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AGENDA REPORT

TO: Sabrina B. Landreth
City Administrator

FROM: Jason Mitchell
Public Works Director

SUBJECT: Zero Waste Collection Multi-Family
Push Service Costs

DATE: August 5, 2017

City Administrator Approval

Date:

8/29/17

RECOMMENDATION

Staff Recommends That Public Works Committee Receive An Informational Report On The Outcomes Of Efforts And Strategies To Reduce Zero Waste Collection Push Service Costs For Multi-Family Buildings.

EXECUTIVE SUMMARY

On July 1, 2015, the City implemented new collection service contracts for trash and organics with Waste Management of Alameda County (WMAC), and for residential recycling with California Waste Solutions (CWS). Both contractors are required to provide on-premises collection of containers to multi-family dwelling (MFD) customers, called "push" services when applied to bins and "backyard" services when applied to carts.

Rates associated with these collection services were implemented concurrent with the contracts, except for push service charges, which were applied to trash service for the first time in October 2015 and to recycling service in January 2016.

This is an informational report and no recommendation for action is made.

BACKGROUND / LEGISLATIVE HISTORY

At a Special Meeting on August 13, 2014, the City Council approved Ordinance No. 13254 C.M.S., granting a franchise for Residential Recycling (RR) Collection Services to CWS. At a Special Meeting on September 29, 2014, City Council approved Ordinance No. 13258 C.M.S., which in part, granted a franchise for Mixed Materials and Organics (MM&O) Collection Services to WMAC and established maximum service rates for the MM&O Contract. On December 9, 2014, the City Council approved Ordinance No. 13273 C.M.S., which amended Ordinance No. 13258 C.M.S. to add contamination rates, and approved Ordinance No. 13274, which amended Ordinance No. 13254 to extend the term of the RR Contract to 20 years.

The MM&O Contract was executed on February 20, 2015, and the RR Contract was executed on May 22, 2015. Implementation of services began on July 1, 2015.

Item: _____
Public Works Committee
September 12, 2017

On October 6, 2015, City Council approved Ordinance No. 13331 C.M.S., which amended Ordinance No. 13258 C.M.S. to amend maximum service rates as set forth in new rate tables, in part to adjust commercial organics collection rates that discouraged participation in commercial composting efforts. On October 12, 2015, the City Administrator executed the First Amendment to the MM&O Contract, which, in part, incorporated the amended maximum service rates as set forth in Ordinance No. 13331 C.M.S.

On January 12, 2016, the Public Works Committee received an information report on "efforts and strategies to reduce zero-waste 'push/pull' service costs for multi-family buildings, including information provided by Waste Management of Alameda County. The Public Works Committee received additional information reports on this topic on July 12, 2016 and February 28, 2017. This Agenda Report provides updated information on push services for multi-family buildings.

ANALYSIS AND POLICY ALTERNATIVES

The MM&O and RR contracts specify push service charges consistent with the rates approved by City Council through the adoption of Ordinance No. 13331 C.M.S., and as adjusted annually according to the provisions of these two contracts.

WMAC On-Premises Collection and Charges

For on-premises collection of MFD trash carts, WMAC charges for "backyard" service, which is \$32.26 per cart per month for weekly service. The current charges for on-premises collection, or "push" service, of trash bins are shown in **Table 1**.

Table 1. MFD Push Service Rates for Trash (effective July 1, 2017)

Distance	0-25 ft	26-50 ft	51-75 ft	76-100 ft	100+ ft
Cost/bin/month	\$ 202.96	\$ 411.53	\$ 620.11	\$ 823.07	\$ 1031.60

WMAC began charging for push services in October 2015, after completing field audits and site surveys three months into the new contract. Although outreach and notification efforts were made in this service sector, many MFD customers were unaware of the charges for the on-premises services, having received such services at no charge under the previous contract. Starting in October 2015, hundreds of MFD customers availed themselves of the on-site technical assistance offered by WMAC to help the property owners and managers reduce charges by relocating containers, changing container types, or cancelling on-premises services altogether.

Table 2 provides a summary of MFD customers with WMAC push charges for June 2017, based on data provided by WMAC. In October 2015, WMAC provided collection services to 3,441 MFD buildings in Oakland, of which, 807 MFD (23%) were billed for push services in October 2015. In July 2017, WMAC provided collection services to 3,500 MFD buildings, and the number of customers receiving MFD push services declined to 601 customers, and now only 17% of MFD buildings subscribe to WMAC push services.

Table 2. Multifamily On-Premises Services for Trash Bins

MULTI-FAMILY	Customers (number)	Customers (percent of total)
TOTAL (push service and no push service) October 2015	3,441	100%
Push services charged in October 2015	807	23%
TOTAL (push service and no push service) June 2017	3500	100%
Push services charged in June 2017	601	17%
Change since October 2015	-206	-6%

CWS On-Premises Collection and Charges

The RR contract and the Council-approved MFD push services charges for recycling bins are shown in **Table 3**.

