

TOWN OF FAIRFAX
STAFF REPORT
December 2, 2015

TO: Mayor and Town Council
FROM: Michele Gardner, Town Clerk *GT*
SUBJECT: Acceptance of Marin Sanitary Services Third Quarterly Report (July-September 2015)

RECOMMENDATION

Accept the report.

DISCUSSION

Marin Sanitary Services sent the attached quarterly report for the Council's review and acceptance. The report covers the third quarter period from July through September 2015.

ATTACHMENT

Marin Sanitary Services Report

Town of Fairfax

Quarterly Report July-September 2015

Marin Sanitary Service

CONSERVATION – OUR EARTH, OUR MISSION, OUR JOB



2015

Authored by: Kimberly Scheibly, Municipal Contracts & Communications Manager

Town of Fairfax

Quarterly Report July-September 2015

Curbside Collection Tonnage: Residential & Commercial

The Overall Recycling Rate for the third quarter of 2015 curbside has not changed from Q2 2015. Table 1 shows the tonnage details for Residential and Commercial waste streams. Apartment data is included in the commercial tonnage. The overall recycling rate remains 71%

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

	Residential Q2 2015	Residential Q3 2015	Commercial Q2 2015	Commercial Q3 2015	Total Q2 2015	Total Q3 2015
Tons Collected:						
Curbside Yard Waste	378	342	NA*	NA*	378	342
Curbside Recycle	223	218	86	87	309	306
Transfer Station	293	288	292	279	585	567
Commercial processed at Marin Resource Recovery Center (MRRC)	NA	NA	39	33	39	33
Total Tons Collected	894	848	417	399	1311	1247
*Commercial yard waste is co-collected with residential yard waste. Tonnage is included with Residential.						
Tons Recycled:						
Curbside Yard Waste	378	342	NA*	NA*	378	342
Curbside Recycle	223	218	86	87	309	306
Commercial recovered through MRRC	NA	NA	248	234	248	234
Total Tons Recycled	601	560	334	321	935	881
*Commercial yard waste is co-collected with residential yard waste. Tonnage is included with Residential.						
Recycling Rate	67%	66%	80%	81%	71%	71%

Market Values of Materials Diverted

Overall, salvage prices per ton for primary curbside commodities have been decreasing. This trend is expected to continue. Table 2 shows the per ton price for glass and aluminum Q2 compared to Q3 2015. Figures 1 and show the average scrap values per ton of plastics and papers respectively Q2 compared to Q3.

TABLE 2 AVERAGE MARKET VALUE PER TON OF CURBSIDE ALUMINUM AND GLASS (\$- DENOTES NO SALE THAT MONTH)

Q 2 2015			Q3 2015		
Month	Aluminum	Glass	Month	Aluminum	Glass
April	\$1,340.00	\$18.00	July	\$ -	\$18.00
May	\$1,200.00	\$18.00	August	\$1,100.00	\$18.00
June	\$1,040.00	\$18.00	September	\$1,100.00	\$18.00

FIGURE 1 AVERAGE MARKET VALUE PER TON OF CURBSIDE PLASTICS Q2 AND Q3 2015 (\$- DENOTES NO SALE THAT MONTH)

