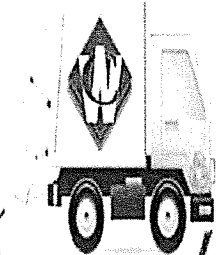


El Dorado County Annual Review 2016



Trash • Recycle • Yard Waste

El Dorado Disposal
Safety in all we do • Service 2nd to none.



El Dorado County and El Dorado Disposal – A Community Partnership

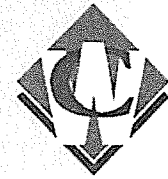
May 2017

2016 In Review – Customer Review



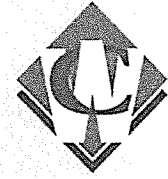
- El Dorado Disposal services 21,668 residential customers in El Dorado County curbside
- Services in the County are on a subscription basis and include commingled recycling and green waste in carts
- Twice a year customers have free unlimited curbside green waste service
- Customers receive annual MRF and curbside bulky vouchers
- All new customers receive a Welcome Packet including annual vouchers and a collection calendar
- Outreach messaging about recycling/events on statements, on our trucks and on our newly designed web site

County Residential Programs 2016



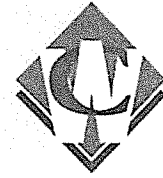
- Community Clean-ups in coordination with the County, garnered 101 tons of trash, 13 tons of green waste, 21 tons of recycle, Snowline Hospice collected 10 tons of material for their thrift store
- 2,635 Bulky Item Pickups were performed, a 42% increase over 2015
- Seasonal curbside green waste pickup, retrieved 75 tons, an increase of 150% over 2015
- A Buy Back Center is located on Truck Street for all County customers and includes a drop off center for E Waste, batteries, bulbs and all types of recycling for free (no need to go to the MRF)
- Participated in 16 community outreach programs county wide

2016 Commercial Customer Review



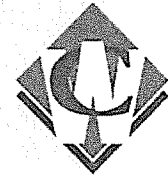
- El Dorado Disposal services 1,910 commercial customers in the County
- 619 commercial customers meet the criteria to recycle according to AB341
- 44 customers are not in compliance with AB341 as of 12/31/16
- Most are apartment complexes – we've reached out multiple times – next step site visits cold calling again
- With the advent of AB1826, in 2016, the 9 were engaged in our pilot food waste program – across the entire western slope
- County wide a total of 245 tons of commercial food waste was collected and recycled in 2016

How Did We Perform in 2016?



- 24 total complaints for the year
 - All resolved timely-before the end of the 2nd business day
- Zero litter complaints
- All reports submitted timely
- Zero failures to properly cover materials in hauling trucks
- All routes were completed
- Missed pickups were never greater than .5%
- Phone wait times have increased commensurate with new programs 2.5 minutes vs goal of 45 seconds
 - We are working on various ways to cut down on wait times and provide better information, answering the customers questions more expeditiously
- Zero average wait times exceeding 15 minutes to enter the MRF
- Zero average wait times to unload vehicle in the MRF

Diversion Plan Results for 2016



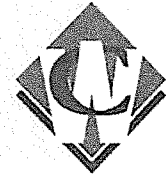
- *All of the programs outlined for 2016 and 2017 below are in alignment with the Solid Waste Management Plan and are helping to achieve the State goal of 75% diversion by 2020*
 - ▶ Area C Curbside Variable Cart Rate Program - Completed
 - ▶ Area C Residential Cart Program (Trash and Recycling) - Completed
 - ▶ Area C all Vouchers as in Area A - Completed
 - ▶ Area C Spring/Fall curbside green waste special pick up program - Completed
 - ▶ Commercial Food Waste Program (in compliance with Assembly Bill 1826) – In Process
 - ▶ Backyard Compost Survey – Completed at several community events

Diversion Plan Results for 2016 (Continued)



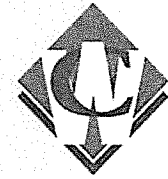
- ▶ Expand Large Venue Recycling Programs – Completed and Ongoing
- ▶ Expand Community Building Recycling Programs – Ongoing
- ▶ Recollect – the new search engine on the eldoradodisposal.com website
- ▶ Mattress recycling at the MRF - Completed
- ▶ Carpet recycling at the MRF – Completed

Recollect Search Engine Statistics



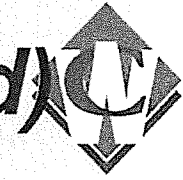
- 317,094 views of the online calendar – County Wide
- 20,279 unique households searched
- 2,615 Active Reminders set
- 3,124 Service Alert Contacts
- 1,855 Mobile App installs
- 3236 County Calendars viewed
- 2,243 PDF calendars downloaded
- 31,421 Waste Wizard views
- 10,316 unique items searched

What's Next For 2017



- Textile Recycling at the Buy Back Center and at the MRF – Still looking for options
- All commercial customers meeting the criteria for AB1826 will be contacted and visited for accurate assessment by the Sustainability Coordinator
- 141 commercial businesses in the County may meet the threshold for compliance with AB1826 however a site visit must be completed to verify the information
- Working toward options to provide Area B with additional green waste pickup service
- Evaluate the need for a Horse Manure Recycling Program and if warranted, implement that program

What's Next For 2017 (Continued)



- MSW Sorting - Evaluate discontinuing the sorting of trash with all cart programs across the western slope deployed.
- Single Stream Sorting - Evaluate our ability to sort single stream from all programs across the western slope to include both residential and commercial tonnage to begin in 2017 if possible.
- Mobile Shredder - Look at mobile shredding equipment for 2017 to enhance our C&D program increasing tonnage diverted from the landfill to be used as ADC (as we move through the permitting process for the new MRF).
- Recycle Incentive Fee – Upon Board approval implement a Recycle Incentive Fee for customers who choose not to utilize free services at the MRF for recyclable items such as cardboard, plastics, paper, metal, wood, concrete, etc.

New Split Body Truck Area C