Table 3. MFD Push Service Rates for Recycling (effective July 1, 2017)

Distance	0-25 ft	26-50 ft	51-75 ft	76-100 ft	100+ ft
Cost/month	\$ 170.32	\$ 345.36	\$ 520.43	\$ 690.76	\$ 865.80

To assess these charges to MFD customers, CWS invoices WMAC, and WMAC is obligated by the MM&O contract to bill in advance for CWS' push services. In September 2015, CWS issued its first invoice to WMAC for MFD push service charges, for services to be provided in October 2015. However, WMAC raised objections to CWS' application of MFD bin push fees to on-premises cart service, and did not initially bill customers according to the CWS invoices, but in January 2015 billed for CWS push charges retroactively for October, November, and December 2015. The City has filed a lawsuit against CWS regarding allowable charges for on-premises cart collection under RR contract.

Table 4 provides a summary of MFD customers with CWS on-premises services for December 2016, based on data provided by CWS. In October 2015, CWS offered collection services to 3,441 MFD buildings in Oakland, of which, 1,541 MFD (45%) were billed for push services in January 2016, retroactive to October 2015. Since then, CWS has reduced MFD on-premises services to 418 customers, and now only 12% of MFD buildings subscribe to CWS on-premises collection services.

Table 4. Multifamily On-Premises Services for Recycling

MULTI-FAMILY	Customers (number)	Customers (percent of total)
TOTAL (push service and no push service) October 2015	3,441	100%
Push services charged in October 2015	1,541	45%
TOTAL (push service and no push service) July 2017	3,500	100%
Push services charged in July 2017	418	12%
Change since October 2015	-1,123	-32%

Third-Party Services

Bay Area Waste Services and Bay Area Bin Support are continuing to provide trash, compost, and recycling cart and bin curbside placement services to MFD customers. In addition, some property owners have arranged for their tenants to move containers to the curb for collection.

Right-of-Way Obstructions Issues

Approximately 317,000 carts and 10,000 bins are used by WMAC and CWS for the RR and MMO Contracts. Due to migration of MFD customers from on-premises to curbside collection, an estimated 3,000 additional carts and 200 bins are now serviced at the curb.

Through printed outreach materials, the City directs MFD tenants (**Attachment A**, Apartment and Condominium Recycling Program Guide) and managers (**Attachment B**, Property Manager Recycling Services Kit) to place carts at the curb by 6 a.m. on the day of collection. CWS and WMAC are contractually required to return any serviced cart or bin to "the same point it was collected without obstructing alleys, roadways, driveways, sidewalks." Recycling Program staff found no reports of rights-of-way obstructed by bins or carts in Cityworks. Data provided by the City's Code Enforcement division on reported issues related to trash, garbage, and recycling, are filed in the category of "blight" and shown in Table 5, which calls out reports of carts and bins on the sidewalk or blocking the public right of way (PROW).

Table 5. Reports on Trash, Garbage, Recycling

Contract Year July 1 - June 30	# of complaints	obstructing or blocking PROW	on sidewalk (only)
2014/2015	69	1	2
2015/2016	107	5	7
2016/2017	76	3	2

As shown in Table 5, Contract Year 2015/2016, the initial year of the current contracts with CWS and WMAC, a modest increase in the incidence of carts or bins blocking the public right of way or on the sidewalk occurred. This is followed by a return to an incidence rate in 2016/2017 that is similar to that of the final year of the prior contracts in 2014/2015.

FISCAL IMPACT

No fiscal impacts are associated with this informational report.

PUBLIC OUTREACH / INTEREST

This item did not require any additional public outreach other than posting on the City website.

COORDINATION

The Office of the City Administrator and City Attorney were consulted in preparation of this report.

SUSTAINABLE OPPORTUNITIES

Economic: Expanding and actively supporting use of discarded materials drives local economic and workforce development with 'green collar' jobs and value added production.

Environmental: Waste reduction and recycling conserves natural resources, reduces air and water pollution, protects habitat, and reduces greenhouse gas (GHG) emissions.

Social Equity: Increased diversion of materials from the landfill through recycling and compost programs adds jobs to the local economy.

ACTION REQUESTED OF THE CITY COUNCIL

Staff recommends that Public Works Committee receive an informational report on the outcomes of efforts and strategies to reduce zero waste collection push service costs for multi-family buildings.

For questions regarding this report, please contact Becky Dowdakin, Environmental Services Manager, at 238-6981.

Respectfully submitted,



JASON MITCHELL
Director, Oakland Public Works

Reviewed by:
Susan Kattchee, Assistant Director

Prepared by:
Becky A. Dowdakin, Environmental Services
Manager

Attachments (2):

- A: Apartment and Condominium Recycling Program Guide*
- B: Property Manager Recycling Services Kit*

RECYCLE RIGHT CHALLENGE

SERVICE INFORMATION

Recycling right is part of how we all help create a cleaner Oakland and more livable neighborhoods. Your strong participation in Oakland's Zero Waste program keeps recyclable and compostable materials out of our landfills.

Oakland Recycles is a collaborative program of the City of Oakland, California Waste Solutions and Waste Management of Alameda County, Inc. We are committed to providing the services and information you need to help this program succeed. Your pledge to recycle right makes a difference and we're here to help.

