



**A Public Agency**

STAFF UPDATES



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**Discussion Item:**  
Update on Labor Issues

Agenda Item 5a

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Discussion item only, no report.

Update on Labor Issues - Discussion Item Only



## February – June 2014 Potential Future Board Agenda Items

### February 27, 2014

- Resolution Approving Mid-Year Budget Adjustments for FY1314 (only applicable if adjustments required)
- Executive Director FY1314 Goals
- Discussion on Solid Waste Rate Setting Process for Rate Year 2015 (calendar year)
- Consideration of Approval of Ordinance Implementing a Recycling Permit System for Commercial Recyclers\*
- Approval of Additional Third Party Tons into the Shoreway Environmental Center MRF\*
- Formation of an Audit Adhoc Subcommittee
- Discussion on Performance Metrics for Public Education and Outreach Programs\*
- Approval of Quarterly Investment Report as of 12/31/13
- Contractor Quarterly Updates

### March 27, 2014

- Board Review of Strategic Plan 2013-2020 (TBD, may be a Special Board meeting)
- Office Lease Agreement at San Carlos Library (lease thru 6/30/14)
- Presentation on Recology San Mateo County 2013 Annual Report
- Presentation on South Bay Recycling 2013 Annual Report
- Resolution Approving Agreement to Conduct a Financial Systems Audit of the Collection Services and Facility Operations Contractors
- Other items TBD

### April 24, 2014

- Discussion on FY1415 Budget Priorities\*
- Resolution Approving Calendar Year 2013 Financial Statements
- Other items TBD

### May 22, 2014

- Review of Draft FY1415 Budget\*
- Approval of Quarterly Investment Report as of 3/31/14
- Results of 2014 1<sup>st</sup>/2<sup>nd</sup> Quarter Recology Franchise Agreement Contamination Measurements for Loads of Recyclable Materials, Organic Materials, and Plant Materials
- Contractor Quarterly Updates
- Other items TBD

### June 26, 2014

- Resolutions Approving Annual Contracts for Accounting & Finance, Legal, etc.
- Resolution Approving Property Insurance Policy Renewal
- Resolution Adopting FY1415 Budget\*
- Other items TBD

\* Items to be reviewed by Technical Advisory Committee



## STAFF REPORT

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To: SBWMA Board Members  
From: Cliff Feldman, Recycling Programs Manager  
Date: January 23, 2014 Board of Directors Meeting  
Subject: Results of 2013 4<sup>th</sup> Quarter Recology Franchise Agreement(s) Quarterly Contamination Measurement for Loads of Recyclable Materials, Organic Materials and Plant Materials

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### Recommendation

This is an informational report and no action is necessary.

### Analysis

#### *Sampling Process and Protocol*

The SBWMA is charged with performing a twice annual (formerly quarterly) analysis of the contamination levels present in five distinct types of materials collected (see **Table 1**) and delivered to the Shoreway Environmental Center (Shoreway facility) by Recology San Mateo County (Recology) per the Franchise Agreement(s) with the Member Agencies. One of several items negotiated in 2012 by the SBWMA and Recology in an effort to reduce costs was to decrease the number of contamination sampling events from the contractually required four to two. Therefore, the SBWMA budgeted funds to only perform two sampling events in FY1314. The 2013 3<sup>rd</sup>/4<sup>th</sup> Quarter sampling project was conducted from December 9-13, 2013 by Sloan Vazquez LLC (Irvine, CA) with the full cooperation of both Recology and South Bay Recycling (SBR). The full sampling report can be found in **Attachment A**.

Both the route or truck to be sampled and the location of the material pulled out of the load are selected completely at random. The sampling process is to randomly pull out approximately 175 pounds of material from each randomly selected collection vehicle (i.e., this amount ranges from 125 to 225 pounds depending on the material type). These 175 pound samples are taken from 12 different collection vehicles for each material stream per the requirements to achieve statistically significant or accurate results per Franchise Agreement Attachment E-2. The material from each sample is then required to be divided into two basic categories which includes both acceptable and unacceptable items. (However, beginning with the 2011 Third Quarter Sampling, Sloan Vazquez is separating most material streams into as many as twelve categories to provide additional pertinent data on the composition of the samples.)

The definitions and other sections of the Franchise Agreement(s) primarily govern how this process will unfold; however, the SBWMA, Sloan Vazquez, Recology and SBR all worked closely to develop a more detailed approach (i.e., actual policy and procedures for the sampling process) to get this work done accurately and cost effectively; this is captured in a document shown in **Attachment B**. It is important to note that targeted recyclables materials such as paper are deemed a contaminant if they contain too much moisture; the actual language is found on page 2 of **Attachment B** and states: "Clumped, wet paper ('wringable', exhibiting free-flowing liquid and drips is considered contaminated; dampness and sheets of paper loosely stuck together is acceptable").

Table 1 below lists the material types and number of samples measured from each.

**Table 1**  
**2013 3<sup>rd</sup>/4<sup>th</sup> Quarter Contamination Sampling Material Types and Number of Samples**

<u>Material</u>	<u>Total Number of Samples Measured</u>
Commercial Targeted Recyclable Materials	12
Commercial Organic Materials	12
Commercial Plant Materials	12
Residential Targeted Recyclable Materials	12
Residential Organic Materials	12
Total	60

**2013 3<sup>rd</sup>/4<sup>th</sup> Quarter Contamination *Sampling Results***

All five material types sampled complied with the allowable contamination thresholds. Table 2 provides the allowable contamination thresholds, the 2013 3<sup>rd</sup>/4<sup>th</sup> Quarter Contamination Sampling Results (i.e., measured contamination level) and the percent difference for each material type.

**Table 2**  
**2013 3<sup>rd</sup>/4<sup>th</sup> Quarter Contamination Sampling Results**

<u>Material</u>	<u>Allowable Maximum Contamination Level</u>	<u>Measured Contamination Level</u>	<u>Percent Difference</u>
Commercial Targeted Recyclable Materials (CR)	10.0% <sup>1</sup>	7.8%	- 2.2% <sup>3</sup>
Commercial Organic Materials (CO)	10.0%	7.4%	- 2.6% <sup>3</sup>
Commercial Plant Materials (CP)	5.0%	0.0%	- 5.0% <sup>3</sup>
Residential Targeted Recyclable Materials (RR)	8.5% <sup>2</sup>	7.5%	- 1.0% <sup>3</sup>
Residential Organic Materials (RO)	5.0%	2.2%	- 2.8% <sup>3</sup>

<sup>1</sup> The Commercial Targeted Recyclable Materials (CR) Maximum Allowable Contamination Level was increased from 8.0%, as prescribed in the Franchise Agreement(s), to 10% per the cost savings measures negotiated with Recology.

<sup>2</sup> The Residential Targeted Recyclable Materials Maximum Allowable Contamination Level for years 2-10 (i.e., 2012 – 2020) of the Recology Franchise Agreement(s) was established as the average percentage measured for all four quarters in 2011.

<sup>3</sup> No disincentive payments are associated with results that are at or below the allowable maximum contamination levels.

The ramifications to the SBWMA of Recology failing to deliver material to the Shoreway facility that is consistently equal to or under the allowable contamination thresholds are primarily fiscal. This is the fundamental rationale for including the contamination related provisions in both the Recology Franchise Agreement(s) and the contract with South Bay Recycling. The presence of unacceptable materials or contamination in the recyclable materials collected by Recology results in additional disposal costs and potentially reduced commodity revenue for the SBWMA. The per ton disincentive payments that must be paid by Recology for exceeding the maximum allowable contamination level for any of the five material categories are prescribed in the Franchise Agreement(s) Attachment I - Performance Incentives and Disincentives.

## **Background**

In 2007, the Board approved staff's recommendation to ensure that a comprehensive contamination management program would be included in both the future Franchise Agreement and Shoreway facility Operations Agreement. The primary rationale for this recommendation was to control costs for the SBWMA as excessive contamination increases disposal and processing costs and can also result in reduced commodity revenue. Subsequently, the Collection Services and Facility Operations RFPs were issued with provisions mitigating the impact of contamination on both the SBWMA and Member Agencies. Thus, the Franchise Agreement(s) with Recology and the Shoreway facility Operations Agreement with SBR both include specific provisions and associated monetary penalties to reduce contamination as much as possible.

The Franchise Agreement(s) with Recology contain provisions in section 6.02 and Attachment I (Performance Incentives and Disincentives) that explains the maximum contamination levels and how monetary penalties associated with exceeding these levels would be calculated. In addition, Attachment E-2 (Contamination Measurement Methodology: Quarterly Protocol) prescribes in detail the sampling methodology and statistical rationale supporting implementation of this methodology that is used to measure contamination on a quarterly basis.

## **Fiscal Impact**

There is no fiscal impact to the SBWMA for the results of the 2013 3<sup>rd</sup>/4<sup>th</sup> Quarter Contamination Sampling.

## **Attachments:**

Attachment A – Sloan Vazquez LLC 2013 3<sup>rd</sup>/4<sup>th</sup> Quarter Contamination Measurement Sampling Report Text Only (Exhibits A – H Ommitted)

Attachment B – Materials Sorting List

Attachment C – Full Sloan Vazquez Report with all Exhibits available at [www.RethinkWaste.org](http://www.RethinkWaste.org)

**Biennial Contamination Measurement**  
**For**  
**Loads of Recyclable Materials, Organics**  
**Materials & Plant Materials**  
**December 9 – 13, 2013**

**Presented to:**

**RethinkWaste**

Submitted by:

*Sloan*VAZQUEZ<sub>LLC</sub>

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**December 23, 2013**

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# *Sloan*VAZQUEZ<sub>LLC</sub>

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*Municipal Solid Waste Management & Recycling Advisors*

December 23, 2013

Cliff Feldman  
Recycling Programs Coordinator  
South Bayside Waste Management Authority  
610 Elm Street, Suite 202  
San Carlos, 94070

Re: Contamination Measurement – Performed December 9 – 13, 2013

Dear Mr. Feldman:

Sloan Vazquez, LLC is pleased to have assisted the SBWMA with the performance of the Contamination Measurement Study. The results of the contamination measurement are included in our report which is attached hereto.

