

Marin Sanitary Service

CONSERVATION – OUR EARTH, OUR MISSION, OUR JOB



Town of Fairfax

Annual Report

January 1, 2013-December 31, 2013

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Zero Waste Programs

Marin Sanitary Service (MSS) continuously puts forth its best effort to help the Town of Fairfax in meeting its Zero Waste and green house gas reduction goals. On December 1, 2011, MSS signed a Contract with the Town that added several new Zero Waste programs to the existing list of services provided to the Town. As part of this Contract, MSS is providing the Town with a comprehensive annual report for 2013.



Multifamily Food Waste Composting Pilot

There are now 3 apartment buildings in the Town participating in the organics (yard waste/food waste) program: Marin Town & Country, The Lanai and Drake Manor. After extensive outreach and training, we continue to experience issues with contamination but things are improving and tenants seem to enjoy the service. This year, we will roll the program out to any apartment that expresses interest and who can adhere to program requirements: an onsite individual to monitor for contamination, carts to the curb (when possible), weekly service, and space for carts.

AB 341 Compliance (Mandatory Commercial Recycling Law)

In November 2013, the Town passed a Mandatory Commercial Recycling Ordinance (771) that will require all commercial businesses to recycle regardless of the volume of waste they generate. This goes beyond what is being mandated by the State of California. 89 Commercial Businesses and 27 Multifamily Apartments subscribe to resource hauling services with MSS. At the end of 2013, there were no businesses or apartments that were not in compliance with AB 341. There are presently only 18 businesses in the Town that do not have recycling services and will be required to recycle. These businesses will be targeted by MSS Outreach this year to get them in compliance with the new Town ordinance.

Commercial Waste Audits

All 89 Commercial Business accounts were audited in September, 2013 to see how much recycling was still being thrown in the garbage. All garbage containers had some level of recyclables still being thrown away. The majority of containers had large volumes of paper and/or cardboard. Food waste was the second largest item being thrown away. As more restaurants subscribe to the Food to Energy program, more food will be diverted from the landfill.

Zero Waste Event Collaboration

In collaboration with Sustainable Fairfax, MSS was able to provide services, signage and event waste management guidance to the town for the Fairfax Festival in June 2013. Overall, this was a successful event. Coordination between the Town, CCNB, and MSS was a key to achieving such a high diversion rate. Proper sorting is imperative to diversion. This should occur prior to disposal, to increase efficiency and decrease processing costs. For next year's event, an additional 6 hours of MSS staff time can be saved by source separation of the materials which then can be weighed and processed with all other incoming materials from the public. This will result in time and cost savings from an MSS operational standpoint and increase the efficiency and timeliness of reporting.

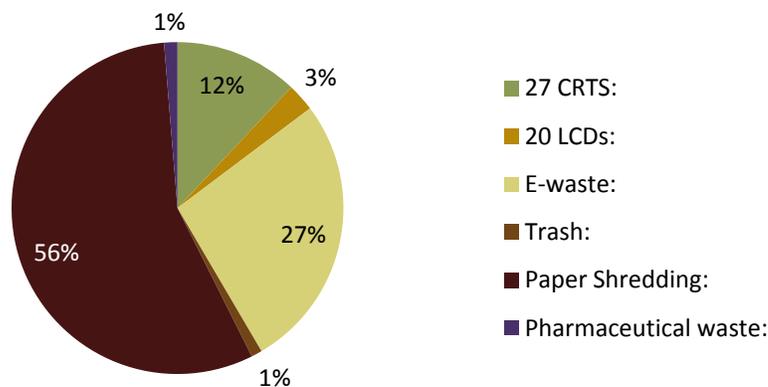
As a result of additional sorting by MSS staff, 94% of the materials collected were diverted from the landfill. The diversion would coming into the facility prior to MSS sorting was 85% (See Appendix A). There has also been collaboration on multiple smaller events to help increase diversion and promote zero waste practices.