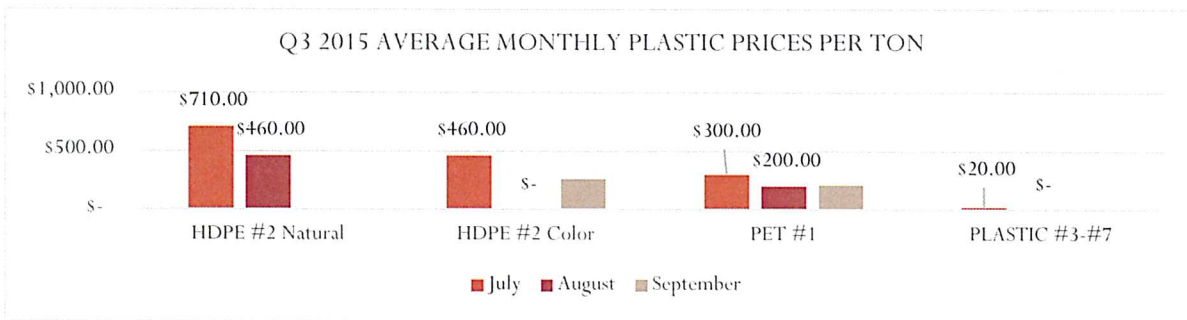
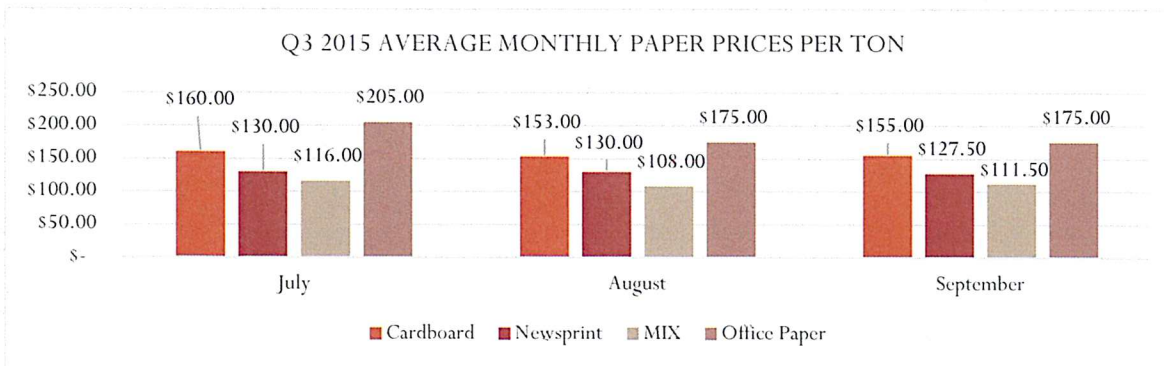
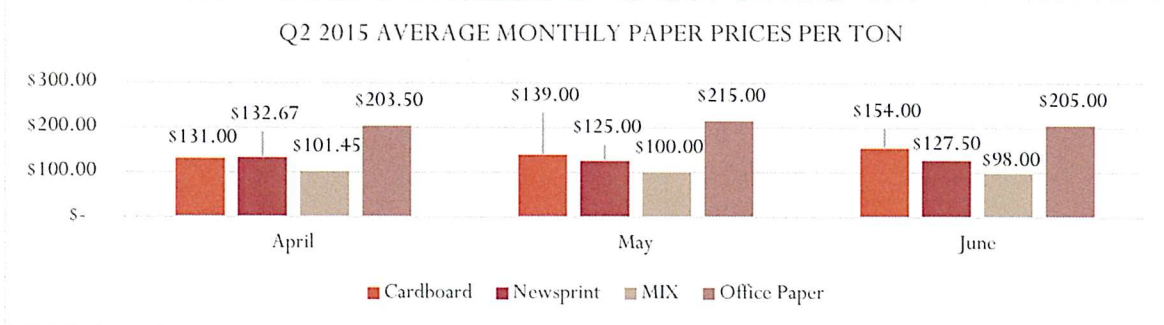