Our team assembled at Shoreway on Monday, December 9, 2013 and completed the field reconnaissance and preparation for the sampling process. We met with managers and line supervisors from Recology and South Bay Recycling to confirm the operating procedures and measurement protocols, and the roles and responsibilities of each party during the contamination measurement period. The samples were collected, sorted, analyzed, and recorded commencing on Monday, December 9, 2013 and completed on Friday, December 12, 2013.

Thank you for the opportunity to work with SBWMA on this important project.

Cordially,

Joe Sloan  
President

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## CONTAMINATION MEASUREMENT – DECEMBER 9 – 13, 2013

### PURPOSE

Section 6.02B of the *Franchise Agreement for Collection Services with Recology San Mateo County* (hereinafter “Agreement”) establishes the method of determining disincentive payments from Recology to SBWMA when contamination levels exceed the maximum amounts set forth therein. The SBWMA engaged the services of Sloan Vazquez, LLC to conduct the Contamination Measurement Study in accordance with the requirements of the Agreement. This report contains the contamination measurements from each of the five (5) designated streams during the sampling period.

### METHODOLOGY

The contamination sampling was based upon the methodology described in *Attachment E-2* of the Agreement. For the purposes of sampling as documented in this report, *Attachment E-2*, the *Sample Selection Protocol*, the *Materials Sorting List*, and the *Policies and Procedures*, taken altogether, are described as the Contamination Measurement Protocol (Exhibit H).

The fourteen material types sampled are listed in Exhibits C, D, E, F, & G.

Also, the identifiable biodegradable plastics in the organic/plant samples are separately identified.

### SAMPLING POPULATIONS

The following material streams were sampled during the December 9 – 13, 2013 sampling period:

- 1) Commercial Recyclables (also “CR”)
- 2) Residential Recyclables (also “RR”)
- 3) Commercial Organics (also “CO”)
- 4) Residential Organics (also “RO”)
- 5) Commercial Plant (also “CP”)

Twelve (12) samples were collected and sorted from each of the respective streams. The Commercial Plant material samples were collected, as available, from commercial greenwaste roll-off containers in accordance with the Contamination Measurement Protocol. All of the other samples and sample cells were randomly selected using the methodology provided in the Contamination Measurement Protocol. Sixty (60) total samples were collected and sorted during the sampling period. The daily sampling of routes is set forth in Table 1. Exhibit A contains the Collection Route Selection Sheet of randomized daily routes.

**Table 1 – Contamination Measurement (December 9 – 13, 2013)****Routes Sampled by Day and by Material Type**

<b>Material</b>	<b>Mon 12/9/13</b>	<b>Tue 12/10/13</b>	<b>Wed 12/11/13</b>	<b>Thu 12/12/13</b>	<b>Fri 12/13/13</b>	<b>Total Samples by Material</b>
Commercial Recyclables	623 632 934 637	637 633 632	639 637 631 938	938		12
Residential Recyclables	857 831 833	838 847 831	859 847 833 858	840 841		12
Commercial Organics	953 951 952	952 951 953	846 953 951	951 953 952		12
Residential Organics	867 868 864 888	888 877 861	877 874 864	889 867		12
Commercial Plant Roll-Off Loads-not routed	CP-1 CP-2	CP-3 CP-4 CP-5	CP-6 CP-7	CP-8 CP-9 CP-9C CP-10 CP-11		12
<b>Total Samples Per Day</b>	<b>16</b>	<b>15</b>	<b>16</b>	<b>13</b>		<b>60</b>

**SAMPLE CELL EXTRACTIONS**

For each of the sixty (60) samples, a skid-steer type of loader equipped with a grapple bucket was used to extract material from the randomly selected cells. The skid-steer loader is an agile, fast, and precise piece of equipment that is ideal for performing the sample extraction in accordance with the *Sample Selection Protocol*. Sloan Vazquez provided the skid-steer and the operator for the study.

**MEASUREMENTS AND CALCULATIONS**

The sample weights were manually recorded on Field Form Tally Sheets and later entered into the final Contamination Measurement Tally Sheets that are contained in Exhibits C, D, E, F, & G.

For each material type, the average sample weight either fell within or exceeded the desired average weight range indicated in the Contamination Measurement Protocol. See Table 2.

**Table 2 – Contamination Measurement - 12/9 - 12/13, 2013 – Sample Weight Averages**

<b>Material</b>	<b>Total Samples</b>	<b>Average Weights (lbs)</b>	<b>Recommended Weight Range (lbs)</b>
<b>Commercial Recyclables</b>	<b>12</b>	<b>205</b>	<b>125-175</b>
<b>Residential Recyclables</b>	<b>12</b>	<b>193.6</b>	<b>175-225</b>
<b>Commercial Organics</b>	<b>12</b>	<b>298.7</b>	<b>125-175</b>
<b>Residential Organics</b>	<b>12</b>	<b>201.3</b>	<b>175-225</b>
<b>Commercial Plant</b>	<b>12</b>	<b>221.7</b>	<b>125-175</b>

### **OBSERVATION AND MONITORING**

Representatives from Recology observed the procedures associated with the sample collection and sorting process including:

- 1) Spotting and tipping of randomly selected loads,
- 2) Extraction of material from randomly selected cells,
- 3) Weighing the extracted sample,
- 4) Sorting of material from selected cells into “contaminant” and “acceptable” categories,
- 5) Weighing the contaminant fraction,
- 6) Recording the data into Field Form Tally Sheets

Recology and the SBWMA had full access to observe all aspects of the sampling and sorting process during the entire course of the sampling period. Recology representatives were consulted regarding “questionable” items recovered from the respective samples. When needed, Appendix A: Materials

Sorting List of ATTACHMENT E-2 was consulted and, in each instance, concurrence was reached between Recology and Sloan Vazquez personnel regarding the disposition of the material.

**CONTAMINATION SAMPLING RESULTS**

Exhibits C, D, E, F, & G contain the final record of contamination contained in each sample. The data from those Exhibits is summarized in Table 3. Maximum contamination amounts as set forth in the Agreement are provided for comparison.

**Table 3 – Contamination Measurement- 12/9/13**

**Measured and Maximum Allowable Contamination**

<b>Measured Material Stream</b>	<b>Measured Contamination for 12/9/13 – 12/13/13</b>	<b>Maximum Allowable Contamination Level</b>	<b>Variance for 12/9/13 – 12/13/13</b>
<b>Commercial Recyclables</b>	<b>7.8%</b>	<b>10.0%</b>	<b>(2.2%)</b>
<b>Residential Recyclables</b>	<b>7.5%</b>	<b>8.5%</b>	<b>(1.0%)</b>
<b>Commercial Organics</b>	<b>7.4%</b>	<b>10.0%</b>	<b>(2.6%)</b>
<b>Residential Organics</b>	<b>2.2%</b>	<b>5.0%</b>	<b>(2.8%)</b>
<b>Commercial Plant</b>	<b>0.0%</b>	<b>5.0%</b>	<b>(5.0%)</b>

**ADDITIONAL RECORDS**

The following referenced item is not attached to this report, but can be obtained from the SBWMA:

- 1) The SBWMA Member Agencies Franchise Agreements with Recology San Mateo County.

Table 4 – Summary of Sample Weights for each Category

	COMMERCIAL RECYCLING			RESIDENTIAL RECYCLING			COMMERCIAL ORGANICS			RESIDENTIAL ORGANICS			COMMERCIAL PLANT		
	SUMMARY		% Captured Sample	SUMMARY		% Captured Sample	SUMMARY		% Sample Weight	SUMMARY		% Sample Weight	SUMMARY		% Sample Weight
Total Sample Weight	Total	Average		Total	Average		Total	Average		Total	Average		Total	Average	
	2459.5	205.0		2323.6	193.6		3584.4	298.7		2415.3	201.3		2660.0	221.7	
<b>Materials</b>	<b>Acceptable</b>	<b>Non Acceptable</b>		<b>Acceptable</b>	<b>Non Acceptable</b>		<b>Other Acceptable</b>	<b>Non-Acceptable</b>		<b>Other Acceptable</b>	<b>Non-Acceptable</b>		<b>Other Acceptable</b>	<b>Non-Acceptable</b>	
OCC	880.6		35.8%	414.8		17.9%	2.2		0.1%	-		0.0%	-		
Mixed Fiber	868.4		35.3%	1,031.6		44.4%	4.2		0.1%	1.0		0.0%	-		
Plastic (all except PET & Film)	67.6		2.7%	103.8		4.5%		99.6	2.8%		9.8	0.4%		-	
Film Plastic		29.8	1.2%		33.9	1.5%		129.0	3.6%		17.2	0.7%		-	
Biodegradable Plastics	-		0.0%	-		0.0%	49.4		0.0%	-		0.0%	-		
PET UBC's	15.6		0.6%	50.7		2.2%		8.0	0.2%		1.2	0.0%		-	
Glass UBC's	230.8		9.4%	378.1		16.3%		8.8	0.2%		11.4	0.5%		-	
Aluminum UBC'S	5.8		0.2%	13.1		0.6%		0.8	0.0%		0.2	0.0%		-	
Mixed Ferrous (Tin & Other)	53.8		2.2%	65.2		2.8%		20.0	0.6%		9.4	0.4%		-	
Inerts (brick, rock, tile, dirt, concrete)		1.2	0.0%		11.6	0.5%		-	0.0%		-	0.0%		-	
Haz Waste (paint, insecticide, pesticide)		4.8	0.2%		7.0	0.3%		-	0.0%		-	0.0%		-	
E-Waste (including small appliances)		8.6	0.3%		12.0	0.5%		-	0.0%		-	0.0%		-	
"Fines" (<2" items)	146.1		5.9%	91.6		3.9%		-	0.0%		-	0.0%		-	
Rejects/Refuse (food, liquids,, "garbage", etc.)		146.4	6.0%		110.2	4.7%		-	0.0%		4.8	0.2%		-	
<b>Totals</b>	<b>2,268.7</b>	<b>190.8</b>		<b>2,148.9</b>	<b>174.7</b>		<b>55.8</b>	<b>266.2</b>		<b>1.0</b>	<b>54.0</b>		<b>-</b>	<b>-</b>	
<b>Percentage of Captured Sample</b>	<b>92.2%</b>	<b>7.8%</b>		<b>92.5%</b>	<b>7.5%</b>			<b>7.4%</b>			<b>2.2%</b>			<b>0.0%</b>	
<b>Maximum Allowable Contamination Level</b>		<b>8.0%</b>			<b>8.5%</b>			<b>10.0%</b>			<b>5.0%</b>			<b>5.0%</b>	
<b>Variance</b>		<b>-0.2%</b>			<b>-1.0%</b>			<b>-2.6%</b>			<b>-2.8%</b>			<b>-5.0%</b>	
							<b>Count</b>			<b>Count</b>			<b>Count</b>		
							Biodegradable Plastic Bags	-		14.0		-			