Annual Paper Shredding, E-waste, and Unused Medication Collection Day

MSS collaborated with Sustainable Fairfax and the Sheriff's department to plan an annual Take Back collection event on April 27, 2013. This event was provided at no cost to the participating residents. Approximately 150 residents attended. The materials collected are displayed in Figure 1. 7,568 pounds of materials were collected and 7,488 pounds were diverted for an overall diversion rate of 99%. In addition to the Take Back Stations, MSS had information tables highlighting the residential recycling and compost program, residential mobile universal household hazardous waste program, and the commercial recycling program.

Figure 1: Materials Collected at Fairfax Annual Take Back Day

Take Back Day Waste Stream

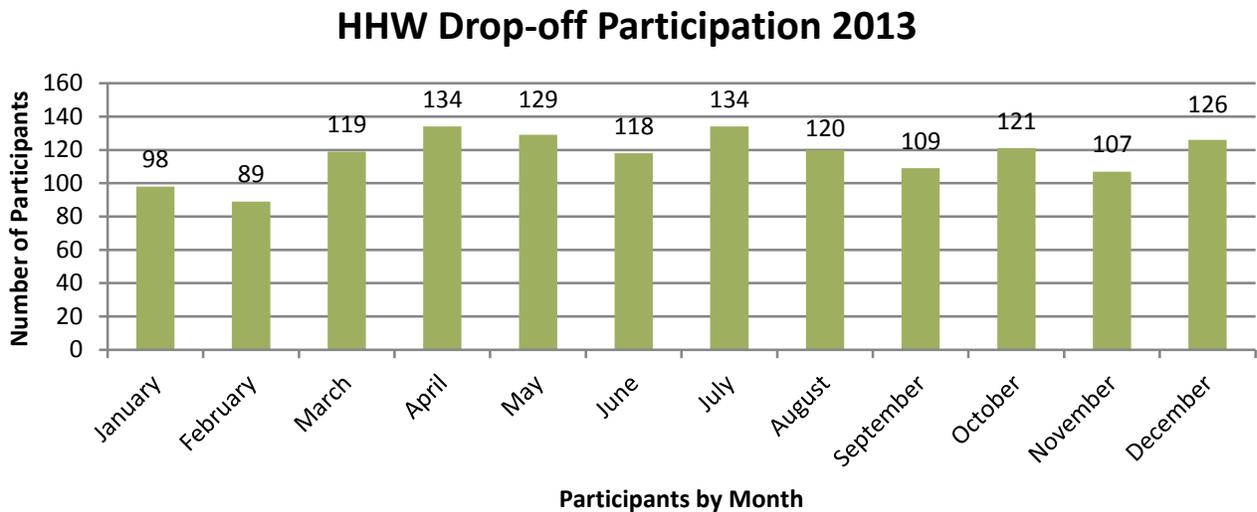


Household Hazardous Waste (HHW) Curbside Collection and Drop-off Programs

New residential customers receive a brochure explaining the Curbside Collection program. All new customers also receive a Residential Services Guide that explains the drop-off facility program. A new HHW website was built this year and has detailed information the materials accepted, how to transport materials to the facility, how to schedule curbside collections, and more (www.marinhhw.com). The Curbside program had only 11 participants this year, down from 25 in 2012. MSS partnered with Sustainable Fairfax to get the message out at more community events but this did not result in more participants. Another brainstorming meeting will be scheduled in February. Additionally, brochures will be distributed to the Library and the Police Department. While anticipated participation is lower than expected, the participation for the drop off program at the Marin Household Hazardous Waste Facility has remained steady and averages 117 Fairfax participants per month.

In 2012, there were 1266 combined Residential and Conditionally Exempt Small Quantity Generators participants. This increased to 1,404 participants in 2013. The main products being collected are latex paint, batteries, and fluorescent tubes and bulbs. Figure 2 shows the number of participants, residential and commercial, who participated in the program over the year.