Contacts and Important Phone Numbers

Bulky Pickup Appointment (Contact Property Manager)
Waste Management of Alameda County, Inc. (510) 613-8710

Household Hazardous Waste Drop Off (800) 606-6606

Report Illegal Dumping
Oakland Public Works Call Center (510) 615-5566
www.OaklandPW.com Email: opw@oaklandnet.com Mobile app: SeeClickFix

Oakland Recycles Website www.OaklandRecycles.com
City of Oakland Recycling Hotline (510) 238-SAVE(7283)

For more tips on how to reduce and reuse before you recycle, go to:
www.OaklandRecycles.com.

Para obtener una copia de este folleto, visita OaklandRecycles.com

Để lấy bản sao của tài liệu này, xin truy cập OaklandRecycles.com

有關此副本宣傳冊，請訪問 OaklandRecycles.com

These Services Start July 1, 2015:

- Food scraps, food-soiled paper and plant debris collection for composting for all residents.
- Free annual bulky pickup – contact your property manager to schedule.
- Free bulky goods and electronics drop-off events four times a year.
- Compost giveaways twice a year for community and home garden or your household plants.
- Improved customer service features, including local customer call centers.
- All neighborhoods will be served by natural gas-fueled collection trucks to improve air quality throughout Oakland.

Recycling Right Starts in Your Home.

Set up separate containers to collect recyclables, compostables and trash in your apartment.
Place your separated recyclables, compostables and trash into the labeled containers in your complex.

Request a free kitchen pail and recycling caddy from your property manager.



Container Set-out Instructions

All carts or bins should be set-out curbside by 6 am on the regular scheduled pickup day.

NEW! Bulky Item Removal

Residents are eligible for one-time free bulky collection of up to 1.5 cubic yards of materials – bagged, boxed or bundled – per apartment PLUS: 1 large appliance, 2 electronics, 2 tires, 2 mattresses or box springs & 2 carpets.

Contact your property manager to schedule free bulky item pickup. Visit OaklandRecycles.com for complete program information.

NEW! Free Bulky Drop Off

Furniture, Appliances, Electronics – No Trash
First Saturday: 10 am to 2 pm
Aug., Nov., Feb. & May
Davis St. Transfer Station
2615 Davis St.
San Leandro

Free Holiday Tree Recycling Pickup

Trees are collected curbside during the first two weeks of January on regular pickup day. For larger buildings, property managers may choose to schedule a dedicated bin for collecting trees.

- Only clean trees are accepted: No "snow" flocking, stands or decorations.
- Curbside trees must be cut to less than 4' tall.



Household Hazardous and Toxic Waste

Fluorescent Bulbs, Paints, Stains, Solvents, Thinners, Adhesives, Pesticides, Cleaners, Household Garden and Auto Chemicals, Spray Cans, Batteries, Electronic Waste



Take these items to the Household Hazardous Waste (HHW) Facility at 2100 East 7th Street, Oakland. Limit is 15 gallons/125 pounds per vehicle. Open Wednesday – Saturday. Call (800) 606-6606 for hours of operation.

Available to all Alameda County residents (not businesses) who bring their own household hazardous waste. Visit StopWaste.org/HHW or call for more details, including Small Business Program information.



YOUR RECYCLING TEAM
WASTE MANAGEMENT
CALIFORNIA WASTE SOLUTIONS



172 98th Avenue
Oakland, CA 94603

Return Service Requested

New Services Start July 1, 2015

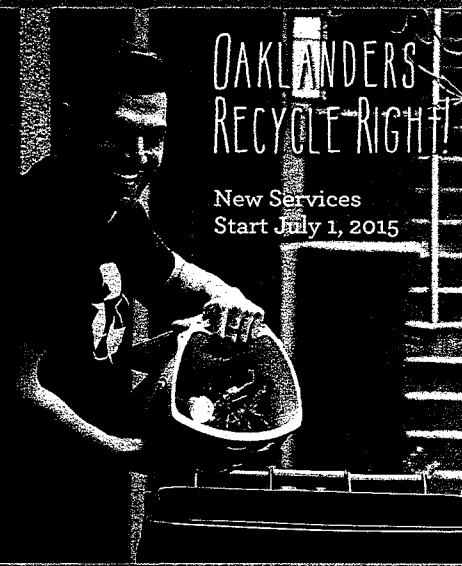
- Compost collection
- Free curbside bulky pickup
- Free bulky drop-off
- Compost giveaways
- And more...

Details inside.

Apartment & Condominium Recycling Program Guide

OAKLANDERS RECYCLE RIGHT!

New Services
Start July 1, 2015



YOUR RECYCLING TEAM
WASTE MANAGEMENT
CALIFORNIA WASTE SOLUTIONS

RECYCLE

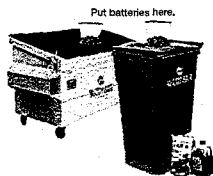
回收 REICLAR TÀI CHẾ

Empty Glass, Aluminum, Metal & Plastic Containers,
Beverage & Soup Boxes, Clean Paper & Cardboard



Used Batteries & Motor Oil

Put old batteries in sealed plastic bag on top of recycle cart or bin. Where permitted by property owner, put Motor Oil Recycling Kit next to cart. Request kit from property manager.



