

# **TOWN OF FAIRFAX**

## **STAFF REPORT**

### **October 3, 2018**

**TO:** Mayor and Town Council

**FROM:** Michele Gardner, Town Clerk *MG*

**SUBJECT:** Receive Marin Sanitary Service Semiannual Report (January-June 2018)

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CONTINUED FROM SEPTEMBER MEETING

#### **RECOMMENDATION**

Receive the report.

#### **DISCUSSION**

Attached is the Semiannual Report from Marin Sanitary Service for the Council's review and acceptance. The report covers the first two quarters of the year, from January through June 2018.

Ms. Kim Scheibly, representing Marin Sanitary Service, will be available to answer questions at the meeting.

#### **ATTACHMENT**

Marin Sanitary Service Semiannual Report 2018

AGENDA ITEM # 4

# Town of Fairfax

Semiannual Report January-June, 2018



2018

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

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# Town of Fairfax

## Semiannual Report January-June, 2018

### Curbside Collection: Residential, Commercial & Multifamily

#### Residential Recycling Rates by Weight and by Volume

Tables 1 and 2 show 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 recycled for residential customers. The volumetric and weight-based recycling rates showed only slight changes from January-June, 2018 compared to January-June 2017.

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

Fairfax Residential Total Gross Service Volume (Cubic Yards)		
	Jan. - June 2018	Jan. - June 2017
Landfill	388.19	391.57
Recycle	818.95	798.88
Organics	795.82	796.46
Recycling Rate	80.62%	80.29%

TABLE 2: RESIDENTIAL RECYCLING RATES BY WEIGHT (TONS)

#### Tons Collected:

Curbside Organics  
Curbside Containers Recycling  
Curbside Paper Fiber Recycle  
Transfer Station

#### Total Tons Collected

#### Tons Recycled:

Curbside Organics  
Curbside Containers Recycling  
Curbside Paper Fiber Recycle

#### Total Tons Diverted

#### Recycling Rate

Tons to Landfill

Residential	
Jan-June 2018	Jan-June 2017
779	817
249	260
232	258
601	640
1,861	1,975
Jan-June 2018	Jan-June 2017
779	817
249	260
232	258
1,260	1,335
67.7%	67.6%
601	640

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

Tables 3 and 4 show the total gross available service volume in cubic yards. This is the cumulative amount of service subscribed to for commercial and MFD customers. Table 4 shows the actual tonnage collected and recycled for commercial customers. While the volumetric recycling rates have increased, the tonnage-based recycling rates are the same. This could be due to the fact that on-call roll offs and compactors are counted once per week in the volumetric and may not be full when emptied or have a collection interval that is more than weekly.

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

Fairfax Commercial & MFD Total Gross Service Volume (Cubic Yards)		
SIZE	Jan. - June 2018	Jan. - June 2017
Landfill	239.27	313.77
Recycling	300.40	293.81
Organics	45.48	39.93
Recycling Rate	59.11%	51.54%

TABLE 4: COMMERCIAL RECYCLING RATE BY WEIGHT (TONS) JANUARY-JUNE 2018 COMPARED TO JANUARY-JUNE 2017

	Commercial / MF	
	Jan-June 2018	Jan-June 2017
<b>Tons Collected:</b>		
Curbside Organics	41	43
Curbside Containers Recycling	74	78
Curbside Paper Fiber Recycle	69	77
Curbside Cardboard Recycle	185	191
Transfer Station	557	612
Commercial Food Waste (F2E)	66	63
Commercial processed at MRRC	83	132
<b>Total Tons Collected</b>	<b>1,075</b>	<b>1,196</b>
<b>Tons Recycled:</b>		
Curbside Organics	41	43
Curbside Containers Recycling	74	78
Curbside Paper Fiber Recycle	69	77
Curbside Cardboard Recycle	185	191
Commercial Food Waste (F2E)	66	63
Commercial recovered through MRRC	55	95
<b>Total Tons Diverted</b>	<b>490</b>	<b>546</b>
<b>Recycling Rate</b>	<b>45.6%</b>	<b>45.7%</b>
<b>Tons to Landfill</b>	<b>585</b>	<b>649</b>

## Jurisdiction Wide Recycling Rates by Weight and Diversion Service Participation Rates

The Town experienced a 0.1% increase in the total weight-based recycling rate (Table 5).

TABLE 5: FAIRFAX OVERALL RECYCLING RATE BY WEIGHT (TONS) JANUARY-JUNE 2018 COMPARED TO JANUARY-JUNE 2017.