Figure 2: 2013 HHW Facility Participation



Promotion and Processing of Green Waste

MSS helped the town promote two “Chipper Days” in October in collaboration with the Fairfax Volunteer Office and the Fire Department. MSS worked and the Town to distribute an informational flyer (Appendix B) to residents regarding the Chipper Days events to be held on two consecutive weekends in October. In addition to the promotion of the event, information on the MSS curbside residential green waste program was provided. A total of 11.38 tons of green waste was diverted from the Town. Approximately 10 tons of heavy brush was removed from the town, chipped and composted. MSS also empties a 20-cubic yard debris box from the Town Corporation Yard that contains leaves, brush, grass, grass cuttings, and other similar materials.

Community Compost Availability

Per our agreement with the Town, MSS will deliver up to a total of 45 tons of compost material to a designated bunker for distribution to the citizens of the town. 30 tons of compost was requested and delivered for 2013.

Promotion Composting Using Green Carts

All residential customers received a special compost newsletter in with their bill that contained information on the importance of this program, kitchen pail purchasing, tips for collecting food scraps in the home, and a list of acceptable and non-acceptable items. In addition, the program is promoted at Town events and on the MSS website. Participation audits will occur in the spring or early summer. Outreach will continue in 2014 in partnership with Zero Waste Marin, the Town, and Sustainable Fairfax.

Operational Improvement Plan

In 2012, MSS underwent an extensive audit of its collection operations. From the results of the audit, an Operational Improvement Plan was developed. This ongoing plan will lead to staffing and operational improvements, technology changes and upgrades to the existing sorting infrastructure, and enhanced outreach programs with the overall goal of efficiently increasing diversion rates in a cost effective manner to keep rates affordable to the MSS rate base.

The Company is now one year into the implementation of this efficiency based plan. Highlights of this plan include:

- Implementation of routing efficiencies including more automated routes and route consolidations.
- Replacement of Rear loading trucks with more efficient automated side loaders.
- Reduction of 3 routes while sustaining high service levels.
- Route supervision and auditing which have resulted in the retrieval of lost revenues.

Distance Audits: The contract with the Town includes standard base rates for curbside collection of refuse. For carts not placed at the curb there is an additional fee for collection (distance fees). After auditing the routes in the Town, 41 customers were identified that had been receiving distance service at no charge. The distance was measured and a letter was sent to each customer giving them the option of either paying for the distance service or bringing the cart to the curb. 28 customers opted to bring the carts to the curb to save money and 13 customers decided to pay for distance service.

At Marin Sanitary Service, community involvement through education, outreach and alliance-building is our greatest passion and supports our ultimate goal of zero waste. Our duty is to engage and educate our community in how *they too* can be part of the solution. Education is the most important aspect in reaching our goal of Zero Waste.

Public Information Programs

4R Planet School Program and Tours

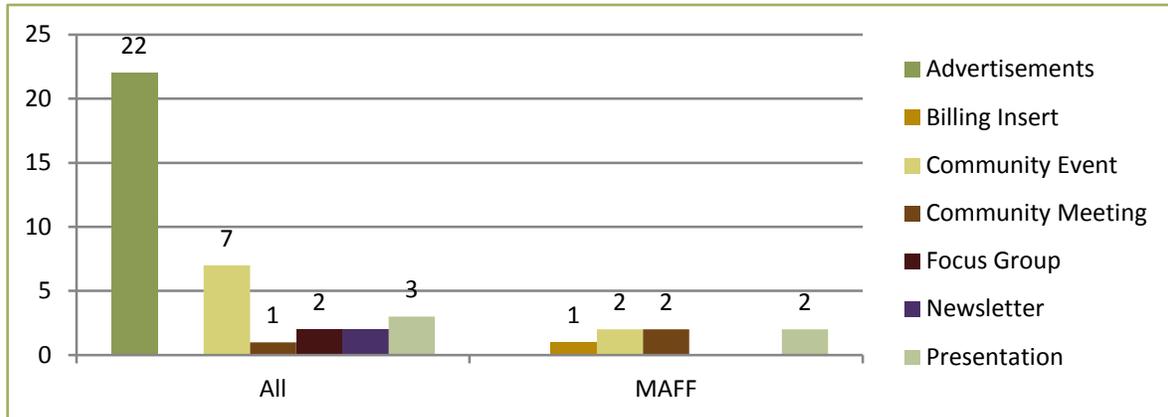
The 4R Planet School program includes more hands-on training and education in the schools by the MSS Education Specialist, a credentialed teacher. Over 31 outreach events, including tours, material stream audits, recycling and composting needs assessments, assemblies and lessons were provided to Manor, Whitehill, Cascade Canyon, and St. Rita's schools. These schools have received educational materials, signage, and training to implement and improve their school diversion. Unfortunately, only Cascade Canyon School's 5th & 6th graders made it on a tour this year.