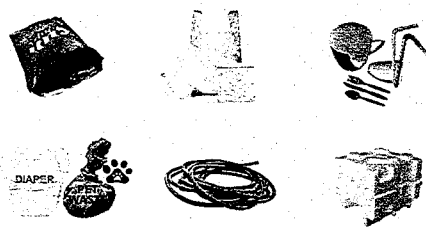
DO NOT INCLUDE

Any food scraps, non-recyclable or hazardous items. See reverse side for all Special Handling material.

TRASH

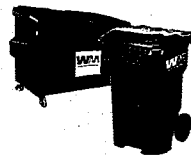
垃圾 BASURA RÁC

Non-Recyclables, Non-Hazardous Materials



Used Clothing

Donate gently worn items to a second-hand store or clothing drive. Tattered and stained clothes belong in the trash.



DO NOT INCLUDE

Any food scraps or recyclables. See reverse side for all Special Handling material.



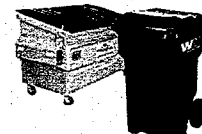
堆肥 堆肥 堆肥

Food Scraps, Food-soiled Paper, Plant Debris



NEW! Food Scraps Collection

On July 1, 2015, your complex will have a green compost cart to collect food scraps and plant debris.



DO NOT INCLUDE

Any non-compostable item. See reverse side for all Special Handling material.

COLLECTING FOR COMPOST

As Easy as 1-2-3!

1. SEPARATE

Separate food scraps while preparing meals, scraping plates and cleaning the fridge.

2. COLLECT

Use a kitchen pail, a reusable plastic tub or any compostable paper container such as take-out boxes or paper bags.

Include food-soiled paper such as coffee cups and filters, paper plates, napkins, paper towels, waxed/parchment paper, and take-out containers.

Freezing food scraps or wrapping them in newspaper can prevent leaks and odors.

No plastic bags of any kind.

3. EMPTY

Empty food scraps, food-soiled paper and plant debris into green compost cart.



By collecting food scraps, we'll reduce waste and create compost for local farms and gardens. Visit OaklandRecycles.com for tips on food scraps composting.

Left: Acta Non Verba community garden in East Oakland

RECYCLE RIGHT - AVOID A CONTAMINATION FEE

When you place the right materials in the right cart, it benefits you and your community, and protects the environment. When you place the wrong materials in a cart, it can harm the environment, injure workers and result in additional charges to your account. Waste Management and California Waste Solutions can refuse to collect carts containing the wrong materials, and may charge contamination fees. Be sure to follow this guide to recycle right, and avoid contamination fees. Learn more at OaklandRecycles.com.

QUESTIONS?



510-Oakland (625-5263)

QUESTIONS?



510-613-8710

QUESTIONS?



QUESTIONS?

INTRODUCTION



Property Manager Recycling Services Kit

Dear Multifamily Property Owner and Manager,

Under new Oakland Recycles services effective July 1, 2015, all Oakland residents will have access to trash, compost and recycling service.

Your participation is an essential component of reaching Oakland's Zero Waste goal to divert all recyclable and compostable materials from landfills.

Oakland Recycles team is here to help you and your residents meet this goal. Oakland Recycles is a collaboration between the City of Oakland, California Waste Solutions and Waste Management of Alameda County, Inc. ("Waste Management"). Our commitment to you is to provide the services and information you need to recycle right. Recycling right is how we are all making a difference for a cleaner, greener Oakland and more livable neighborhoods.

HELP IS AVAILABLE

On-Site Service Evaluation and Right Sizing: Let a trained professional evaluate your current trash, compost and recycling service to determine if you need to adjust container size, pick-up frequency or container locations to maximize resident participation. Oakland Recycles ambassadors are a phone call away at 510-613-2888.

Free Property Manager Tool Kit: These helpful tools provide you with resources to set up your building and residents to recycle right.

Free Resident Tool Kit: Food scraps kitchen pails, recycling totes, Apartment & Condominium Recycling Program Guide, and "what goes where" posters are designed to help your residents recycle right.

OAKLANDERS RECYCLE RIGHT!

Together, we will achieve Oakland's goal to reduce recyclable and compostable materials in our landfills and create a cleaner community for all residents.

We're here to help.

Sincerely,

Oakland Recycles

NEW SERVICES

Compost Collection: Every building will have a green compost cart and unlimited compost collection service.

Bulky Pickup for All Units: Each unit is eligible for 1.5 cubic yards of bulky item collection, plus recyclable items, a year. Depending on the size of your building, residents can schedule directly or you can arrange for special clean-up events by calling Waste Management at 510-613-8710.

Free Bulky Drop Off: Four times a year on the first Saturday in August, November, February and May, you and your residents can drop off bulky items (furniture, mattresses, appliances and auto tires at the Davis Street Transfer Station in San Leandro.



YOUR RECYCLING TEAM

WASTE MANAGEMENT
CALIFORNIA WASTE SOLUTIONS



Easy Steps to a Successful Recycling Program

To engage residents in compost and recycling, implement at least 3 items below.