**EXHIBITS**

**EXHIBIT A – RANDOMIZED DAILY ROUTE SELECTION**

**EXHIBIT B – SCALEHOUSE NOTIFICATION FORM – LISTING OF SELECTED ROUTES BY DAY**

**EXHIBIT C – COMMERCIAL RECYCLING CONTAMINATION SUMMARIES & RELATED SAMPLE TALLY SHEETS**

**EXHIBIT D – RESIDENTIAL RECYCLING CONTAMINATION SUMMARIES & RELATED SAMPLE TALLY SHEETS**

**EXHIBIT E – COMMERCIAL ORGANICS CONTAMINATION SUMMARIES & RELATED SAMPLE TALLY SHEETS**

**EXHIBIT F – RESIDENTIAL ORGANICS CONTAMINATION SUMMARIES & RELATED SAMPLE TALLY SHEETS**

**EXHIBIT G – COMMERCIAL PLANT CONTAMINATION SUMMARIES & RELATED SAMPLE TALLY SHEETS**

**EXHIBIT H – CONTAMINATION MEASUREMENT PROTOCOL, E-2, SAMPLE PROTOCOL, POLICIES AND PROCEDURES, & SAMPLING SORTING LIST**

## Materials Sorting List (Established: March 8, 2011)

The Materials Sorting List is a working document to be used in gaining clarity regarding acceptable materials and contaminants as the definitions provided in the Franchise Agreement do not, in all cases, provide the level of specificity needed to make sorting decisions. The document will ultimately serve the additional purpose of being a training and reference tool for sorters.

The organization of the document including the “Yes’s” and “No’s” side by side helps in understanding (especially for sorters) that there are some subtle differences between certain items in the various categories (e.g., plastics). “Yes’s” refer to the items to the left. “No’s” refer to the items on the right, except in the Irregular and Combined materials section where the right column is for notes. Green is used to indicate organic materials and blue to indicate recyclable materials.

ORGANIC MATERIALS			
	Acceptable?		
<b>Food scraps including:</b> <ul style="list-style-type: none"> <li>• Meat including bones</li> <li>• Fish</li> <li>• Vegetables</li> <li>• Fruit, including pits</li> <li>• Grains</li> <li>• Dairy</li> <li>• Egg shells</li> </ul>	YES	NO	<ul style="list-style-type: none"> <li>• Cooking oil</li> </ul>
<b>Paper products soiled with food including:</b> <ul style="list-style-type: none"> <li>• Coffee filters</li> <li>• Paper cups (e.g., chain store coffee cups)</li> <li>• Paper plates</li> <li>• Paper ice cream containers</li> <li>• Paper bags</li> <li>• Paper napkin and paper towels</li> <li>• Tissue paper including used paper</li> <li>• Paper tea bags</li> <li>• Greasy pizza boxes</li> <li>• Waxed cardboard and paper</li> <li>• Cardboard egg cartons</li> <li>• Wine corks (made from cork not plastic)</li> </ul>	YES	NO	<ul style="list-style-type: none"> <li>• Juice or milk cartons made of poly-coated paper (i.e., standard milk cartons)</li> <li>• Juice or soy milk type boxes with foil liner (e.g., Tetra-Pak)</li> </ul>
<b>Plant materials including:</b> <ul style="list-style-type: none"> <li>• Branches and brush</li> <li>• Tree trimmings</li> <li>• Leaves</li> <li>• Flowers and floral trimmings</li> <li>• Grass cuttings and weeds</li> </ul>	YES	NO	<ul style="list-style-type: none"> <li>• Palm fronds</li> <li>• Sod</li> <li>• Cactus</li> <li>• Yucca</li> </ul>
<b>“Bioplastics” including:</b> <ul style="list-style-type: none"> <li>• Biodegradable plastic food service ware including compostable clamshells, cups and utensils clearly labeled “compostable” or “biodegradable”</li> <li>• Compostable bio-plastic bags (must have BPI-certified logo)</li> </ul>	YES	NO	<ul style="list-style-type: none"> <li>• Regular plastic trash bags or compostable bags which <u>do not</u> have a BPI-certified logo (These large plastic bags containing organics will be opened/broken to sort materials and the bags will be considered contaminants. Small bags such as Safeway grocery bags with unknown contents will not be opened and will be considered contaminants in entirety)</li> <li>• Styrofoam or plastic “clam shell” containers</li> <li>• Utensils which are not clearly labeled “compostable” or “biodegradable.”</li> </ul>

<b>Wood pieces (unpainted, untreated) including:</b> <ul style="list-style-type: none"> <li>• Small scraps of lumber</li> <li>• Corks (made from cork bark)</li> <li>• Popsicle sticks</li> <li>• Chopsticks</li> <li>• Plywood (unpainted, non-laminated)</li> <li>• MDF/composite wood (unpainted, non-laminated)</li> </ul>	YES	NO	<ul style="list-style-type: none"> <li>• Pressure treated and painted wood</li> <li>• Plastic corks</li> <li>• Laminated or painted MDF or plywood</li> </ul>
<b>Other:</b> <ul style="list-style-type: none"> <li>• Pieces of <u>unpainted</u> wallboard (also called sheetrock and drywall)</li> </ul>	YES	NO	<ul style="list-style-type: none"> <li>• Animal excrement</li> <li>• Diapers</li> <li>• Brick, concrete, rock, gravel, large quantities of dirt, concrete (If plant materials are combined with more than 50% inert materials such as dirt, the entire amount should be considered inert.)</li> <li>• Liquids and ice</li> <li>• Recyclable materials (e.g., glass, aluminum, paper, plastics 1-7)</li> </ul>
<b>RECYCLABLE MATERIALS</b>			
<b>Acceptable?</b>			
<b>Paper including:</b> <ul style="list-style-type: none"> <li>• Office paper</li> <li>• Computer paper</li> <li>• Newspaper including inserts and coupons</li> <li>• Newspaper in protective delivery bag</li> <li>• Magazines</li> <li>• Junk mail</li> <li>• Catalogs</li> <li>• Paperboard</li> <li>• Telephone books (e.g., "Yellow Pages")</li> <li>• Books</li> <li>• Colored paper</li> <li>• Construction paper</li> <li>• Packing paper</li> <li>• Legal pad backings</li> <li>• Shoe boxes</li> <li>• Envelopes (including those with plastic windows)</li> <li>• Sticky notes</li> <li>• Shredded paper (should be in paper bag labeled "shredded paper" but if in plastic bag, bag will be opened, removed and considered a contaminant)</li> <li>• Wrapping paper (non-metallic)</li> <li>• Paper bags</li> <li>• Department store bags with nylon rope handle</li> <li>• Corrugated cardboard (non-waxed)</li> <li>• Cardboard egg cartons</li> <li>• Cereal and other similar food boxes</li> <li>• Paper milk and juice cartons (including those with plastic spouts)</li> </ul>	YES	NO	<ul style="list-style-type: none"> <li>• Clumped, wet paper ("wringable", exhibiting free-flowing liquid and drips is considered contaminated; dampness and sheets of paper loosely stuck together is acceptable.)</li> <li>• Paper cups (e.g., coffee cups)</li> <li>• Juice, soup or soy milk boxes with foil liners (e.g., Tetra-Paks)</li> </ul>