Outreach Materials and Community Events

All Fairfax residential and commercial customers have received multiple direct mail pieces informing them of our programs and services. These mailings have educated the public on zero waste programs; proper recycling and composting practices; the hours and times of operation at all facilities; proper disposal of household hazardous waste; and the new Mandatory Commercial Recycling Law (AB 341). In addition, there have been 22 ads placed in community newsletters, newspaper ads, and online ads informing the public of our services and encouraging people to reduce, reuse, recycle and compost. MSS made a shift in 2013 to more community based online and print ads and fewer direct mail newsletters and billing inserts. In addition, more materials were distributed to public libraries, town halls, Police and Fire Departments, Chambers of Commerce and Community Bulletin Boards to reach more of the community.

In 2013, MSS collaborated with the Town on several successful events, presentations and community meetings. In addition to providing services at these events, we have also been able to supply event planning guidance, signage, educational materials for distribution to the public, and collaboration on sorting stations. In partnership with Zero Waste Marin, a series of informal community "green teas" are being scheduled to educate residents on the importance of reducing waste, reusing materials, and participating in MSS recycling and green waste programs and to address any questions they may have. The first talk is schedule at the Fairfax Rotary Club on January 29, 2014. Figure 3 details the outreach done in Fairfax specifically and at MSS for all jurisdictions.

Figure 3: 2013 Outreach Materials and Events for 2013



MSS will continue to work closely with Sustainable Fairfax, the Town and other community organizations to increase public awareness and participation in all the MSS diversion programs in the upcoming year. Participation and Set-out audits are planned for spring and early summer 2014.

Diversion Activities

Background on Diversion Calculations

Jurisdictional diversion rates are calculated based on a disposal-based indicator which is a per capita disposal rate expressed as pounds per person per day (PPD). This disposal rate uses two factors: a jurisdiction's population and its disposal tonnage, as reported by disposal facilities. The jurisdictional diversion rate focuses on a list of programs (<http://www.calrecycle.ca.gov/lgcentral/PARIS/Codes/default.htm#Reduction>) that includes but is not limited to recycling, composting, household hazardous waste, and other source reduction programs such as purchasing policies, xeriscaping, and material exchange programs (thrift shops, yard sales, reuse stores). The disposal target for each jurisdiction or regional agency was calculated by averaging the waste generation over a period of four years (2003, 2004, 2005, and 2006), which was determined by CalRecycle to be the equivalency of the 50% AB 939 landfill diversion rate. The disposal target for the Marin County was calculated to be 7.6 PPD. For 2013, the Marin County Jurisdictional Diversion rate was 75% with a population disposal of 3.8 PPD, 50% better than the disposal target.

