



COLLECTION AND RECYCLING PROGRAM SUPPORT AND COMPLIANCE



STAFF REPORT

To: SBWMA Board Members
From: Joe LaMariana, Executive Director
Date: January 26, 2017 Board of Directors Meeting
Subject: Quality Control on Recology Call Center: Update on Random Monitoring Calls

Recommendation

This is an informational report and no action is necessary.

Background

As a quality-control measure of Recology's Customer Service Center and per Section 7.02, of our Franchise Agreement, SCS Engineers was hired to perform 200 call center monitoring calls to the Recology San Mateo County's Customer Service Call Center during varying times and days of the week starting in October 2016 and ending in June 2017. The objective of these fictitious calls is to assess responsiveness to customer inquiries, providing accurate information, using appropriate reason codes in the AS400 customer service database, and the level of customer service received by the Customer Service Representative. The results of this audit will be used in the evaluation of the "Customer Service Calls" portion of the performance data that Recology reports to its Member Agencies and to the SBWMA. It may also be used as a tool for Recology's own CSR training program. This effort is a continuation and expansion of the previous five annual call center audits (November 2011 – June 2016).

Analysis

This Board report is an update on the seventy six (76) fictitious monitoring calls that were successfully performed from October 24, 2016 to December 31, 2016. As part of this analysis, there were nine (9) reason codes chosen (discourteous behavior, excessive noise, property damage, spill after collection, unauthorized collection hours, initial missed pick-up, cart & bin placement, and spill animal/scavenging) with the fictitious calls being made using a script that matches the appropriate reason code.

The results show that 100% of the calls generated tickets and were placed in the AS400 customer service database within 10 minutes, which is required of Recology. Of the 76 calls that were made, 80% or 61 of the calls were documented with correct reason codes. All survey findings confirmed that the Recology Customer Service Center is performing within Franchise Agreement standards, as stated in Section 7.02. Table 1 shows the results of the number of calls performed, if the ticket was placed within 10 minutes of the call, and if the proper reason code was used on the ticket generated by the Customer Service Representative.

Table 1. Recology Customer Service Monitoring Call Summary of Results

Month Calls Made	Number of Calls	Ticket placed within 10 minutes of Call (YES)	Ticket placed within 10 minutes of Call (NO)	No Ticket Generated	Proper Reason Code Used (YES)	Proper Reason Code Used (NO)
October 2016	11	11	0	0	10	1
November 2016	35	35	0	0	29	6
December 2016	30	30	0	0	22	8
TOTAL	76	76	0	0	61	15

Table 2 shows the results of the number of calls performed by reason code each month.

Table 2. Recology Customer Service Monitoring Call Results by Reason Code

Month Calls Made	Discourteous Behavior	Excessive Noise	Property Damage	Spill After Collection Garbage	Unauthorized Collection Hours	Vehicle Fluid Spill	Initial Missed P/U Garbage	Cart & Bin Placement	Spill Animal / Scavenging
October 2016	2	1	2	1	2	1	1	0	0
November 2016	4	6	3	5	1	3	4	4	2
December 2016	3	4	3	1	1	3	3	3	1
TOTAL	9	11	8	7	4	7	8	7	3

Table 3 shows the results of the number of calls performed for each member agency. Customer accounts are chosen to provide an appropriate number of calls for each member agency, with the hopes of an attempt at equal distribution.

Table 3. Number of Calls Targeted in each Member Agency

Month Calls Were Performed	Atherton	Belmont	Burlingame	East Palo Alto	Foster City	Hillsborough	Menlo Park	Redwood City	San Carlos	San Mateo	County Franchise Area	North Fair Oaks	West Bay Sanitary District
October 2016	0	0	1	2	0	0	2	1	0	4	1	0	0
November 2016	0	0	5	2	1	2	3	6	6	3	4	0	3
December 2016	1	2	0	3	4	0	4	5	2	1	2	3	3
Total	1	2	6	7	5	2	9	12	8	8	7	3	6

Fiscal Impact

There is no specific fiscal impact to the SBMWA associated with item although the SBMWA FY 16/17 budget allocated \$14,500 to perform this work from October 2016 to June 2017.