- ☐ Schedule a visit with an Oakland Recycles representative to evaluate your property's trash, compost and recycling volume. If needed, request service changes based on the results. This can include requesting additional containers, changing container size, or moving container locations. Call Oakland Recycles ambassadors at 510-613-2888 to schedule or submit a request at www.ebhra.com/zerowaste.
- ☐ Place outdoor trash, compost and recycle containers together. This makes it easy for residents to sort materials into the proper container.
- ☐ Request new container decals if they are missing or damaged. Call 510-613-2888 to request.
- ☐ Provide all residents with Apartment & Condominium Recycling Program Guide. Order additional copies from www.oaklandrecycles.com or www.ebrha.com/zerowaste. You may also print from these websites.
- ☐ Provide residents with a free recycle caddy and kitchen pail to store and carry their recyclables and compostables to the central containers. Order free caddies and pails from www.oaklandrecycles.com or www.ebrha.com/zerowaste (while supplies last).
- ☐ Distribute Move In/Move Out Resources letter to all residents to let them know about ways to recycle more, and where to donate reusable items such as books, clothing, housewares, and electronics. Download letter in English, Spanish, Chinese or Vietnamese www.oaklandrecycles.com or www.ebrha.com/zerowaste.
- ☐ Ask residents to sign a pledge to recycle and compost right! Consider posting copies of signed pledges in a common area such as the mail room or laundry room so that all residents can be reminded of their commitment to Recycle Right to saving resources and reducing compostable and recyclable materials in landfills. Download a sample Resident Recycling Pledge at www.oaklandrecycles.com or www.ebrha.com/zerowaste.
- ☐ Send newsletter announcements to share information and resources about the property's recycling program to residents. You can also use newsletter announcements to explain what to do with difficult-to-recycle items. Check out examples at www.oaklandrecycles.com or www.ebrha.com/zerowaste.
- ☐ Hang "What Goes Where" Posters in common areas or wherever indoor or outdoor containers are located. Download or order printed copies at www.oaklandrecycles.com or www.ebrha.com/zerowaste.
- ☐ Host a fun community event, barbecue, or picnic to introduce your residents to the new Oakland Recycles Zero Waste services. Invite an Oakland Recycles Ambassador to be present. Call 510-613-2888 to schedule a presentation.



YOUR RECYCLING TEAM
WASTE MANAGEMENT
CALIFORNIA WASTE SOLUTIONS

FREE TOOLS



Free Tools & Resources for Residents & You

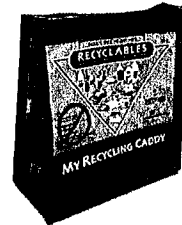
RESIDENTS



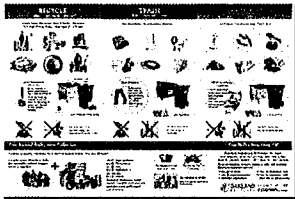
Kitchen Pail



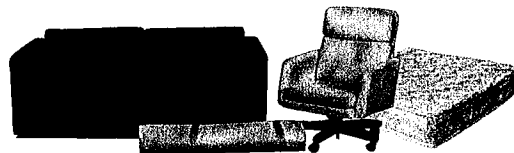
Recycling Brochure in
English, Spanish, Chinese or
Vietnamese