The ton per ton recycling and disposal rates of the various haulers in Marin all contribute to the 75% diversion rate. For the purpose of this report, only tonnages for franchised materials sorted at the MSS facilities are used. Since MSS only handles the franchised waste stream, the other tonnages from source reduction, back-hauling recyclables, grasscycling, garage sales, and a whole host of non-franchised programs within the Town are not accounted for by MSS but are reflected in the Jurisdictional diversion rate that is reported to the State by the JPA.

Types of Materials Collected

Materials diverted through our residential and commercial curbside programs include glass bottles and jars; aluminum and bi-metal cans, foils, and containers; plastic bottles and containers #1-7; Cardboard; mixed papers; paperboard; and newsprint; and organics including yard waste and food waste where applicable. The mix of materials in the recycling stream has changed significantly over the years. Residential and Commercial materials collected, recycled and disposed

of are recorded in Table 1. Overall diversion has increased from 64.5% in 2012 to 66.37% in 2013. The Commercial diversion remains constant (77.7% in 2012 and 77.64% in 2013) while the Residential diversion increased substantially (59.1% in 2012 to 63.26% in 2013). Tons to the landfill also decreased by 12% from 2,047 tons (2012) to 1,798 tons (2013). The per capita disposal rate in the Town (0.24 PPD for 2013) remains far below the goal of 3.8 PPD for the County.

Table 1: 2013 MSS Residential and Commercial Waste Collections for Town of Fairfax: Ton per Ton Diversion

		Residential	Commercial	Total
Materials Collected:	Curbside Yard Waste	1,542	-	1,542
	Curbside Recycle	1,109	136	1,246
	Transfer Station	1,540	38	1,578
	Commercial to MRRC	-	982	982
Total collected		4,192	1,156	5,347
Materials Diverted:	Curbside Yard Waste	1,542	-	1,542
	Curbside Recycle	1,109	136	1,246
	Commercial recovered through MRRC	-	761	761
Total Diverted		2,652	897	3,549
Diversion		63%	78%	66%
Tons to Landfill				1,798
Population				7,441
Per Capita Disposal Rate (PPD)				0.24

Service Accounts by Sector

Residential Garbage

In 2013, there has been a 10% increase in the number of customers switching to 20-gallon carts for garbage collection. Usage of 32 and 64-gallon carts decreased by 3% each. 96-gallon cart usage doubled this year from 3 to 6 carts. These three families were informed at the time of subscription of all options of service levels and of the Town's overall goal to decrease waste. Overall number of carts can be seen in the Table 2 below.

Table 2: MSS Residential Mix of Garbage Carts for Town of Fairfax (2012-2013)

CART size	Number of customers	
	2012	2013
20 gallon	375	411
32 gallon	2036	1972
64 gallon	147	143
96 gallon	3	6

Commercial Garbage

In 2013, there was a 9% decrease in the percentage of 32-gallon garbage carts being used and a 167% increase in the number of 64-gallon garbage carts being used (Table 3). Table 4 shows a 7% increase in 3 yd front loader bins and a 13% decrease in the number of 4-yard front loader service. This is most likely the reason for the increase in cart services. These numbers only reflect the numbers of containers in the Commercial and Apartment Sectors and do not reflect the varying frequencies of service.

Table 3: MSS Commercial and Apartment Mix of Garbage Carts for Town of Fairfax (2012-2013)

CART size	Number of carts	
	2012	2013
32 gallon	231	211
64 gallon	21	56
96 gallon	21	21

Table 4: MSS Commercial and Apartment Mix of Garbage Carts for Town of Fairfax (2012-2013)

BIN size	Number of customers	
	2012	2013
1 yd Front loader (FL)	7	7
2 yd FL	18	18
3 yd FL	15	16
4 yd FL	8	7
6 yd FL	1	1
1 YD Rear loader (RL)	3	3
2 YD RL	2	2

Customer Service Call Logs

Residential New Starts for 2013

This year, there were 183 calls to start new service. All new customers received the Residential Service Guide that explains MSS Curbside services including debris box rental and document shredding; Marin Resource Recovery Center drop-off information; Marin Recycling drop-off and buy-back information; and Marin Household Hazardous Waste drop-off information as well as the HHW Curbside Collection Brochure.