<p><b>Glass including:</b></p> <ul style="list-style-type: none"> <li>• Glass bottles and jars (and metal lids) of any color including: brown, blue, clear, and green (must not contain free flowing liquid or food clumps)</li> </ul>	YES	NO	<ul style="list-style-type: none"> <li>• Drinking glasses (made of glass)</li> <li>• Mirrors, windows and any glass that is not a bottle or jar</li> <li>• Light bulbs</li> <li>• Glass bottles and jars containing free flowing liquid or food clumps</li> </ul>
<p><b>Metal including:</b></p> <ul style="list-style-type: none"> <li>• Aluminum cans including food and beverage containers</li> <li>• Aluminum foil and trays (if clean)</li> <li>• Small pieces of scrap metal weighing less than 10 pounds (<u>NO</u> chain, cable, wire, banding, hand tools, and automotive parts)</li> <li>• Steel, tin and bi-metal containers including paint cans (if empty and dry)</li> <li>• Metal jar lids</li> <li>• Aerosol spray cans (if empty)</li> </ul>	YES	NO	<ul style="list-style-type: none"> <li>• Wire, metal banding, chains, cables and automotive parts</li> <li>• Cans and aluminum foil and trays containing free flowing liquid or food clumps</li> <li>• Lidded paint cans that, as determined by "shake or weight," have dried or liquid residuals (Cans will not be opened.)</li> <li>• Spray cans that, as determined by "shake or weight," have residual contents (Cans will not be sprayed.)</li> </ul>
<p><b>Plastics including:</b></p> <ul style="list-style-type: none"> <li>• Plastic bottles, tubs and other containers including clam shells stamped with SPI code #1 through #7, except black plastic (must not contain food clumps or be more than ¼ full with liquid)</li> <li>• Plastic bottles, tubs and other containers (except black plastic) including clam shells not stamped 1-7 but which clearly can be identified as PET, HDPE, and PP.</li> <li>• Caps and lids from plastic bottles, tubs and other containers whether attached to the container or not but which can be identified</li> <li>• Plastic buckets</li> <li>• Plastic coffee cup lids</li> <li>• Strawberry baskets (even if not labeled 1-7 or PET, HDPE or PP)</li> <li>• Plastic cups include red "keg cups" and clear plastic cocktail cups (if labeled)</li> </ul>	YES	NO	<ul style="list-style-type: none"> <li>• Styrofoam (e.g., Styrofoam egg cartons even if labeled #6)</li> <li>• Black plastic even if labeled 1-7 or PET, HDPE, PP</li> <li>• Any container not indicated as 1-7 <u>but</u> labeled LDPE, PS, or V.</li> <li>• Plastic forks, knives and spoons (cutlery)</li> <li>• Plastic bags including those used to contain recyclables</li> <li>• Plastic films (pallet wrap, shrink wrap, bubble wrap, food wrappers, etc.)</li> <li>• Juice pouches</li> <li>• Condiment packages</li> <li>• Plastic milk creamer containers</li> <li>• Plastic corks (and any other corks)</li> <li>• Plastic protective seals/wraps for containers</li> <li>• Plastic drinking straws</li> <li>• Garden hoses</li> <li>• Rubber bands</li> <li>• Diapers</li> <li>• Black plastic flower and nursery pots (colored, labeled are OK)</li> <li>• Plastic bottles and containers containing free flowing liquid or food clumps</li> <li>• Toys</li> </ul>
<p><b>Inert Materials including:</b></p>		NO	<ul style="list-style-type: none"> <li>• Ceramics</li> <li>• Concrete, asphalt, stones, bricks, rocks, sand, etc.</li> </ul>

<b>Other:</b>		NO	<ul style="list-style-type: none"> <li>• Hangers (plastic, metal, or wood)</li> <li>• Automotive parts and products</li> <li>• Tires</li> <li>• Batteries and cell phones</li> <li>• Wood</li> <li>• Household hazardous waste</li> </ul>
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**IRREGULAR AND COMBINED MATERIALS**

<b>ORGANIC MATERIALS</b>	<b>Acceptable?</b>	<b>Handling / Sorting Notes</b>
Compostable clamshell, lined with foil and with mustard packet inside	NO	Reject all as contaminated
Materials in a non-BPI certified yet compostable bag	YES	Bag should be broken open and sorted
Small Safeway plastic grocery bag loosely tied with what appears to be various compostables and possible non-compostables	NO	Plastic bags obviously meant for compostables will be broken and sorted. Bags such as the one described or bags which contain obvious mixed contaminants and compostables will be rejected.
Clear-bagged paper janitorial products including what was presumed to be partially spent rolls of toilet paper generated when janitorial staff swap out partially used rolls for new, large rolls	YES	Bag will be opened and accepted as long material is not soiled with excrement or combined with cleaning products.
Unopened, bagged loaf of bread	NO	
Ziplocked bag of uncooked chicken	NO	
Book	NO	
Milk cartons stuffed with food scraps	YES	Milk cartons are often used to hold kitchen scraps before transferring to toter, but are not included on Recology's acceptable compostable list.
Plant with a large root ball composed mostly of dirt	YES	
Large 8"x10"x24" block of wood that still fits in toter	NO	
Candle (paraffin, soy, beeswax)	NO	
Bananas with plastic branding banding	YES	
Poison Oak	NO	If encountered, a determination will be made whether to reject the load or the sample for a new load or alternative sample in order to ensure the safety of the sorters.
Vegetables with rubber band (broccoli)	YES	
Vegetables with wire band (lettuce)	YES	
Cheesecloth (textile)	YES	
Soiled dish towel (textile)	YES	
<b>RECYCLABLE MATERIALS</b>	<b>Acceptable?</b>	<b>Handling / Sorting Questions</b>
Partially-filled glass jars and bottles from refrigerator clean-out (e.g., peanut butter jar with residue and half-filled salad dressing bottle)	NO	
Plastic container with paper mashed inside of it	NO	This is a "composite" material not easily processed.
Plastic soda bottle capped with residual liquid inside not exceeding ¼ of volume of container	NO	
Cardboard covered with packing tape	YES	
Newspaper with paint (used for paint masking)	YES	
Notepad with wire spiral binding	NO	

Pasta box with clear plastic window	YES		
Pasta box with residual pasta		NO	
Greeting cards that may contain audio electronics		NO	
Book with shrink wrap		NO	
Plastic container with obscured/destroyed recycling symbol		NO	
Newspaper in plastic delivery bag		NO	
Pharmaceuticals in recyclable containers		NO	
Magazine with infused glass (magazine was once wet, but dried, twisted and infused with glass fines)		NO	
Cardboard cereal box with plastic bag lining		NO	Though cardboard box acceptable, plastic bag is not. Entire item will be considered a contaminant.
Mostly glass fines commingled with other small recyclable and contaminating fines on the tarp after larger items are sorted	YES		During the dry run, for example, the residential recyclables sample had 13 lbs of commingled fines which were mostly glass but contained various small contaminants. Obvious contaminants will be sorted and the remaining fines will be considered recyclable.

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**Agenda Item: 5c**

**Results of 2013 4<sup>th</sup> Quarter Recology Franchise Agreement  
Contamination Measurements for Loads of Recyclable Materials,  
Organic Materials, and Plant Materials**

**Attachment C – Sloan Vazquez LLC 2013 3<sup>rd</sup>/4<sup>th</sup> Quarter  
Contamination Measurement Sampling Report  
FULL REPORT WITH ALL EXHIBITS**

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Files too large to be emailed in packet, and are Posted on Website at:  
[www.rethinkwaste.org](http://www.rethinkwaste.org)

- Attachment C: Sloan Vazquez LLC 2013 3<sup>rd</sup>/4<sup>th</sup> Quarter Contamination Measurement Sampling Report FULL REPORT WITH ALL EXHIBITS



## STAFF UPDATE

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To: SBWMA Board Members  
From: Cliff Feldman, Recycling Programs Manager  
Marshall Moran, Finance Manager  
Date: January 23, 2014 Board of Directors Meeting  
Subject: Update on 2014/2015 Franchise Rate Setting Process

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### Recommendation

This is an informational report and no action is necessary.

### Analysis

This staff report was provided to the Board monthly during 2013 and Staff will continue to provide it monthly in 2014. The purpose of this staff update report is to keep the Board and Member Agency staff informed on the timing, schedule of events and issues affecting Member Agencies during the 2015 Contractor's Compensation Application(s) review (performed in 2014) and the SBWMA Recommended Rate Adjustment process for the 2015 Rate Year (i.e., establishing rates for January 1 - December 31, 2015). The goal is to provide pertinent information for Member Agencies to effectively plan for and manage communications regarding the compensation application and rate setting process including specific input needed from all Member Agencies.

Attached is the current 2014 (for calendar year 2015 rates) Rate Approval Schedule (**Attachment A**).

### *Issues Affecting Recology 2015 Compensation Adjustment includes:*

- Recology Annual Revenue Reconciliation for 2013. Recology is required to submit a Revenue Reconciliation Report to the SBWMA and Member Agencies by March 31, 2014 comparing the approved compensation owed to Recology for 2013 with the actual net compensation retained by Recology after billing customers and paying for pass-through costs for disposal at Shoreway and Agency fees (e.g., Franchise Fees) paid to each Member Agency. Each Agency will have a surplus or shortfall which will be added to or subtracted from the total 2015 Revenue Requirement. Recology's 2013 Revenue Reconciliation Report will be reviewed by staff and audited by a consultant as part of the Financial Systems Audit. The results of this Audit will be presented to the Board when it is available.
- Recology Performance Incentive/Disincentive and Liquidated Damages Payments for 2013. Recology will report the amounts of performance incentives/disincentives in the company's Annual Report submitted in mid-February. These amounts are also included in the 2015 Compensation Application (submitted on June 13, 2014) with the exception of Contamination related disincentive payments which are calculated quarterly and paid directly to SBWMA. Staff will conduct a review and audit of the company's 2013 Annual Report including confirmation of the reported Performance Incentives and Disincentives and Liquidated Damages payments.

## *Schedule of Compensation/Rate Adjustment Activities:*

### January 2014

- Discussion on Cost Allocation Methodology at the January 23rd Board meeting.

### February 2014

- Follow-up information and responses to questions on the Cost Allocation Methodology presented at the February 27<sup>th</sup> Board meeting.

### March 2014

- Recology 2013 Revenue Reconciliation Report due to the SBWMA and Member Agencies by March 31st.

### April 2014

- Staff to make a presentation at the April 24 Board Meeting to discuss the rate setting process.

### June 2014

- SBWMA will issue a letter to the Board requesting feedback from all Member Agencies on estimated 2015 Member Agency fees (e.g., franchise fees) to be included in their 2015 solid waste rates.
- June 13<sup>th</sup> – Recology's 2015 Compensation Application due to the SBWMA and Member Agencies.
- Staff reports on 2013 Financial Audits of Recology and SBR.

