q1 2017 and Q1 2016. Due to poor participation in the Residential curbside HHW collection program, beginning July 1, 2016, this program was eliminated and replaced with a scheduled curbside collection of extra recycling/yard waste/garbage and an on-call collection of two bulky items.

TABLE 12 HHW PARTICIPANTS BY CUSTOMER MONTH

	Q1 2017	Q1 2016
CUSTOMER TYPE	PARTICIPANTS	PARTICIPANTS
RESIDENTIAL	349	287
CESQG	6	4
RESIDENTIAL CURBSIDE COLLECTION (RCC)	0	1

Customer Service Complaint Data

Overall, there was a 30% decrease in complaint calls for the first quarter of 2017 compared to Q1 2016. Details are below. Reported service issues were primarily for customers complaining that drivers were arriving in their area too early. Most customers were unaware of the following contracted start times: **Contractor may not collect Solid Waste prior to 3:30 a.m., Recyclable Material prior to 5:00 a.m., or Green Waste prior to 6:00 a.m. local time or later than sunset.**

TABLE 13: CUSTOMER COMPLAINT LOG

Missed Collections		Broken Containers		Service Issues	
Q1 2017	Q1 2016	Q1 2017	Q1 2016	Q1 2017	Q1 2016
48	95	68	72	7	8