FIGURE 2 AVERAGE MARKET VALUE PER TON OF CURBSIDE PAPER FIBER Q2 AND Q3 2015



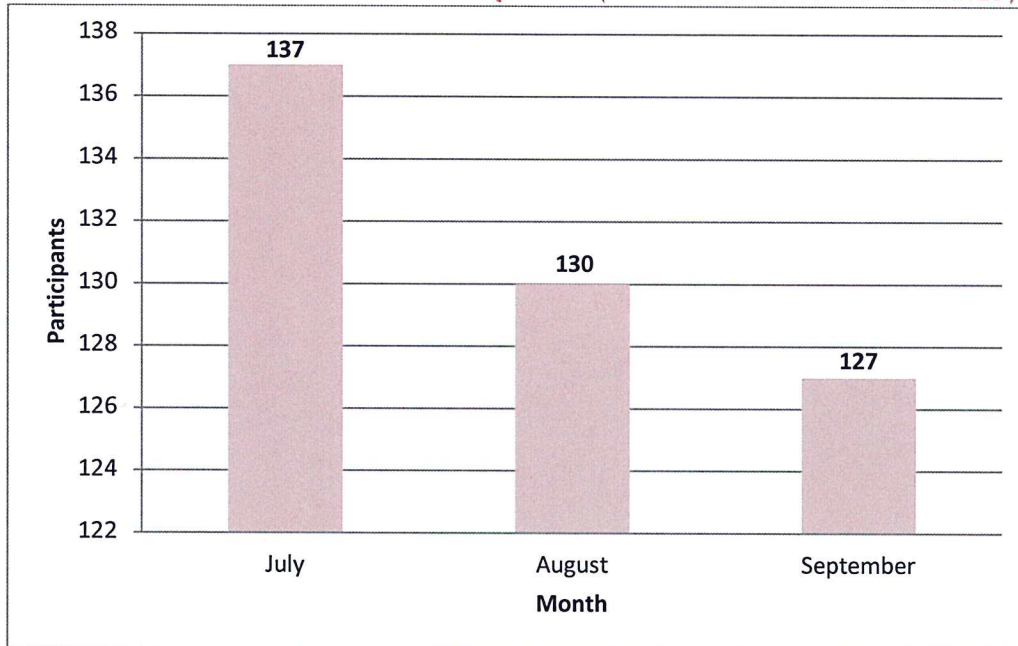
Household Hazardous Waste

For the third quarter of 2015, there have been a total of 392 drop-off customers at the HHW facility and 2 Residential Curbside Collection. Overall, there were 18 more participants in this program. Table 3 shows the participants by customer type and Figure 3 shows the total participation by month.

TABLE 3 HHW PARTICIPANTS BY CUSTOMER MONTH

CUSTOMER TYPE	PARTICIPANTS
RESIDENTIAL	389
CESQG	3
RESIDENTIAL CURBSIDE COLLECTION (RCC)	2

FIGURE 3 HHW PARTICIPANTS BY MONTH Q3 2015 (ALL CUSTOMER TYPES COMBINED)



New Itemized Billing System Update

The Franchisors Group (FG) 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. Based on findings from the focus group and the rate pilot, the following was presented to the Franchisors' Group and will be implemented in 2015.

RESIDENTIAL CUSTOMERS

This sector will see a reformatted bill that will show all service with a bundled rate. In addition, they will receive more information with the bill on saving money by reducing, reusing, recycling and composting. Customers will now be offered extra dual sort recycling carts for a nominal monthly fee. Additional yard waste carts are already offered. Data will be analyzed in the fall 2015.

COMMERCIAL CUSTOMERS

This sector will see a reformatted bill and will receive more information on cost savings through recycling and composting. Two organics programs will be offered for the same charge to all commercial customers. There will be no charge for organic service at apartments for the time being. MSS will track service changes for 6 months and assess the impact of changes on service levels. In addition, MSS will investigate costs and time frame for changing billing systems. Findings will be reported in late spring 2015 to the FG. Changes could be adopted by 2016. Data will be analyzed in the fall 2015.

Customer Service

In the third quarter of 2015, there were a total of 3,286 calls from the Town. Of these, only 199 were for complaint related issues (148 misses and 51 broken cart/bin repairs).

Residential Garbage Service Levels

Table 4 below details the Residential service levels and the percentage change from Q2 to Q3 2015.

TABLE 4 SUBSCRIPTION LEVELS FOR RESIDENTIAL GARBAGE CARTS

Residential Weekly Garbage Service			
CART size	Q2 2015	Q3 2015	% change
20 gallon	504	539	7%
32 gallon	1,894	1,858	-2%
64 gallon	152	147	-3%
96 gallon	7	9	29%
Residential Weekly Dual Sort Recycling Service			
CART size	Q2 2015	Q3 2015	% change
64 gallon	2,509	2,490	-1%
95 gallon	39	54	38%
Residential Weekly Green Waste Service			
CART size	Q2 2015	Q3 2015	% change
35 gallon	34	37	9%
64 gallon	2,531	2,531	0%

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. Twenty four commercial business are enrolled in an organics recycling program: 16 (4 schools, 2 churches, and 10 businesses) are enrolled in the commercial compost program and 9 restaurants are enrolled in the commercial food to energy program. All Multifamily Dwellings (Apartments with 4 or more units) have recycling and 15 have organics composting service.

TABLE 5 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	90	90
Total	0	116	116