### July 2014

- July 1 - SBR's 2015 Compensation Application due to the SBWMA.
- July 3 – Member Agency responses due to SBWMA on 2015 estimated Member Agency fees.
- July 8 – SBWMA staff will issue comments to Recology on its 2015 Compensation Application.
- July 8 – SBWMA Board deadline to issue comments to Recology on its 2015 Compensation Application.
- July 18 – SBWMA will issue the following reports to the Board and Member Agency staff for review and comment:
  - Estimated residential revenue changes due to cart migration by Member Agency since July 2013.
  - Projected 2014 and 2015 residential and commercial revenue (based on six months of actual).
  - Residential rates versus cost analysis by Member Agency. Member Agencies are encouraged to review their residential rate structure for rate versus cost deficiencies (i.e., if rates don't cover costs) and rate subsidization of small carts by large carts.
  - Projected 2014 and 2015 tonnage based on six months of actual. These projections will be used to estimate Member Agency 2015 disposal expense.
  - Summary of 2015 Member Agency fees based on Member Agency feedback for final agency review.
- July 30 – Recology revised 2015 Compensation Application due to the SBWMA and Member Agency based on SBWMA staff and Member Agency review and comments.

### August 2014

- August 15 – SBWMA will issue the Draft Report Reviewing Recology's 2015 Compensation Application. Included in this Report will be the draft recommended Revenue Requirement and rate adjustment(s) for 2015.
- August 15 – SBWMA will issue the Draft Report Reviewing SBR's 2015 Compensation Application.
- August 29 – Member Agency comments due back on SBWMA Draft Report(s) Reviewing Recology's and SBR's 2015 Compensation Applications.

## September 2014

- September 11 (tentative) – special Board meeting
  - Discussion on 2015 Compensation Application(s) and rate setting process.
- September 18 – SBWMA Final Report Reviewing Recology's 2015 Compensation Application issued (for consideration at the September 25, 2014 Board meeting) based on Board feedback. Included in the Final Report is the recommended total collection rate adjustment for 2015.
- September 18 – SBWMA Final Report Reviewing SBR's 2015 Compensation Application issued (for consideration at the September 25, 2014 Board meeting).
- September 25 – Board consideration of the SBR 2015 Compensation Application.
- September 25 – Board consideration of the Recology 2015 Compensation Application and total recommended Revenue Requirement for 2015.

## September 27 – December 31, 2014

- Member Agencies issue Prop. 218 notice and approve final 2015 solid waste rates.

## November 2014

- Report to Board on recommended January 1, 2015 Shoreway tip fee adjustments including updated 2015 SBWMA financial projection with assumed tip fee and cash reserve balances.

## Attachment:

Attachment A – Draft 2015 Rate Approval Schedule

## Attachment A

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# **2015 Rate Approval Schedule**

### Member Agency Rate Setting Process

The Recology 2015 Compensation Application is due to the SBWMA and Member Agencies on June 13, 2014. On August 15, 2014, the SBWMA will issue its Draft Report Reviewing Recology's 2015 Compensation Application and the recommended Total Solid Waste Revenue Requirement for 2015. The Member Agencies will be provided until August 29<sup>th</sup>, ten business days, to provide comments on the SBWMA's Draft Report. The comments received are incorporated in the SBWMA Final Report Reviewing the Recology 2014 Compensation Application that will become binding upon the Board's consideration for approval at the September 25, 2014 Board meeting. While the individual Member Agencies actually set solid waste rates for their jurisdictions, any rate increases put forth by the Member Agencies that are less than recommended in the approved SBWMA Final Report and cause a shortfall in compensation to Recology will result in interest payments for amounts owed to Recology. Conversely, any surplus revenue collected by Recology is subject to interest payments to the respective Member Agency.

### September 25, 2014 Board Meeting

- Recology and SBR Compensation Applications Considered by Board
- Total Recommended Revenue Requirement Considered by Board

### Member Agency Residential Billing Schedule

#### **Group A: October-November-December (Billed September 30, 2014; December 31, 2014)**

- Menlo Park
- Redwood City (Not applicable to Residential, Redwood City does its own billing.)
- San Mateo
- West Bay Sanitary District

#### **Group B: November-December-January (Billed October 31, 2014; January 31, 2015)**

- Atherton
- Burlingame
- San Carlos

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**Group C: December-January-February  
(Billed November 30, 2014; February 28, 2015)**

- East Palo Alto (Not applicable to Residential.)
- Foster City
- Hillsborough
- County of San Mateo

Prop 218 Public Notice Implications

Prop 218 requires an agency to provide 45 days public notice directly to all account holders prior to authorizing a rate increase. If more than 50% of all account holders file a protest letter within the 45 day public comment period, the agency cannot adopt the proposed rate increase.

Bill Insert Considerations

Recology typically requires that a bill insert is prepared and ready for insertion with the bills a minimum of two weeks prior to the scheduled bill issuance date. However, the company may reduce this deadline to 5 business days for special circumstances, such as a Prop 218 Notice. The company has detailed guidelines regarding the specifications for bill inserts and will share these upon request. Agencies issuing a Prop 218 Notice via Recology's bills will need to **pay directly for the costs** associated with production and printing but will save on mailing expenses since Recology can include the insert with its bills at no additional cost.

Direct Mail Considerations

Member Agencies sending the Prop 218 Notice via direct mail will need to **pay directly for the costs** associated with production, printing and mailing. Agencies sending a direct mail piece typically include these costs in their rates. Sending the Prop 218 Notice via direct mail provides the Agency with total control and flexibility regarding production and mailing of the notice.

Bill Insert vs. Direct Mail:

**Group A**

These agencies may be able to prepare and print a bill insert in time for inclusion with the September 30, 2014 mailing. Therefore these agencies will need to produce a direct mail piece in order to close the Prop 218 public hearing process and adopt rates prior to January 1, 2015.

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Proposed Schedule:

- September 25, 2014..... SBWMA BOD Approves Recology and SBR Compensation.
- October 1-15 ..... Governing body or Agency staff approves issuance of the Prop 218 notice.
- October 16-31 ..... Prop 218 Notice printed and issued via direct mail
- November 1-15 ..... Governing body closes the Prop 218 public notice period and adopts 2015 rates effective January 1, 2015.
- December 31..... First Recology bill issued with new 2015 rates.

**Group B**

These agencies will likely be able to prepare and print a bill insert in time for inclusion with the October 31, 2014 mailing. However, since the Prop 218 process will not close for 45 days after issuance of the Prop 218 rate increase notice, these agencies will have to bring the results of the Prop 218 notice before their governing body between December 16 and 31, 2014. Otherwise, these agencies will need to produce a direct mail piece in order to close the Prop 218 public hearing process prior to January 1, 2015.

Proposed Schedule:

- September 25, 2014..... SBWMA BOD Approves Recology and SBR Compensation
- October 1 – October 15..... Governing body or Agency staff approves issuance of the Prop 218 notice.
- October 31 ..... Prop 218 Notice included with Recology bills
- December 15-31 ..... Governing body closes the Prop 218 public notice period and adopts 2015 rates.
- January 31, 2015 ..... First Recology bill issued with new 2015 rates including a retroactive rate adjustment for January.

**Group C**

While these agencies will have ample time to prepare and print a bill insert in time for inclusion with the November 30, 2014 mailing, this is moot since the 45 day Prop 218 notification period will not close until after January 1, 2015 (i.e., on January 14, 2015). Therefore these agencies will be required to produce a direct mail piece in order to close the Prop 218 public hearing process prior to January 1, 2015.

Proposed Schedule:

- September 25, 2014..... SBWMA BOD Approves Recology and SBR Compensation
- October 1-15 ..... Governing body or Agency staff approves issuance of the Prop 218 notice.
- October 16-31 ..... Prop 218 Notice printed and issued via direct mail
- December 1-15 ..... Governing body closes the Prop 218 public notice period and adopts 2015 rates.
- February 28, 2015..... First Recology bill issued with new 2015 rates including a retroactive rate adjustment for January and February.

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A Public Agency

## STAFF UPDATE

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To: SBWMA Board Members  
From: Recycling Program and Environmental Education Staff  
Date: January 23, 2014 Board of Directors Meeting  
Subject: Recycling and Outreach Programs Update

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### Recommendation

This is an informational report and no action is necessary.

### WM At Your Door Special Collections (Door-to-Door HHW Collection Program)

The following ten Member Agencies are participating in the program: Belmont, Burlingame, East Palo Alto, Foster City, Hillsborough, Menlo Park, San Carlos, San Mateo, San Mateo County, and West Bay Sanitary District. Interest in the program has been strong and the company has made approximately 14,122 collections since the program started in mid-May 2010 through October 2013 (2013 year-end data pending).

Approximately 446,347 pounds of HHW material, 489,747 pounds of Universal Waste and 231,313 pounds of E-Scrap has been collected since the start of the program through October 2013. To increase program participation, an ongoing public outreach effort was initiated starting in late June that is continuing to yield significantly positive results.

The need for additional outreach promoting this service was confirmed via the results of the Single-Family Residential Customer Satisfaction Telephone Survey commissioned by RethinkWaste in Spring 2012, which identified the Door-to-Door HHW Collection Program as one of the programs that residents were not as familiar with. Staff plans to continue its efforts to maintain high participation levels through ongoing public outreach, including direct mail, outdoor and print advertising, *rethinker* newsletters, holiday ads, community events and social media per the adopted Fiscal Year 1314 budget.

We also encourage the remaining two Member Agencies (i.e., Atherton and Redwood City) to offer the program as it provides a more convenient and cost-effective option to properly recycle and dispose of a wide variety of materials (such as common HHW) than is currently available through the County's drop-off program at Tower Road.