Attachments:

Attachment A – Recology Customer Service Monitoring Calls December 2016 Summary Update

**AGENDA ITEM 9A
January 26, 2017 Board Packet**

Recology Customer Service Monitoring Calls

SUMMARY SHEET 12-23-16

Month Calls Made	Number of Calls	Ticket placed within 10 minutes of Call (YES)	Ticket placed within 10 minutes of Call (NO)	No Ticket Generated	Proper Reason Code Used (YES)	Proper Reason Code Used (NO)	03CDB - Discourteous Behavior	03CEN - Excessive Noise	03CPD - Property Damage	03CSG - Spill After Collection Garbage	03CUH - Unauthorized Collection Hours	03CVF - Vehicle Fluid Spill	03CMG - Initial Missed P/U Garbage	03CCP - Cart & Bin Placement
October-16	11	11	0	0	10	1	2	1	2	1	2	1	1	0
November-16	35	35	0	0	29	6	4	6	3	5	1	3	4	4
December-16	30	30	0	0	22	8	3	4	3	1	1	3	3	3
TOTAL	76	76	0	0	61	15	9	11	8	7	4	7	8	7

Cities That Were Targeted With Call

	Atherton	Belmont	Burlingame	East Palo Alto	Foster City	Hillsborough	Menlo Park	Redwood City	San Carlos	San Mateo	Unincorporated		West Bay Sanitary District
											County Franchise Area	North Fair Oaks	
October-16	0	0	1	2	0	0	2	1	0	4	1	0	0
November-16	0	0	5	2	1	2	3	6	6	3	4	0	3
December-16	1	2	0	3	4	0	4	5	2	1	2	3	3
TOTAL	1	2	6	7	5	2	9	12	8	8	7	3	6



STAFF REPORT

To: SBWMA Board Members
From: Joe La Mariana, Executive Director
Hilary Gans, Facility Operations Contract Manager
Larry Sweetser, Sweetser and Associates, Inc.
Date: January 26, 2017 Board of Directors Meeting
Subject: Resolution Approving of Final Recommendations on Household Hazardous Waste Collection Options

Recommendation

It is recommended that the SBWMA Board of Directors approve Resolution 2017-05.

Approving of final recommendations on Household Hazardous Waste Collection Options.

Summary

At the November meeting, the Board voted not to renew the Door-to-Door HHW collection program with Waste Management, Curbside Inc. Staff is now seeking concurrence on the recommendation to rely solely on the San Mateo County HHW program services to cover the needs the SBWMA's residential customers. SBWMA staff will monitor the program and support the County services through enhanced HHW public education and event notification outreach.

Analysis

Staff has evaluated options for handling HHW materials, and recommends relying on the existing HHW programs offered by San Mateo County.

Evaluation of the County HHW Program

SBWMA staff and Mr. Sweetser have had extended conversations with San Mateo County HHW staff during the past two months that culminated in a milestone meeting on December 19, 2016 and was assured that the County's infrastructure and staffing at the Tower Road facility could accommodate the residents from the SBWMA service area. During this meeting, County staff also provided information about their program's 2017 planned community-based HHW collection events that includes the following:

- The schedule for one-day drop-off events has already been established for calendar year 2017. Each HHW event is planned to accommodate the needs 200 residents. Historically, there is significant available capacity to receive more HHW materials at these events. The County's HHW program is wholly funded through the AB 939 fee that is generated by all waste materials that are currently disposed of at the Ox Mountain landfill.
- There are eleven events scheduled for 2017 in the SBWMA service area.
- Six events are scheduled in Redwood City, three events in East Palo Alto, and two events in Menlo Park.
- Even though the temporary events are open to all County residents, participation primarily consists of residents from the host jurisdiction.