Recycle Caddy

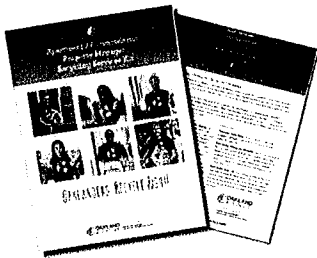


"What-Goes-Where" Poster

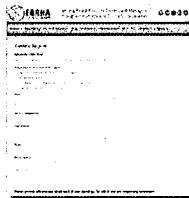


New Bulky Collection Program

OWNER/PROPERTY MANAGER



Property Owner /
Manager Tool Kit



Request Onsite
Service Evaluation



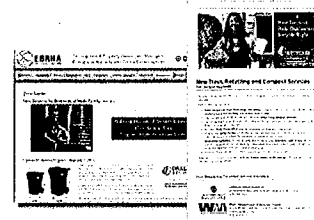
Free Motor Oil Recycling Kit



Compost Collection
Carts Arrive in June



Ambassadors to Assist with
Resident Outreach



Download & Customize
Resident Communications



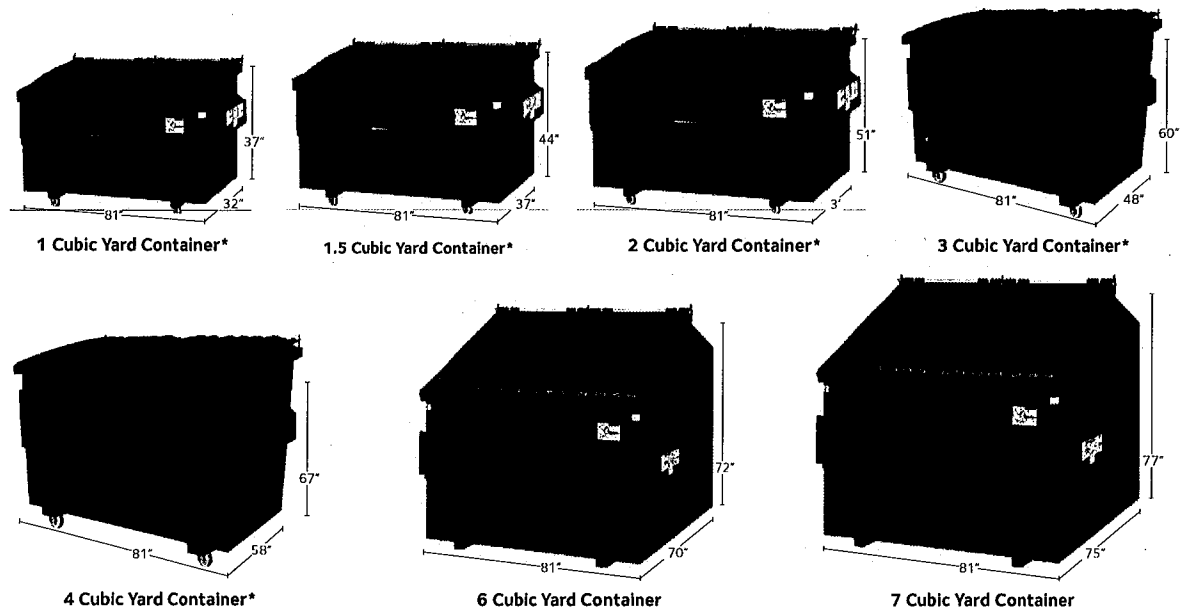
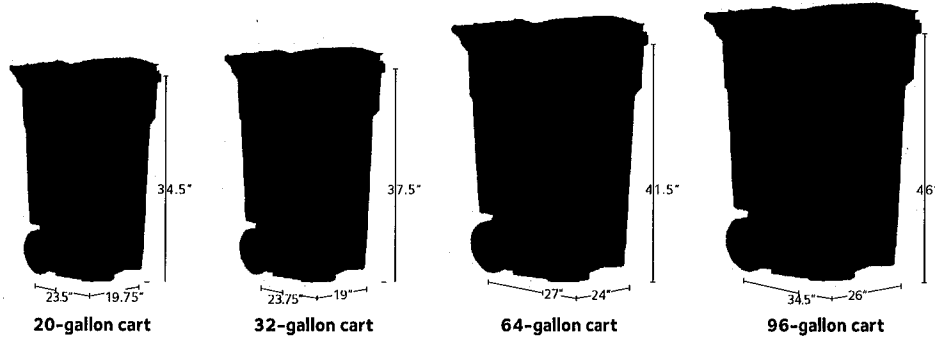
YOUR RECYCLING TEAM
WASTE MANAGEMENT
CALIFORNIA WASTE SOLUTIONS

To Request Services Above:
Visit ebrha.com/zerowaste or call 510-613-2888



Container Size & Type Options

1 cubic yard equals 200 gallons.



*Note: Wheels standard on 1 yard – 4 yard containers.



**OAKLAND
RECYCLES**

YOUR RECYCLING TEAM
WASTE MANAGEMENT
CALIFORNIA WASTE SOLUTIONS

Collection & Service Fees

MONTHLY COLLECTION RATES

The goal of Oakland Recycles services is to maximize the collection of recyclables and compostables to save resources and reduce waste going to our landfills. This reflects the City's Zero Waste goal and the Mandatory Recycling Ordinance adopted by StopWaste, the Alameda County Waste Management Authority. The new Collection Rates for multifamily properties include:

- Minimum 20-Gallon Trash Collection Per Unit – Reduced from the previous 32-gallon service requirement.
- Mandatory Compost Collection – Unlimited compost collection is included in the trash rate. Buildings with 5 to 13 units receive one 32-gallon green compost cart and buildings with 14 units or more receive a 64-gallon cart. If residents generate more material, additional compost carts can be provided at no additional charge.
- Mandatory Recycle Collection - There is \$9.20/unit charge per month to provide recycling collection services.

2015 Monthly Trash Collection Rate Table:
Includes Unlimited Compost ("Organics") Collection

20 Gallon	32 Gallon	64 Gallon	96 Gallon	1 Cubic Yrd
\$21.78	\$35.46	\$70.39	\$105.38	\$215.62

Weekly Recycle Collection: Add \$9.20 per unit per month

For a complete list of containers and rates, visit OaklandRecycles.com

PREMIUM BACKYARD SERVICE

All buildings with cart service (Trash, Compost and Recycle) are required to place carts at the curb by 6 am, the day of service. If you prefer to have the carts collected from an enclosure, garage, side- or backyard, an additional fee will be applied for each cart.

Trash / Compost Cart 2015 Backyard Monthly Service Fees

Cart Size	1x/week	2x/week	3x/week	4x/week	5x/week	6x/week
20-96 gal.	\$27.83	\$55.66	\$83.49	\$111.32	\$139.15	\$166.98

Recycling Cart Backyard Monthly Service Fees

Cart Size	1x/week
20-96 gal.	\$27.85

2015 BIN PUSH SERVICE FEE

Trash, Compost and Recycle bins kept in an enclosure or some other area that requires them to be physically moved for servicing will be charged a push fee at the rates listed below. If you don't wish to receive this service, move the bins to an accessible location by 6am on the day of service.