### Household Battery and Cell Phone Curbside Recycling Collection Program by Recology

The annual total of batteries and cell phones collected through the curbside recycling program has been:

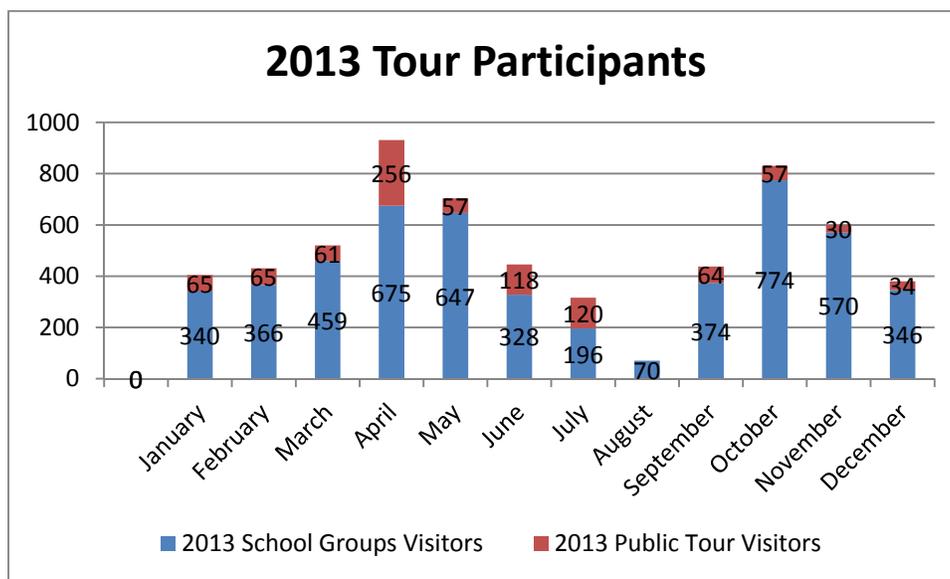
- 2009 - 57,000 pounds
- 2010 - 53,000 pounds
- 2011 - 47,000 pounds
- 2012 - 58,000 pounds
- 2013 - 66,560 pounds

The total amount of batteries and cell phones collected in December 2013 was 5,700 pounds with a YTD total for 2013 of 66,560 pounds. Per the adopted FY1314 budget, additional outreach will be provided to highlight this service.

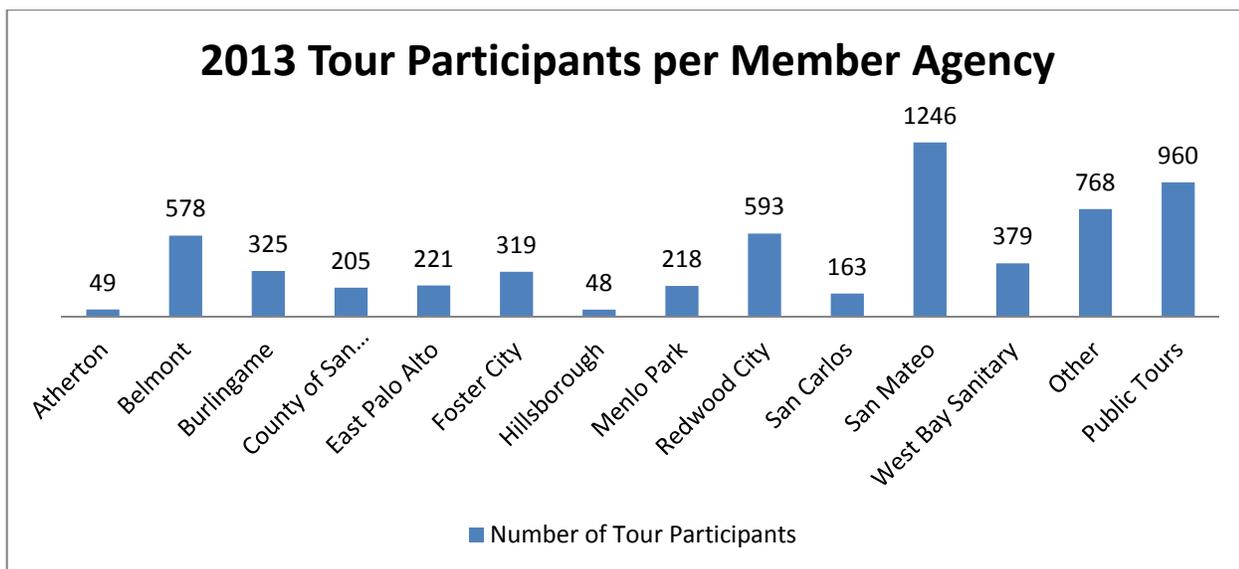
### Shoreway Education Center School Groups and Public Tours Update

It has been two years since the launch of the School Group and Public Tour Program at the Shoreway Environmental Education Center in January 2012, which continues to be very popular and a great resource to the RethinkWaste service area community and beyond. In 2013, we hosted over **6,000 visitors**, including **972 public tour visitors**. Cumulatively, we have hosted more than **11,000 visitors, including 1,400 public visitors**, at the Education Center and conducted over **400 tours** in the two years that the program has been running. The tours conducted and participants have more than doubled from 2012 to 2013. To date, spots continue to fill up for the rest of the year.

Below is a chart showing the Tour Program participants for calendar year 2013 (January – December), with a breakout of school tour and public tour visitors. The number of participants varies throughout the year, mostly a correlation to the school year calendar, with peak periods in April, May, October and November. In June and July of 2013, Public Tours were conducted every Thursday, versus the standard, third Thursday of the month, hence the notable increase in participants.



*Note: August had no public tour on the 3<sup>rd</sup> Thursday of the month*



The chart on the previous page shows the number of tour participants per jurisdiction – the participants being school groups, community groups such as Girl and Boy Scouts, garden or parent clubs, home school groups, local business groups, and city staff. Other includes school groups and visitors from all over the Bay Area (e.g., Half Moon Bay, San Francisco, Berkeley, Mountain View, San Jose, etc.) Public Tours refers to visitors from both the RethinkWaste service area, and beyond - thus various cities, states and countries such as China, Korea, Ireland and South Africa – making Shoreway Environmental Center a hub for information sharing. Staff continues to concentrate outreach efforts in jurisdictions that have low participation and encourage Member Agencies to promote the tour program within their community.

As supported in the charts, the Tour Program has been welcomed with great enthusiasm by school groups and the community at large. Staff continues to notice returning teachers bringing in their new students for each school year – a progression staff anticipated for an active tour program. In 2013, staff hosted thirty-five percent of returning teachers and sixty-five percent of new teachers.

Positive feedback about the education tour program, which gives the community an opportunity to learn firsthand what happens to their recyclables, yard waste, food scraps and garbage at a working materials recovery facility (MRF) and transfer station, continues to be given. In addition, students and the community are given an opportunity to learn and practice the 4Rs (reduce, reuse, recycle, and rot/composting) and resource conservation, and are empowered to conserve resources in their lives, at school and residences. Below are a few of the many recent comments that tour participants shared at the end of their tour experience:

*“Very valuable and a great resource for the kids to have. Also, taught them specifics about recycling!” (Teacher)*

*“Well organized.” (Teacher)*

*“The assembly line – kids really loved the sorting. Seeing things live is always memorable.” (Teacher)*

*“Fantastic! We love it. This is my second time coming with my students.” (Teacher)*

The Tour Program is promoted via various channels, (emails, press release, flyers, website, social media, environmental education platforms, etc.). Staff will continue to give tours to interested community groups, businesses, municipal and environmental groups as scheduling allows.

The table below shows the tours that have been conducted and those scheduled for January 2014.

<u>Date</u>	<u>School/Group</u>	<u>Jurisdiction</u>	<u>Grade/Group</u>	<u>Total # of Participants</u>
January 8	Boy Scouts	San Carlos	3	18
January 9	Heritage Realty	San Mateo	Adults	12
January 14	Ecole Bilingue	Berkeley	3	35
January 14	DES Architects	Redwood City	Adults	15
January 15	St. Gregory Elementary	San Mateo	4	40
January 16*	Public Open House Day	Various	Various	21
January 17	Ecole Bilingue	Berkeley	3	35
January 22	Roosevelt Elementary	Burlingame	5	33
January 23	Roosevelt Elementary	Burlingame	4	27
January 24	Foster City Elementary	Foster City	5	33
January 29	Burlingame High School	Burlingame	9-12	24

January 29	Hillview Middle School	Menlo Park	6	20
January 29	Hillview Middle School	Menlo Park	8	3
January 30	Palo Alto Garden Club	Palo Alto	Adults	25
January 31	Beechwood Elementary	Menlo Park	4	22
<b>Total Participants</b>				<b>363**</b>

\* January 16<sup>th</sup> is a Public Open House Day. The number of participants is based on only those that have made a reservation for the tour on the Public Open House Day. \*\*Includes estimated numbers for those scheduled tours that have not been conducted by the date this report is issued.

### Photos of Tour Participants at Shoreway Environmental Center



Boy Scouts, San Carlos



Heritage Realty, San Mateo

### Tour Availability

School Group Tours are offered Monday at 12:30pm – 2:30pm, Tuesday-Wednesday from 9:30am – 11:30am, 12:30pm – 2:30pm, Thursday and Friday 9:30am – 11:30am.

Every third Thursday of the month is a designated Public Open House Day for the general public, and tours are given in the time slots from 9:30am – 10:30am and 11:30am – 12:30pm. Tours will continue to be scheduled on a first-come first-served policy.

### Trash to Art Contest

The 2<sup>nd</sup> annual Trash to Art Contest is running from January to March 21, 2014. The contest is open to 4<sup>th</sup>-6<sup>th</sup> grade classes in the RethinkWaste Service Area. The art piece (s) must be made as a class effort and prizes will be rewarded to a class. Ninety percent of the art must be from scrap material collected from home, school, and everyday life, and artwork may be any art medium such as sculptures, collages, murals, etc. These art pieces will be displayed at the Shoreway Environmental Education Center and will add to the educational exhibits.

