



TOWN OF FAIRFAX

STAFF REPORT

December 4, 2013

TO: Mayor and Town Council

FROM: Michele Gardner, Town Clerk *MG*

SUBJECT: Acceptance of Marin Sanitary Quarterly Report for July-September 2013

RECOMMENDATION

Accept the quarterly report

DISCUSSION

MSS submitted the attached quarterly report.

ATTACHMENTS

MSS Report

Town of Fairfax

Quarterly Report July-September 2013

Marin Sanitary Service

CONSERVATION – OUR EARTH, OUR MISSION, OUR JOB



2013

Authored by: Kimberly Scheibly, Municipal Contracts & Communications Manager
kim.scheibly@marinsanitary.com

Town of Fairfax

Quarterly Report July-September 2013

Recyclable Materials and Green Waste Collection

Third Quarter curbside diversion from Residential and Commercial collection services remains relatively unchanged from the second quarter report. Residential saw a 2.7% decrease primarily due the decrease in yard waste tonnage collected for the summer months. The commercial tonnage decreased by 0.5%.

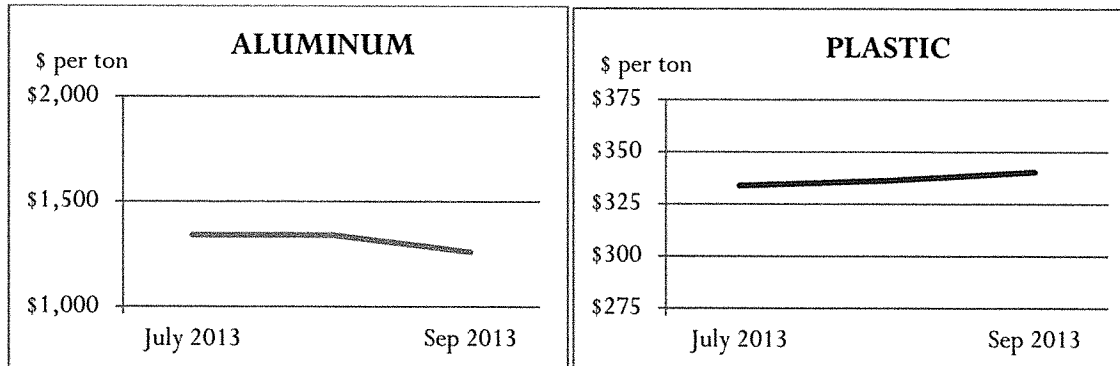
TABLE 1: CURBSIDE RECYCLING, ORGANICS & GARBAGE FOR RESIDENTIAL AND COMMERCIAL MSS CUSTOMERS

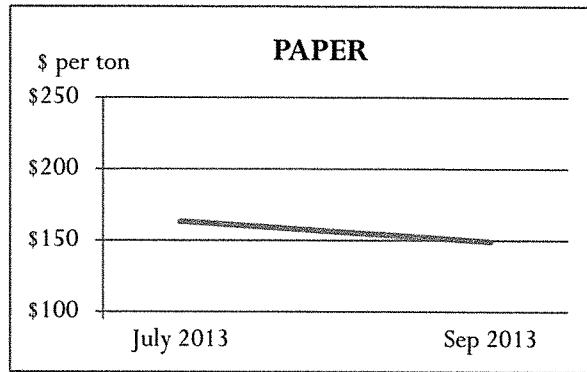
	<u>Residential</u>	<u>Commercial</u>	<u>Total</u>
<u>Collected:</u>			
Curbside Yard Waste	342	-	342
Curbside Recycle	262	34	296
Transfer Station	394	10	404
Commercial to MRRC	-	263	263
Total collected	998	307	1,305
<u>Diverted:</u>			
Curbside Yard Waste	342	-	342
Curbside Recycle	262	34	296
Commercial recovered through MRRC	-	204	204
Total Diverted	604	237	841
Diversion	60.5%	77.4%	64.5%
<u>To Landfill</u>			463
Population			7,441
Landfill tonnage per capita during the quarter			0.06

Market Values of Materials Diverted

Below are the average salvage prices per ton for curbside commodities from July-September 2013.