Commercial and Apartment New Starts for 2013

MSS received 8 calls to start new service at Apartment buildings and 4 calls to start new services at Commercial Businesses.

Customer Complaints

We are proud to report that there are minimal complaint calls from the Town. From January 1, 2013 –December 31, 2013, there were 559 customer complaint calls. 303 of these calls were for residential missed pick-ups, less than 1% of the total customer count. And, 24 were for commercial missed pick-ups. In most cases, the drivers were able to pick-up the missed carts on the same day or the next business day. There were 141 calls reporting broken carts. All carts were either repaired or replaced. In July, MSS ran out of several cart sizes due to a shipping mistake by the manufacturer. There were 22 calls to complain that the carts were on back order. 43 calls were from customers who reported their carts were missing. All carts were replaced. The remaining 26 were miscellaneous calls: three for noise; one for a driver arriving before 6:30; one for shattered glass in the street; and one for a missing cart. All were immediately resolved and drivers were retrained on company collection policies and procedures as needed.

Reports of Injuries and Damage to Property

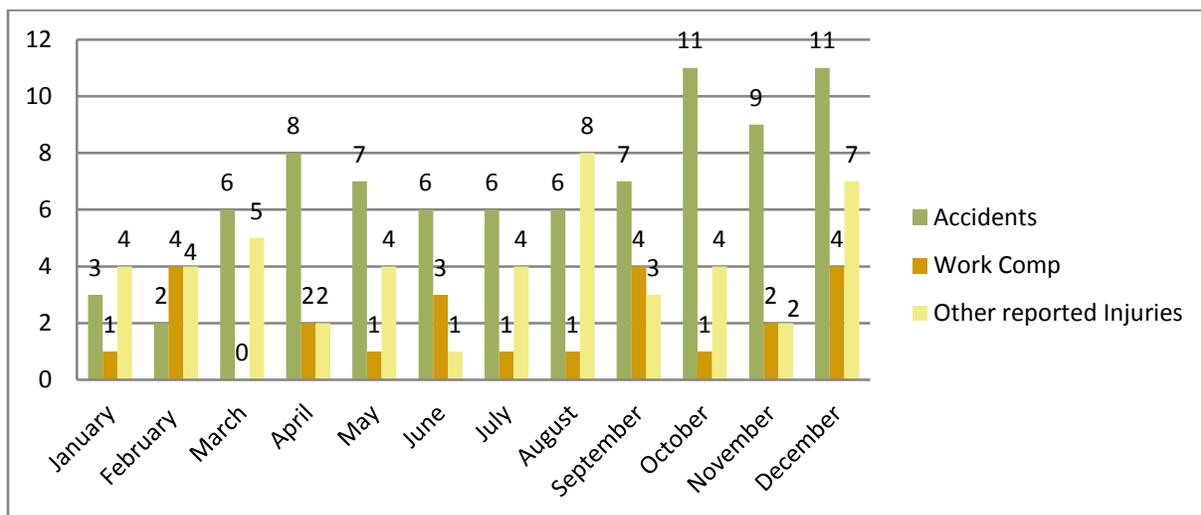
In 2013, MSS moved to a new system for reporting injuries and accidents. The majority of injuries occurred in the fall when large volumes of yard waste are collected in areas such as Fairfax, San Anselmo, and Ross Valley-North (unincorporated Fairfax and San Anselmo). Encouraging customers to participate in Clipper Days, to use MSS rolling

tipper carts, and fully automated collection will help to mitigate this issue. The following is a summary of the accidents, workers compensation claims and injuries that did not become claims, reported to Marin Sanitary in 2013. See Figure 4 for details.