- Several SBWMA jurisdictions have expressed interest in having a collection event scheduled in their location as well as conducting an event at the Shoreway facility, the County is reluctant to add additional locations unless participation at the scheduled events substantially nears capacity.
- Residents calling for County HHW services are also informed of upcoming HHW events.
- Promotion and advertising for community-based collection events is primarily the responsibility of the host jurisdiction.
- Increasing advertising of the one-day events to other surrounding jurisdictions would increase participation and SBWMA staff will assist their member jurisdictions in advertising for the events.

The County's Tower Road facility will continue to accept appointments (Thursdays-Saturdays), as well as the many ongoing collection locations throughout the County for batteries, lamps, electronic wastes, used oil and filters, paint, sharps and pharmaceuticals. The County's implementation of a pilot Door-to-Door program for older adults and people with disabilities is expected to start limited service in 2017. No start date has been assigned to the County's Door-to-Door program or which jurisdiction will be selected to start the program. SBWMA staff suggested that the County consider piloting a Door-to-Door program in one of the SBWMA jurisdictions since their residents understand the logistics of this program. The County has committed to sharing HHW participation data with SBWMA staff for future analysis.

Evaluation of Shoreway HHW Facility Drop-Off Option

The Shoreway facility currently accepts many types of Universal Wastes (e.g., used oil & filters, antifreeze, cooking oil, paint, florescent lamps, batteries, electronics, and sharps) which covers about 70% of the volume of HHW types expected to be generated by residents and Staff considered expanding Shoreway to accept all types of HHW. Though adding additional HHW materials at Shoreway would be a convenience for Shoreway's customers, staff decided not to recommend this to the Board for the following reasons:

- Proximity of the Shoreway Environmental Center to the County's Tower Road Facility located only 5.7 miles away.
- The permanent facility would operate independently of the County HHW program and could potentially "compete" for customers.
- In order to accept the full range of HHW, several permits would need to be obtained including a special variance from the local fire department.
- Establishing a permanent HHW facility at Shoreway would include an estimated cost of \$160k (see below).

Category	Cost
Hazardous Materials Storage Lockers (2)	\$80,000
Supplies	\$12,000
Permitting	\$5,000
Training	\$2,400
Labor costs to handle the HHW onsite	\$100,000
Subtotal	\$199,400
Estimated Annual Additional Disposal Cost	\$60,000
Estimated Staffing Expense*	0
TOTAL (estimate)	\$259,400

- Many variables makes estimation challenging.

Background

Along with the decision not to renew the contract with Waste Management Curbside Inc. to provide Door-to-Door HHW Collection Services, the Board directed staff during the November 17, 2016 meeting to analyze various HHW program options and make a recommendation on the most viable option for HHW services. SBWMA retained the professional services of Larry Sweetser of Sweetser & Associates, Inc. to evaluate program options. Mr. Sweetser has extensive expertise with the design, permitting, training, and compliance reviews of HHW operations. At the January 26, 2017 Board meeting, Mr. Sweetser will provide the Board with a short review of the discussions with San Mateo County and present the SBWMA staff recommendations.

SBWMA's agreement with Waste Management Curbside Inc. to provide Door-to-Door HHW collection services expired on December 31, 2016. A post card was sent to all SBWMA customers indicating the end of the Door-to-Door service effective 12/31/16, as well as a notice was posted on the Rethink Waste website. As a result of that notification, SBWMA residents increased calls for Door-to-Door service before its expiration and residents also increased scheduling of appointments to utilize the County HHW program at Tower Road and also at upcoming one-day collection events. The SBWMA office received 6 phone calls and one email from ratepayers before December 31 to express their disappointment that the program was ending. Recology and the County's RecycleWorks Hotline also reported similar calls as well. There have been no such calls reported since January 1.

