



TOWN OF FAIRFAX
STAFF REPORT
July 12, 2017

TO: Mayor and Town Council
FROM: Michele Gardner, Town Clerk ↵
SUBJECT: Receive Marin Sanitary Service First Quarterly Report (January-March 2017)

RECOMMENDATION

Receive the report.

DISCUSSION

The first quarterly report from Marin Sanitary Service covers the first quarter period from January through March 2017.

ATTACHMENT

Marin Sanitary Service First Quarterly Report

Town of Fairfax

Quarterly Report January-March, 2017



2017

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

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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 |
| <u>Tons Collected:</u> | | |
| 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

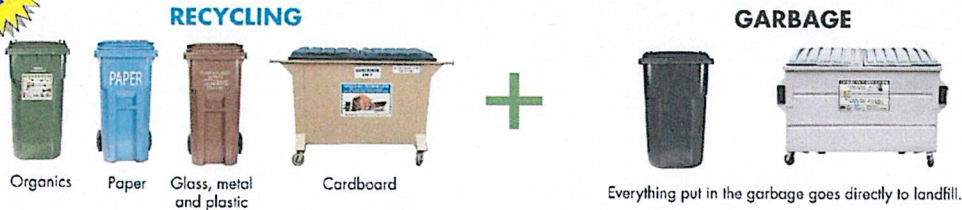
| Residential Weekly Garbage Service | | |
|--------------------------------------|---------|---------|
| CART size | Q1 2017 | Q1 2016 |
| 20 gallon | 626 | 591 |
| 32 gallon | 1745 | 1801 |
| 64 gallon | 159 | 143 |
| 96 gallon | 13 | 9 |
| Residential Weekly Recycling Service | | |
| CART size | Q1 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.

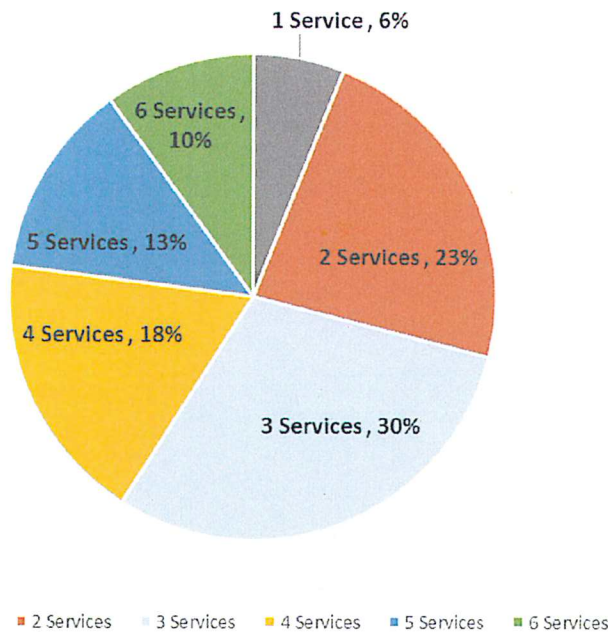


Table 9 shows the overall percentage of participation in all commercial diversion (recycling) services for Fairfax. Table 10 shows the number of services subscribed to by commercial business customers. 10% of all commercial customers subscribe to all six services identified in Table 9. Subscription to 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 (MFDs) per the Town’s Mandatory Commercial Recycling Ordinance, [8.08.130](#). Table 11 shows the number of commercial and multifamily dwellings who are compliant with the Town’s recycling ordinance. All except one customer subscribes to recycling services for paper, bottles & cans, and/or cardboard. Table 12 shows the number of MFDs and commercial businesses who have an organics service. Of the 100 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.

TABLE 11 COMPLIANCE: COMMERCIAL RECYCLING BUSINESSES AND APARTMENTS

| Customer Type | NOT compliant | Compliant | Grand Total |
|----------------------|---------------|-----------|-------------|
| Multifamily Dwelling | 0 | 26 | 26 |
| Commercial Business | 1 | 100 | 100 |
| Total | 0 | 126 | 126 |

TABLE 12: 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 13 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 13 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 14: 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 |