### Earth Day

Save the Date! Join us for our 3<sup>rd</sup> annual Earth Day on Saturday April 12, 2014 from 10 am-2 pm at the Shoreway Environmental Center in San Carlos. Staff is planning for lots of fun activities for the whole family. The event will include informational booths, music, arts and crafts, games, tours, free compost, and lots more. Bring your bottles and cans to redeem your money. Everyone who shows up automatically enters in a raffle. Trash to Art Contest winners will be recognized. Don't miss out on this fun-for-all event. Earth Day is every day at RethinkWaste. Staff will have more information on the website at [www.RethinkWaste.org](http://www.RethinkWaste.org)

### Free School Compost Giveaway Program

The free Compost Giveaway Program will continue in the 2013/14 school year. It is for both public and private schools within the RethinkWaste service area. Through the program, schools can receive up to five 50-pound bags of compost for a garden project, or up to 20 cubic yards of the material for landscaping projects per school

year. The compost is made from the yard trimmings and food scraps set out by residents and businesses for collection in the green CartSMART and BizSMART containers.

The Compost Giveaway Program is meant to serve as a resource for schools in alignment with the California Department of Education's Garden in Every School initiative. According to the state, students who participate in school garden projects discover fresh food, make healthier food choices, and are physically active. Using compost in gardens and landscaping projects helps improve soil quality, conserve water and control erosion, among others.

Interested schools simply need to complete a request form (available on-line) to receive the compost. Schools need to arrange for the pick-up of the bags of compost at the Shoreway Environmental Center in San Carlos. Staff will arrange for the delivery of the larger quantity of loose compost through Recology San Mateo County at no additional cost to the schools; Recology's delivery costs will be covered in the SBWMA budget. Staff encourages Member Agencies to promote this service and program within their community.

### ***Business Tour Program***

Staff is reaching out to businesses in the RethinkWaste service area to tour the Shoreway Environmental Center. The availability of tours for businesses is being promoted via Chambers of Commerce in all cities in the Rethinkwaste service area (which have a chamber), on our website, business tour flyer and through leveraging Recology's network of business leaders. Member Agencies are encouraged to promote this program to businesses in their community.

### **Public Education and Outreach Request for Qualifications**

RethinkWaste Staff issued an amended Request for Qualifications (RFQ) for Public Education and Outreach on December 9, 2013 with responses due by January 9, 2014. The selected firm(s) will assist with developing and designing a variety of professional, targeted, compelling and demographically appropriate public education and outreach campaigns, print materials, electronic communications and other strategic communication tools based on the Board-approved 2014 Annual Public Education Plan. The selected firm(s) will also assist in measuring the effectiveness of the various outreach efforts.

A total of eight firms responded to the RFQ. Staff will working with the Board's Adhoc Public Education Subcommittee to evaluate the responses. The original RFQ was issued on November 1, 2013 and included a concept design competition. However, based on feedback from interested firms, the RFQ was amended to remove the concept design competition component and the amended RFQ was issued in December.

### **2014 Residential Public Outreach Survey**

RethinkWaste is in the process of developing a residential survey to determine the best way to deliver public education and outreach messages. During the 2012 Residential Customer Satisfaction Survey on the CartSMART services, a series of questions were developed to gauge where residents looked for program information, such as bill inserts, the *rethinker* newsletter, websites, newspaper ads, etc. However due to budgetary constraints and the length of the 2012 survey, these questions were ultimately dropped. Staff plans to have the survey conducted in February and March so that the results can be used to help plan the FY1415 budget.

### **Acterra 2014 Business Environmental Awards**

Staff is excited to announce that the Shoreway Environmental Education Center/Tour Programs is a finalist in the Acterra 2014 Business Environmental Awards in the Environmental Project category. As part of the evaluation process, a site visit by the award judges will take place in early February. Award winners will be announced on March 17, 2014 and recognized at Acterra's annual awards reception on May 28, 2014.

### **2014 Public Education and Outreach Update**

RethinkWaste and Recology are developing a number of outreach pieces to be distributed to residents in the coming months. This includes an updated On-Call Bulky Goods Collection Program insert and Service Notice, the annual program brochure that will provide a summary of the scope of services available to all residential, commercial, multi-family and Agency facility customers. An updated multi-family toolkit is also being finalized for use by Recology's Waste Zero Specialists. Outreach pieces will be developed in collaboration with the Board's Adhoc Public Education Subcommittee. A critical component of the outreach efforts will be to measure the effectiveness of the various tools used.

### **RethinkWaste Website and Social Media**

The new RethinkWaste website was launched in August 2013 to provide a more user-friendly and interactive experience for site visitors. The redesigned site includes many new features and serves as the launching pad for new outreach and education programs. The site averaged over 593 visitors per week over the last month, with the most frequently visited pages consisting of Household Hazardous Waste, Shoreway Tours, and Shoreway Services and Rates.

RethinkWaste also continues to use its Facebook and Twitter pages to promote program information and new services. To date, the Facebook page has 322 "likes," and the Twitter page has 178 followers, an increase over the prior months. RethinkWaste, in collaboration with South Bay Recycling, has also developed a Yelp business page focusing on the programs and services available at the Shoreway Environmental Center. Staff will continue to work on strategies to drive more people to the pages, and is reviewing other social media sites to use as outreach tools. The RethinkWaste Facebook page can be found at [www.facebook.com/rethinkwaste](http://www.facebook.com/rethinkwaste), the Twitter page is located at [www.twitter.com/rethinkwaste](http://www.twitter.com/rethinkwaste), and the Yelp page is at <http://www.yelp.com/biz/shoreway-environmental-center-san-carlos>.

### **"my waste" Mobile App**

The convenient Agency-wide mobile application tool, "my waste," for residential customer use to request services, get additional program information and other related items was launched on November 19, 2013. The mobile app can be downloaded through the RethinkWaste website or the Apple and Android app stores. To date, 278 residents have downloaded the mobile app. Staff is working on various outreach efforts, including print and online advertisements, newsletters and inserts to promote the app. Staff also encourages Member Agencies to continue to promote "my waste" on their respective websites, newsletters, etc. A presentation of the mobile app was made to the Board in September.

### **Community Outreach Events**

The Community Outreach Events (Compost Giveaway, E-Scrap/Shredding Events, Recology's Bring Your Own Bucket Compost Giveaway, Confidential Document Destruction Service Event and Coats for Kids event) have started for 2014. RethinkWaste is collaborating once again with Recology on scheduling Member Agency community events, with the 2014 program structure being similar to 2013. Recology is the point of contact for all Compost Giveaway Events and the Coats for Kids event. RethinkWaste is the point of contact for all E-Scrap/Shredding events. In addition, RethinkWaste will continue to provide outreach and promotion for all community events. Event request forms were sent out on January 14, 2014 to schedule the 2014 events. Staff encourages Member Agencies to promote their events through inserts in the Recology bills to increase participation/attendance of events by residents.

**Approved Recommended Recology Franchise Agreement Administrative Changes and Amendments**

Staff is requesting that Member Agencies keep us apprised if any administrative changes and amendments to the Franchise Agreements with Recology have been made.

<u>Agreement</u>	<u>Board Approval</u>	<u>Staff Recommendation</u>	<u>Description</u>
Franchise Agreement(s)	March 28, 2013	March 28, 2013	The Board approved Resolution No.2013-07 recommending that each Member Agency consider adopting a variety of administrative changes.  All twelve Member Agencies have approved these contractual changes.
Franchise Agreement(s)	March 28, 2013	March 28, 2013	The Board approved Resolution No.2013-08 recommending that each Member Agency consider adopting amendments to Attachment I (Performance Incentives and Disincentives) and include a new section as 8.08(D) (Administrative Changes to the Franchise Agreement).  All twelve Member Agencies have approved these contractual changes.



## STAFF UPDATE

To: SBWMA Board Members  
 From: Hilary Gans, Operations Contracts Manager  
 Date: January 23, 2014 Board of Directors Meeting  
 Subject: Shoreway Facility Operations and Master Plan Update