### Tons Collected:

Curbside Organics  
Curbside Containers Recycling  
Curbside Paper Fiber Recycle  
Curbside Cardboard Recycle  
Transfer Station  
Commercial Food Waste (F2E)  
Commercial processed at MRRC  
**Total Tons Collected**

All Customers	
Jan-June 2018	Jan-June 2017
820	860
323	337
301	335
185	191
1,158	1,253
66	63
83	132
<b>2,936</b>	<b>3,171</b>

### Tons Recycled:

Curbside Organics  
Curbside Containers Recycling  
Curbside Paper Fiber Recycle  
Curbside Cardboard Recycle  
Commercial Food Waste (F2E)  
Commercial recovered through MRRC  
**Total Tons Diverted**

Jan-June 2018	Jan-June 2017
820	860
323	337
301	335
185	191
66	63
83	132
<b>1,778</b>	<b>1,918</b>

### Recycling Rate

60.6%

60.5%

Tons to Landfill

1,158

1,253

## 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](http://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. In addition, every residential customer received a small kitchen pail to collect food scraps to empty into the MSS Organics (Green) tipper carts for curbside collection.

Table 6 below details the Residential service levels and the percentage change from January-June 2018 to January-June 2017. The number of subscriptions to 20-gallon landfill, 35-gallon organics, and 96-gallon recycling 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	Jan. - June 2018	Jan. - June 2017
20 gallon	637	620
32 gallon	1,702	1,740
64 gallon	157	154
96 gallon	12	12
Residential Weekly Recycling Service		
CART size	Jan. - June 2018	Jan. - June 2017
5 gallon	47	53
32 gallon	1	1
64 gallon	2,377	2,407
96 gallon	136	72
Residential Weekly Organics		
CART size	Jan. - June 2018	Jan. - June 2017
35 gallon	124	55
64 gallon	2,400	2,429
96 gallon	33	38

## 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.



Organics

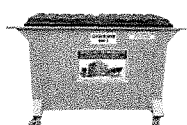


Paper



Glass, metal  
and plastic

### RECYCLING



Cardboard



### GARBAGE



Everything put in the garbage goes directly to landfill.

The more you recycle, the more you save. See reverse side to learn how.  
Call 415-456-2601 or visit [www.marinsanitaryservice.com](http://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 receive kitchen pails after attending an instructional training 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 January-June 2018 to January-June 2017, 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 (CUBIC YARDS) FOR RECYCLING, ORGANICS & GARBAGE FOR MULTIFAMILY DWELLINGS

<b>MFD Weekly Garbage Service</b>		
<b>SIZE</b>	<b>Jan. - June 2018</b>	<b>Jan. - June 2017</b>
32 gal.	24.08	22.02
64 gal.	12.36	12.36
96 gal.	18.06	18.06
1 yd.	3.00	3.00
2 yd.	16.00	16.00
3 yd.	21.00	21.00
4 yd.	4.00	4.00
<b>MFD Weekly Recycling Service</b>		
<b>SIZE</b>	<b>Jan. - June 2018</b>	<b>Jan. - June 2017</b>
32 gal.	2	2
64 gal.	222	222
96 gal.	12	12
<b>MFD Weekly Compost Service</b>		
<b>SIZE</b>	<b>Jan. - June 2018</b>	<b>Jan. - June 2017</b>
32 gal.	6	4
64 gal.	34	34
96 gal.	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, subscriptions levels for all services remained stable. Since roll-off boxes and compactors are weighed individually, they are not covered in the overall service yardage report. Table 8 shows the overall service collections per week for all commercial businesses in the Town. This does not show how many containers are in service but how many times a certain size container is emptied.

TABLE 8: CURBSIDE WEEKLY COLLECTIONS (CUBIC YARDS) FOR RECYCLING, ORGANICS & GARBAGE FOR COMMERCIAL BUSINESSES

Commercial Weekly Garbage Service		
SIZE	Jan. - June 2018	Jan. - June 2017
32 gal.	9.98	17.59
64 gal.	8.56	10.14
96 gal.	5.23	7.60
1 yd.	6.00	10.00
2 yd.	28.00	30.00
3 yd.	45.00	84.00
4 yd.	12.00	32.00
8 yd. Compactor	8.00	8.00
18 yd. roll-off	18.00	18.00
Commercial Weekly Recycling Services		
SIZE	Jan. - June 2018	Jan. - June 2017
5 gal.	0.05	0.04
32 gal.	6.65	5.70
64 gal.	89.98	87.14
96 gal.	8.06	8.56
1 yd.	4.00	4.00
2 yd.	116.00	112.00
Commercial Weekly Compost		
SIZE	Jan. - June 2018	Jan. - June 2017
32 gal.	0.87	0.48
64 gal.	18.69	14.58
Commercial Food 2 Energy		
SIZE	Jan. - June 2018	Jan. - June 2017
32 gal.	2.06	3.01
64 gal.	10.14	9.19