The Company has an active safety committee that includes owners, supervisors, loss control and insurance personnel that meets monthly to review accidents and injuries. Each department has a tailored safety plan that includes ongoing training and review for new equipment, procedures and all OSHA required safety subjects. Documented employee safety meetings are held daily, weekly, monthly and throughout the year with written agendas and handout materials in all departments.

All accidents and injuries are investigated in an interactive process with the employee to determine what factors caused the event. If it is discovered that changes to equipment, procedure, location or any other factor could prevent a recurrence, corrective action is taken whenever possible. If refresher training is needed, it is addressed with the entire department. Any claim of damage is investigated immediately by supervisors and the safety administrator. If the Company is liable, restitution is made to the owner/customer by either repair at the Company's expense or payment to the owner/customer. Liable automobile damage is repaired by a reputable, local business and a rental is provided if needed, or payment is made if the owner/customer prefers.

Figure 4: Total Injuries & Accidents for All Jurisdictions



Progress of the new itemized billing system discussed in Section 18 of contract.

The Franchisors Group has engaged HF&H completed 2 of 4 focus groups in 2013. Data from the Residential and Multifamily tenant groups is being analyzed. In early February, the final 2 focus groups will conclude. In late March, the findings will be reviewed with the Franchisors Group 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). The pilot rate model will be tested this spring.

Appendix A FAIRFAX TOWN FESTIVAL Diversion Report

Dates: June 8-9, 2013

Sorting Stations operated by CCNB.

Debris bins provided by MSS.

Findings:

Garbage bins were filled primarily with recyclable materials. There was also evidence of public dumping. Several boxes of books, a vacuum cleaner, plastic packing containers, etc. were in the bin on Elsie and added to the weight of the load.



Contents in bags are not usually sorted per MRRC policy; only loose materials in debris boxes are sorted. However, for the purpose of this audit, we attempted to remove all recyclable material.

Samples of Recoverable Materials



A total of 8,536 pounds of materials were collected at the Festival by MSS and CCNB. Of this, 7,984.50 pounds was diverted resulting in a diversion rate of 94% after processing at MRRC. See Table 1 below for details.

Table 1: Materials Collected:

Material Type	Container Type	Weight (lbs)	Weight adjusted	Diversion adjusted	Notes
Cardboard	3 CY	550	118	668	
Cardboard	3 CY	690	6.5	696.5	
Cardboard	3 CY	570	NA	570	
Organics	3 CY	1470	NA	1470	
Organics	3 CY	550	177	727	
Organics	3 CY	550	325	875	
Organics	3 CY	1170	NA	1170	
Aluminum	CCNB	84	29.5	113.5	
Glass	CCNB	1,022	NA	1,022	
Plastic #1	CCNB	88.5	NA	88.5	
Mixed recycling	CCNB	190.5	32.5	223	
PLA	CCNB	361	NA	361	
Garbage	3 CY	590	265.5	265.5	30% compost; 20% CB; 5% bottles/cans; 45% garbage
Garbage	3 CY	650	221	221	50% compost; 1% CB; 5% bottles/cans/foil; 34% garbage
Garbage	3 CY	0	0	0	Bin on Park was empty
	Diversion	85%	No sorting	94%	With sorting by MRRC staff

Summary:

Overall, this was a successful event. Coordination between the Town, CCNB, and MSS was a key to achieving such a high diversion rate. Proper sorting is imperative to diversion. This should occur prior to disposal, to increase efficiency and decrease processing costs. For next year's event, an additional 6 hours of MSS staff time can be saved by source separation of the materials which then can be weighed and processed with all other incoming materials from the public. This will result in time and cost savings from an MSS operational standpoint and increase the efficiency and timeliness of reporting.

Recommendations:

1. Extra monitoring of the bin on Elsie is needed. This bin was used for public dumping of materials which increased the weight of the garbage.
2. One debris bin was completely empty, while the bin on Elsie was overflowing. A review of bin needs for next year will be needed.
3. More coordination with CCN sorting staff before, during and after event will increase efficiency and diversion.