Trash / Compost Bin Push Rate (per Bin per Occurrence)

0-25 Ft = \$183.19	26-50 Ft = \$371.47	51-75 Ft = \$559.75
76-100 Ft \$742.94	100+ Ft = \$931.22	

Recycling Bin Push Rate (per Bin per Occurrence)

0 - 25 ft = \$152.68	26-50 ft = \$309.60	51 - 75 ft = \$466.53
76 - 100 ft = \$619.21	100+ ft = \$776.13	

Trash Collection Service Calculation

Multifamily buildings are required to subscribe to no less than the minimum weekly Trash service of 20-gallons per unit. Visit www.EBRHA.com/zerowaste to view a Sample Minimum Trash Container Combinations table that shows the charges for combinations of Trash containers that meet minimum required weekly Trash service, as well as the monthly charges for the required Recycling service, and total charges for all services.

Calculating Minimum Required Weekly Trash Service for Your Building:

1. Multiply the number of units in the building by twenty (20) gallons.
2. Round the total number of gallons down or up to the nearest 100 gallons. Examples: Round 240 gallons down to 200 gallons; Round 250 gallons up to 300 gallons.
3. Select a combination of carts or bins in which the total number of gallons is equal to (or greater than) your rounded number. NOTE: One (1) cubic yard equals 200 gallons.

NOTE:

- Overage Charges may be assessed if Trash does not fit in the Trash container(s) you choose. Contamination Charges may be assessed if Compost or Recycling containers are used for Trash. You must subscribe to adequate Trash service. Evaluate your residents' Trash, Compost and Recycling usage when selecting Trash containers, regardless of required minimum service.
- You may order any number of Compost and Recycling containers to meet your needs, at no additional cost.

CONTAMINATION FEE

The Contamination Fee may be applied when the service providers find the wrong materials in your compost or recycle carts. See chart for details.

Incident	Pickup	Result
1-2	NO	Warning
3	YES	\$25
4+	YES	\$50**

*Action taken if 3rd incident is within six months of the 1st incident

**Action taken if 4+ incident is within six months of the 3rd incident



YOUR RECYCLING TEAM
WASTE MANAGEMENT
CALIFORNIA WASTE SOLUTIONS



Free Bulky Collection

Every multifamily property and its residents are eligible for **FREE** Bulky collection services. The program is designed to advance Oakland Zero Waste goals by minimizing recyclable and compostable materials in landfills, reducing illegal dumping and creating a greener, cleaner community.

Every multifamily building may receive 1.5 cubic yards of free bulky item collection per unit annually. Items eligible for this service include furniture, large boxes and the items listed to the right: →

For example a 15 unit building is eligible for 22.5 cubic yards of bulky material collection per year along with the additional appliance, electronics, tires, mattresses and carpets permitted per pickup.

Tracking Usage:

07/01/15	Available Bulky Cubic Yards	22.50	0.00
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Beginning July 1, 2015 your billing statement will reflect your building's eligible allotment for bulky pickup, as measured in cubic yards. Your annual allotment will be calculated with this formula: **1.5 cubic yards X the Number of Units = Total Yards Per Year**. As this program is launching with six months left in 2015, you will be eligible for half that total allotment between now and the end of 2015.

With each Bulky Collection the allotment will decrease by the volume collected, and the remaining balance will be reported on the next bill. **NOTE:** If residents exceed the 1.5 cubic yard set out, the actual cubic yards of materials collected will be deducted from the total allotment. Once you've used your full allotment, you will be subject to Overage Charges for additional materials.

Overage Charges:

Materials that exceed the total allotment (1.5 cubic yard x total # of units) are subject to a \$50.89 per cubic yard charge.

one (1) large appliance;
two (2) TV/monitors;
two (2) tires;
two (2) mattresses or
box springs;
two (2) carpets;

Unlimited consumer
electronics, metal objects,
bundled cardboard and
untreated wood and
bagged yard trimmings,
per set out.

Schedule Your Collection:

The goal of the multifamily Bulky Program is to provide every Oakland resident the ability to dispose of bulky items from the convenience of their homes. As the responsible billing party, property owners and managers have three options for facilitating this service:

1. Curbside Collection

- Schedule collection at the curb for your resident(s) as requested.
- Recommended for buildings with easy curbside access and 20 units or fewer.

2. Debris Box Collection

- Schedule collection for the building by requesting a debris box.
- Request a site visit for box placement and collection requirements.
- Promote event to maximize participation.
- Recommended for buildings with 15 or more units.

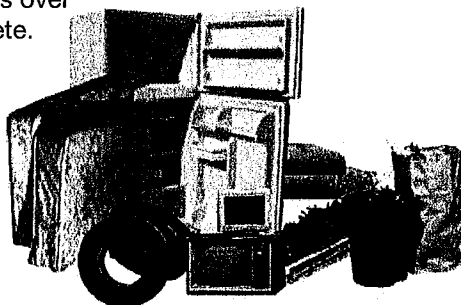
3. Resident Self-Schedule

- Submit a waiver to permit resident scheduling. Recommended for buildings 5 to 14 units without on-site property managers.

To schedule or order online, visit OaklandRecycles.com or call 510-613-8710.

Curbside Set Out Requirements:

- Up to 1.5 cubic yards of trash per unit – equivalent of 3x3x4.5 feet area or about ten 32-gallon bags.
- Place items curbside by 6am and no earlier than one (1) day before scheduled pickup date.
- Early or late set-outs could be considered illegal dumping and subject to City fines.
- Each Bulky appointment will receive confirmation and set out instructions.
- No Hazardous Waste, Bagged Items over 75 Pounds or Rocks, Dirt or Concrete.