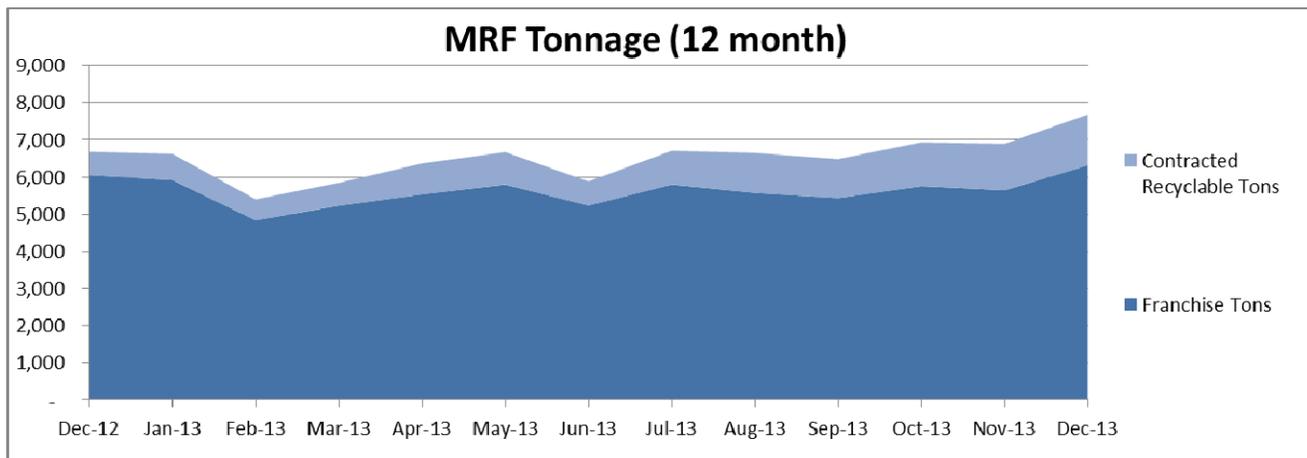
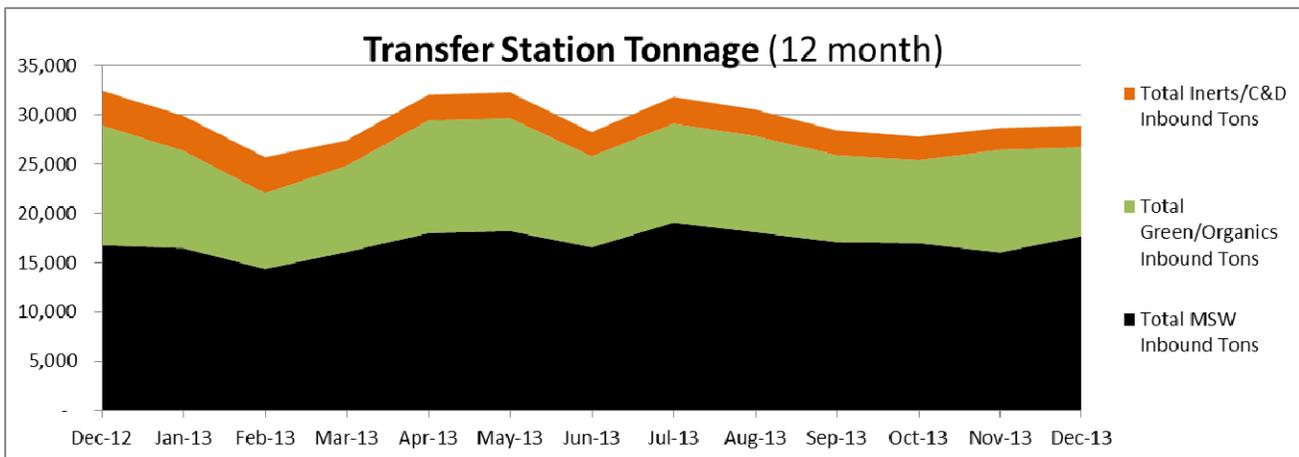
### Recommendation

This is an informational report and no action is necessary.

### I. OPERATIONS UPDATE

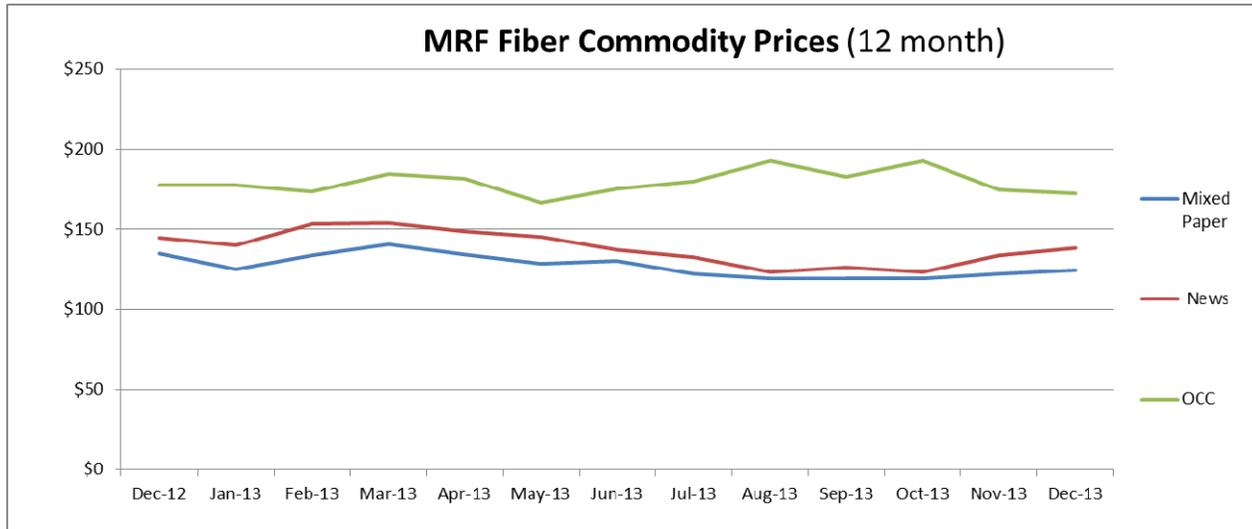
#### Facility Tonnage

The charts below provide a summary of the monthly inbound tonnage at the Shoreway Environmental Center Transfer Station and Materials Recovery Facility (MRF). The Contract recyclables tons shown in the MRF graph are delivered to the MRF by Recology from communities outside of the SBWMA service area for processing.



## Commodity Revenues

The chart below provides a price trend summary of fiber (paper) commodities marketed by South Bay Recycling (SBR) from the Shoreway MRF; the pricing shown is derived from a market index (OBM) that tracks the export price for recycled fiber. SBR's pricing to the SBWMA is contractually tied to this index through the Fiber Price Assurance Mechanism (see **Attachment 11-B in Operations Agreement**). Since fiber represents the largest volume of commodities marketed from the MRF, the price and MRF volume charts provides a strong indicator of trends in SBWMA commodity revenues.



*Note: In the chart above "news" is newspaper and "OCC" is cardboard.*

## Items of Note

- Remediation Test Well Destruction – As presented to the Board in November, the Shoreway remediation project is moving towards completion with the destruction (removal and capping) of test wells related to the groundwater remediation projects at the Shoreway site. The documentation of the well destruction will be sent to the County for evaluation in February as part of the site closure.
- Third Party Tonnage Evaluation – Staff met with SBR to evaluate the potential for processing additional Recology third-party single stream recyclable materials from cities in Santa Clara County. Recology would like SBR to process 50 tons per day of material on an ongoing basis. SBR is evaluating the labor and operational requirements to handle this added tonnage. This item will be brought before the Board for evaluation and approval.
- Vocational Rehabilitation Services (VRS) Contract Negotiations – There have been several meetings in November and December with the managers of the VRS program (two meetings were attended by County Supervisor Warren Slocum) to work out program staffing issues and to negotiate contract language for a renewing of the VRS/SBR contract. The major issues of discussion relate to VRS's difficulty in providing consistent MRF sorter staffing and the wages paid to sort workers.
- San Jose Commercial Material Handling Facilities Tours – Staff toured the Newby Island MRF and the Zero Waste Energy Development (ZWED) Dry-Anaerobic Digester (D-AD) in November and December. These two facilities are the keystones of the new San Jose franchised commercial recycling program and represent the state-of-the-art in the waste industry for the processing of wet & dry commercial wastes. The Newby Island MRF sorts both wet & dry commercial waste streams (~500 tons per day) to recover recyclable materials and to extract the wet fraction of the waste for subsequent processing at the ZWED facility in Alviso for digestion and energy recovery. The SBWMA has been following the San Jose commercial waste program for potential technology applications and enhancements to the SBWMA's programs.

## II. CONSTRUCTION PROJECTS UPDATE

The SBWMA is the owner of the Shoreway Environmental Center and is responsible for maintaining the buildings, site, utilities, and systems that support the Collections and Operations Contractor's activities. Additionally, the SBWMA purchased and installed the MRF processing system in 2011 and is responsible for all capital repairs to the system. This construction project update summarizes the status of construction projects at the Shoreway Environmental Center that include maintenance projects (budget line item "Shoreway Facility Costs") and Capital Projects. At this point the major Master Plan contracts have been closed (remaining MP projects are designated MP below). This report provides a discussion of construction projects and the associated budgets.

### Update on Shoreway Center Projects

The following construction project activities are in various degrees of completion. This report covers the months of November and December.

#### Recology Administration Building

- Board conference room installation of LED lights (*non-MP*)
- Calibration of audio system to administrative building conference room (*non-MP*)
- Renovation of ceiling and roof hatch in IT room to comply with fire codes (*non-MP*)

#### MRF and Transfer Station

- "Call-to-Action" mural installed at the MRF lobby education center at top of stairs (MP)
- Recycled Rubber flooring with RethinkWaste logo installed in MRF lobby and hallway (MP)
- Touch up painting of MRF education center (*non-MP*)
- Repainting of MRF Equipment in tour route areas (*non-MP*)
- Dry-Erase drawing-wall installed in MRF Education Center hallway (MP)
- Repair to employee bathroom toilet wall attachments for 6 units (*non-MP*)
- Addition of security cameras to provide perimeter coverage on front and south side of property (*non-MP*)
- Bid and selection of contractor for transfer station floor resurfacing, work to start in February(*non-MP*)
- Installation of alarm system at self haul transfer station exit to prevent future collisions (*non-MP*)
- Painting of the employee break rooms and bathrooms with highly stain resistant paint (*non-MP*)

#### Recology Shop Buildings

- Replacement and repair of electrical wiring and conduit to container building and breaker panel (*non-MP*)
- Quote to install 12 skylights in container building for added lighting and energy conservation (*non-MP*)
- Concrete pavement repair between shop building and container maintenance building (*non-MP*)
- Setup of MRF and Transfer Station fire suppression enhancements (*non-MP*)

### Project Expenditures Summary

Shoreway Facility Cost – As of the mid-year, the amount spent on maintenance projects and expensed against the Shoreway Facility Costs budget line is \$100,680 on a budget of \$100,000. The overrun of this budget line at the mid-year is the result of most of the construction projects not meeting the definition of a "capital project" and therefore being applied against the Operations Budget.

Capital Expenditures – As of the mid-year, the amount spent on capital projects at the Shoreway Center is \$65,162 on a budget of \$570,000. The surplus in capital funds at the mid-year is the result of most construction projects not meeting the definition of a "capital project" and therefore being applied against the Operations Budget - Shoreway Facility Cost line.

Master Plan - An amount of \$17,520 remains in the Master Plan budget. All projects associated with the Master Plan have been completed and therefore future reports to the Board will not include discussion of the Master Plan.