TABLE 2 AVERAGE MARKET VALUES OF CURBSIDE COMMODITIES





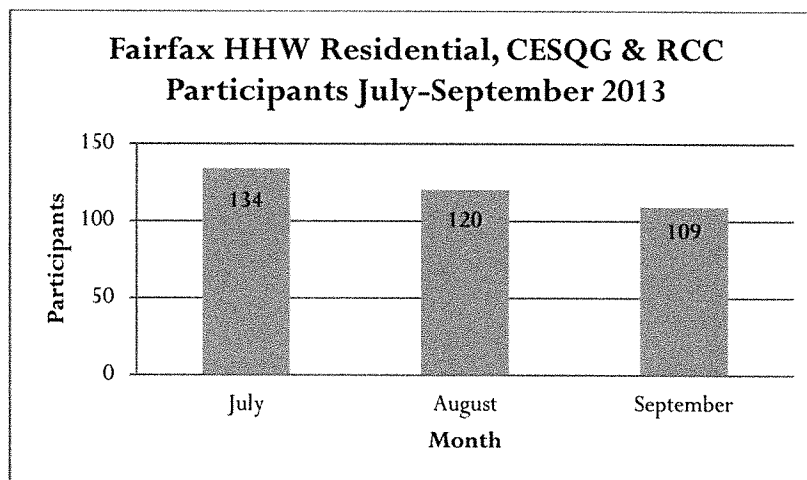
Household Hazardous Waste

For the third quarter of 2013, there have been a total of 363 drop-off customers at the HHW facility, a slight decrease from Q2. Table 3 shows the participants by customer type and Table 4 shows the participation by month.

TABLE 3: HHW PARTICIPANTS BY CUSTOMER TYPE

Customer Type	Participants
Residential	363
CESQG	0
Residential Curbside Collection (RCC)	0

TABLE 4: HHW PARTICIPANTS BY MONTH



New Itemized Billing System Update

Talks continue between the Franchisors Group, HF&H, and MSS to revise our current disposal based rate structure in order to convert to one in which charges for all services (a materials management structure). Plans for conducting focus groups of all customer sectors (Residential, Commercial, and Multifamily) are in progress. Residential focus groups will begin in November followed by multifamily customers in December and Commercial customers in January 2014. Results will be analyzed and a pilot rate structure will be tested in the late spring 2014.

Customer Service

There were a total of 542 calls for the third quarter. 104 of these were customer complaint related. 58 were for missed pick-ups; 39 were for broken carts; 4 were for incomplete service requests and 3 were complaints that we were out of stock for a needed cart. All complaints were resolved immediately. Customers were given temporary carts to use until the garbage carts come in.

Accidents and Injuries

Seven driver-related incidents were reported in the third quarter. Six incidents resulted in minor damages to property and were promptly repaired. The seventh was a driver related injury due yellow jackets stings incurred while emptying a residential garbage cart.

Residential Garbage Service Levels

The majority of residents in the Town have 32-gallon garbage containers. There was a slight increase in the number of 64-gallon garbage containers (up 4%). The 96 carts increases include an account that had been miscoded as a commercial apartment and is actually a two-unit residence. The other 96-gallon container was requested by the residential customer.

TABLE 6: RESIDENTIAL SERVICE LEVELS

	<u>Carts at June 2013</u>	<u>Carts at Sept 2013</u>	<u>Increase/ (decrease)</u>	<u>% Increase/ (decrease)</u>
Number of carts				
20 gal. can	395	409	14	4%
32 gal. can	1,993	1,971	(22)	-1%
64 gal. can	138	143	5	4%
96 gal. can	5	7	2	40%
	<u>2,531</u>	<u>2,530</u>	<u>(1)</u>	<u>0%</u>
% of carts				
20 gal. can	15.61%	16.17%		
32 gal. can	78.74%	77.91%		
64 gal. can	5.45%	5.65%		
96 gal. can	0.20%	0.28%		
	<u>100.0%</u>	<u>100.0%</u>		

AB 341 Mandatory Commercial Recycling Update

MSS began reaching out to businesses regarding the new law that went into effect July 1, 2012, in the fall of 2011. There are currently no businesses or apartment buildings in the Town that are out of compliance with the law. See Table 7 for details. To help the Town's businesses recycle more, a waste audit was performed on all commercial businesses. 30 of the businesses that have source separated recycling services are still disposing of recyclables in the garbage. MSS will work with Sustainable Fairfax and Town on a plan to educate the businesses on proper sorting. When the new Commercial Recycling Ordinance goes into effect, outreach will be targeted towards those businesses that were not required to recycle under AB341 but will now be recycled under the Town Ordinance.

TABLE 7: MCR COMPLIANCE TRACKING

Account Details		Number of Commercial Accounts		89	
		Number of Apartments Accounts		27	
Total Accounts in Commercial Sector				116	
Jurisdiction	AR AB 341 Compliance				
	Qualifies Recycles (QR)	Qualifies No Recycling (QN)	Non AB341 Recycles (NR)	Non-AB341 No recycling (NN)	
MAFF	27	0	0	0	
Jurisdiction	CR AB 341 Compliance				
	Qualifies Recycles (QR)	Qualifies No Recycling (QN)	Non AB341 Recycles (NR)	Non-AB341 No recycling (NN)	
MAFF	19	0	53	17	