Take hazardous materials to Household Hazardous Waste facility.

www.StopWaste.org/hhw - 800-606-6606

Free Bulky Collection & Holiday Tree Services

Pay-as-You-Go Pick Up:

Property owners/managers and residents may schedule additional Bulky Pickups on a "Pay-As-You-Go" basis. The same material and set out requirements apply as the free Bulky Pickup (see reverse side). Residents must provide a credit card to schedule the appointment. The fee is \$101.77 per appointment.

CALL 510-613-8710 to schedule an appointment. Service will be provided within two weeks of your call.

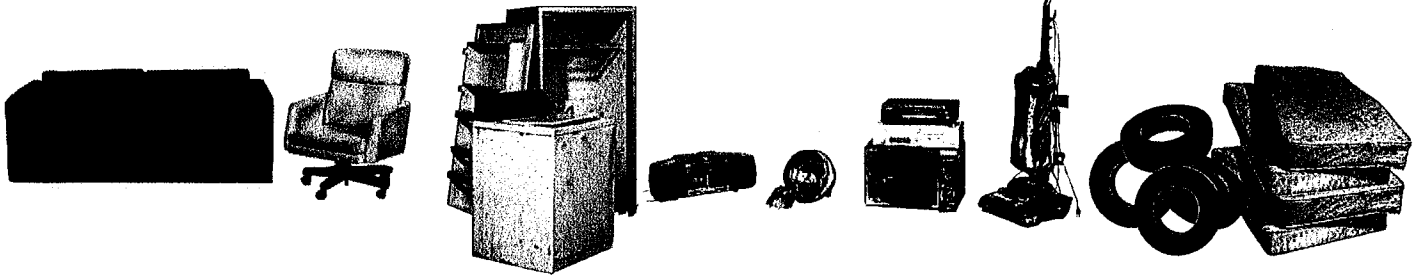
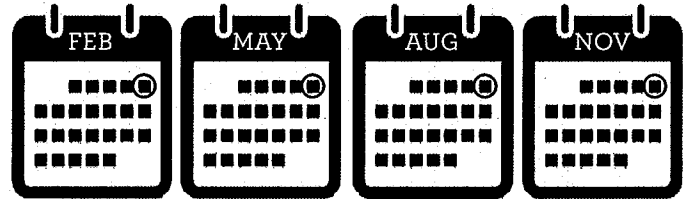
Download a Customizable Bulky Program Flyer for Your Residents at OaklandRecycles.com or EBRHA.com/zerowaste.

Free Bulky Drop Off:

Four times a year, on the first Saturday in February, May, August and November, Oakland residents may drop off bulky materials for FREE, 10 am - 2 pm, at the Davis Street Transfer Station (2615 Davis Street, San Leandro) with proof of residency (driver's license or utility bill).

Maximum materials allowed per residence:

- two (2) furniture
- two (2) large appliances
- unlimited electronics
- Four (4) Mattresses and
- Four (4) passenger auto Tires with or without rims.
- *No Trash or Commercial Deliveries.*



Free Holiday Tree Collection:

Holiday tree collection is part of the new Compost collection service. Residents may place their trees curbside during the first two weeks of January. For buildings with 100 or more units, you may request a free bin onsite for tree collection.

- No "snow" flocking, stands or decorations.
- Trees must be cut to less than 4' tall.

Call 510-613-8710 to schedule a 20 cubic yard roll off box for tree collection.



Waiver Granting Tenants Permission to Schedule Bulky Pickup Directly with Waste Management of Alameda County, Inc.

I authorize Waste Management of Alameda County, Inc. ("WMAC") to accept requests for Bulky Curbside Collection services from my tenants on my behalf. My tenants have my permission to call WMAC directly to schedule the pickup of 1.5 cubic yards of materials (bagged, boxed or bundled) along with one (1) large appliance, two (2) TVs/Monitors, two (2) tires, two (2) mattresses or box springs, and two (2) carpets as well as consumer electronics, metal objects, bundled cardboard and untreated wood and bagged yard trimmings, per unit set out.

If a resident exceeds the set out limit described above, I understand that the overage will be deducted from the building's total annual Curbside allotment (number of units in the building X 1.5 cubic yards). In the event, a scheduled setout exceeds the Curbside allotment balance; I agree to pay the overage charge of \$50.89 per cubic yard.

WMAC will report the balance of the building's Curbside allotment on my invoice. WMAC will notify tenants when the Curbside allotment is exhausted, advising them of the "Pay as You Go Pick Up" program and the quarterly free drop offs at the Davis Street Transfer Station.

I may terminate this agreement at any time, but will be liable for any outstanding overages charges.

ACCOUNT NUMBER: _____

OAKLAND SERVICE ADDRESS: _____

BILLING ADDRESS: _____

City/State/Zip: _____

NAME: _____

Email: _____

Phone: _____

Return Form to:

Waste Management

172 98th Avenue

Oakland, CA 94603

ATTN: Oakland Bulky MFD Waiver