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*

## 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. There are currently 2 commercial businesses and 3 MFD's who are non-compliant with the ordinance. Table 10 shows the number of MFDs and commercial businesses who have an organics service. Of the 98 commercial businesses, only 63 have business types that would require an organics service under the Town's ordinance. Of these, 33 are currently compliant. 18 businesses are enrolled in the commercial compost program and 15 restaurants are enrolled in the commercial food to energy program. 24 Multifamily Dwellings (Apartments with 4 or more units) have organics composting service. 2 are non-compliant with the Town's ordinance.

TABLE 9 COMPLIANCE: COMMERCIAL RECYCLING BUSINESSES AND APARTMENTS

Customer Type	NOT compliant	Compliant	Grand Total
Multifamily Dwelling	3	23	26
Commercial Business	2	96	98
Total	5	119	124

TABLE 10: COMPLIANCE: COMMERCIAL ORGANICS RECYCLING BUSINESSES AND APARTMENTS

Customer Type	NOT compliant	Compliant	Grand Total
Multifamily Dwelling	2	24	26
Commercial Business	30	33	63
Total	32	57	89

## Household Hazardous Waste (HHW)

Table 11 compares participation in the HHW program by customer type for January-June, 2018 and January-June, 2017.

TABLE 11 HHW PARTICIPANTS BY CUSTOMER MONTH

	JAN.- JUNE 2018	JAN. - JUNE 2017
CUSTOMER TYPE	PARTICIPANTS	PARTICIPANTS
RESIDENTIAL	690	692
CESQG	2	12

## Customer Service Complaint Data

Overall, there was a 4% decrease in complaint calls for the first half of 2018 compared to the first half of 2017. 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 12: CUSTOMER COMPLAINT LOG

Missed Collections		Broken Containers		Service Issues		Total	
Jan.- June 2018	Jan. - June 2017	Jan.- June 2018	Jan. - June 2017	Jan.- June 2018	Jan. - June 2017	Jan.- June 2018	Jan. - June 2017
89	83	128	68	2	10	219	223

## Zero Waste Events

### Take Back Day, April 28, 2018

Another successful Zero Waste Event Partnership! Sustainable Fairfax, Conservation Corp North Bay, Marin Sanitary Service and the Fairfax Police department hosted the annual Take Back Day on April 28, 2018. Despite having fewer participants this year, a lot of resources were collected and kept out of the landfill! **100% of all material collected was diverted** (Table 16).

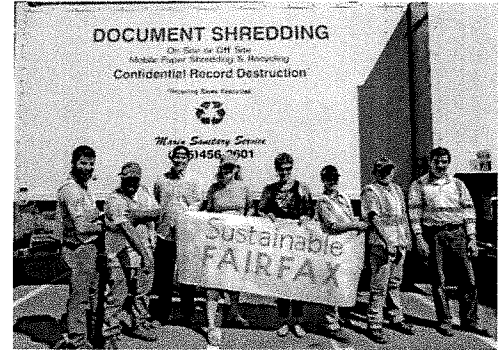


TABLE 16: TAKE BACK DAY DIVERSION (WEIGHT IN POUNDS)

Material	2018	2017	2016	2015
E-waste	4,223	4,921	4,450	4,245
Document Shredding	3,560	4,180	2,440	2,860
Pharmaceutical Waste	180	116	148	0
Landfill	0	0	0	225
<b>Diversion Rate</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>97%</b>
Participants	166	192	186	191

## Fairfax Festival

In collaboration with Sustainable Fairfax, MSS was able to provide services and event waste management guidance to the town for the Fairfax Festival June 9-10, 2018. The Fairfax Festival was a huge success both in providing entertainment and activities to patrons and in diverting wasted material from the landfill (Table 17). 109 residents of the Town visited the MSS educational booth and learned more about the value of keeping food scraps and other resources out of the landfill. Overall, there was less landfilled material and more diversion!



TABLE 17: FAIRFAX FESTIVAL RECYCLING RATES 2015-2018 (WEIGHT IN POUNDS)

Material	2018	2017	2016	2015
Cardboard	806	700	900	160
Compost	1880	1520	559	750
MSS Recycling	0*	991	0*	90
CCNB Recycling	786	1341	667	1582
Landfill	254	409	449	750
<b>Recycling Rate</b>	<b>93%</b>	<b>92%</b>	<b>83%</b>	<b>77%</b>

\*Recycling managed by CCNB