During Fiscal Year 2015-2016, the County reported 539,000 pounds collected by all County HHW programs not including the amount of electronics waste collected which is not accepted by the County HHW facility or at collection events which is about 42% of all HHW collected statewide. Paint collected by retail locations under the PaintCare program are also not reported to the County which is a significant amount of HHW previously collected by HHW programs. There were 6,136 households using the County HHW programs not including participation at the retail drop-off locations. Participation by jurisdiction at the retail drop-off is not tracked but the reported weight collected at these retail locations is 2.3% of the total weight of 539,000 pounds collected by the County in FY 2015-2016. The participation in the County programs by SBWMA households is presented in the table below.

San Mateo HHW Program Participation FY15/16				
Jurisdiction	Tower	Events	Satellite	Total
Atherton	62	6	0	68
Belmont	340	1	0	341
Burlingame	252	0	1	253
East Palo Alto	17	5	0	22
Foster City	195	0	2	197
Hillsborough	118	0	0	118
La Honda	20	45	0	65
Menlo Park	275	173	0	448
Portola Valley	99	128	0	227
Redwood City	640	120	0	760
San Carlos	407	4	0	411
San Mateo	1,021	2	1	1,024
TOTAL SBWMA	3,446	484	4	3,934
Total other Cities	1,122	349	697	2,168
Unincorporated	26	8	0	34
Total Participants:	4,594	841	701	6,136
Percent SBWMA	75%	58%	1%	64%

In calendar year 2014, Waste Management reported that 3,128 households used the Door-to-Door service and 4,500 residents were service in 2015. Numbers for the Door-to-Door 2016 participation are not available yet.

During the last quarter of 2016, SBWMA customer participation at the County's Tower Road Facility increased significantly in December compared to the rest of the County participation. This increase is assumed to be due to the resident notification of the end of the Door-to-Door service. It is too early to determine if there is a similar spike in SBWMA participation for the one-day events or for January participation at the County's Tower Road facility. The participation rates for the County's Tower Road Facility for second quarter 2016 are below:

Participation	Oct-16	Nov-16	Dec-16
Total	361	244	522
SBWMA area	286	181	445
Other County usage	75	63	77
Previous month comparison			
SBWMA (% change)		-37%	146%
Other (% change)		-16%	22%

Fiscal Impact

The SBWMA FY16/17 budget allocated \$80,000 for public education and outreach for HHW programs. This budget could be utilized for providing notification to SBWMA customers regarding the County HHW services. The postcard notifying customers of the end of the Door-to-Door program cost \$43,000 (budgeted under "HHW program outreach").

Attachments:

Resolution 2017-05



RESOLUTION NO. 2017-05
**RESOLUTION OF THE SOUTH BAYSIDE WASTE
MANAGEMENT AUTHORITY BOARD OF DIRECTORS**

WHEREAS, The SBWMA Board on November 17, 2016 did not renew the contract with Curbside Inc. for HHW Collection services, and

WHEREAS, The SBWMA staff has evaluated other HHW Collection options to meet the needs of the residents in the SBWMA service area,

NOW, THEREFORE BE IT RESOLVED that the South Bayside Waste Management Authority hereby approves the recommendation to rely solely on the San Mateo County HHW program services to cover the needs the SBWMA's residential customers, and support the County services through enhanced HHW public education and event notification outreach.

PASSED AND ADOPTED by the Board of Directors of the South Bayside Waste Management Authority, County of San Mateo, State of California on the 26th day of January, 2017, by the following vote:

Agency	Yes	No	Abstain	Absent	Agency	Yes	No	Abstain	Absent
Atherton					Menlo Park				
Belmont					Redwood City				
Burlingame					San Carlos				
East Palo Alto					San Mateo				
Foster City					County of San Mateo				
Hillsborough					West Bay Sanitary Dist				

I HEREBY CERTIFY that the foregoing Resolution No. 2017-05 was duly and regularly adopted at a regular meeting of the South Bayside Waste Management Authority on January 26, 2017.

ATTEST

Bob Grassilli, Chairperson of SBWMA

Cyndi Urman, Board Secretary