

Napa County Recycling & Waste Services

Annual Reports: 2018

Submitted to the County of Napa
February 4, 2019

NCRWS annual report summary

Year 2018

During 2018, NCRWS focused on continuing residential compost & recy outreach and increasing commercial food composting participation; along with the facility upgrades to the composting and recycling operations. NCRWS continues to meet and exceed the state's 75% diversion goals. Residential trash tons are down 11% and total residential diversion is up 7% since the roll out of the food composting program. Once again we hit record organics tonnages during the spring and fall months of 2018; rolling out new fleet of all CNG collection trucks. Organics depackaging system now operational; MRF revamp complete, CASP being finalized, AD/bioenergy other NRRP facility upgrades to come.

Revenue/Marketing

Over 170,000 tons of materials were brought into the City of Napa MDF in 2018 (tonnage increased in all areas) - a new high. Napa Recycling continues to market compost through the organic (OMRI), CDFA and STA (USCC) certifications, education materials, and special events. It is the goal of NRWS for local yard trimmings and food scraps to be composted and used beneficially to make organic compost for farms and landscaping projects - closing the loop locally and sustainably. Compost again sold out at times in 2018 as demand remained very high. Biomass markets are still challenging as older plants are being shuttered. All pomace was composted in 2018 (coffee/grain still going to feed) - total organics tons were way up with record tonnage & outside customers. Recycling materials markets continued to be stressed, but have stabilized and materials are still being moved. AD plans being finalized, looking at bioenergy, depackaging & MRF revamp complete; CASP composting and stormwater projects ongoing.

Residential

Fire impact: still have several hundred fewer residential accounts as rebuilding progresses slowly. Food composting participation trending upward over time, per 2016 trash sort 28% of residential msw stream is organics (very few recyclables). Nearly all customers have recycling and compost containers - migration to 20gal fairly slow and steady over first year. NCRWS closes extremely delinquent accounts and many customers responded by paying their balances and resuming service. Recycle More started in County, route is growing as more residential and commercial customers take advantage of new program. Diversion rate up to 74% with increases from expansion of franchise zone, less landfilled material and high yard trimmings/food composting tonnage. Will continue to work towards higher recycling and compost diversion; Bulky item and tire coupon usage at normal levels; Multi-family diversion - worked on improving recycling and setting up food composting at Skyline Apartments in previous years.

Commercial

Commercially, diversion rates are over 50%; businesses continue to be interested in sustainable practices and saving money. NCRWS continues to work with Green Business Program and conducting recycling audits, focusing especially on composting for food generators. Commercial food composting program has grown to 46 customers participating, 65+ tons/month. Working on expanding food composting to additional businesses with AB 1826 & 1383; County rates incentivized and include composting. Napa County Green Winery Program - goal to certify all wineries by 2020.

Roll Off

Roll off business continues to be strong - particularly wine industry and others in Airport area. Roll off diversion over 80% again in 2018. C&D and green building ordinances, and LEED projects, continue to push for source separation. Working with developers of new projects in City and County to make sure proper recycling and composting systems are implemented. County grape pomace still strong in 2018 and should continue - feed market down so all pomace went to composting.

Special Events

NRWS/NCRWS continued the comprehensive special event program in 2018 and working with City during permitting process. At 84 total City and County events, over 350 tons of recyclable or compostable material were diverted - 62% of the total event waste. The program includes the continuation of the Zero Waste food composting at identified events (several had over 80% diversion). BottleRock % down but diverted tons up, working with Lat 38 and ZeroHero for waste reduction in 2019; June e-waste event tonnage back down. Working with Safeway Open and beginning to improve diversion w/ ZeroHero, Town & Country Fair at 78% diversion in 2018. Continued to work with Downtown Association on Zero Waste downtown events, partnered with Valcore and other special event service providers.

Overall Diversion

The total 2018 diversion percentage for NCRWS collected materials was 80%.

Strong composting and recycling residential and commercial diversion, as well as a small decrease in landfill tons, provided the 3% diversion increase

Additional organics and roll off diversion are key to reaching the state's goal of 75% diversion and 75% of organics out of landfills by 2025.

In addition, the new covered composting, AD and bioenergy systems will reduce emissions and create renewable energy at the MDF.

Other Services

598 tons of e-waste was recycled at the MDF and DRTS in 2018 (down slightly from past years), 1500+ tons of NRWS material was processed at the DRTS mixed C&D line, recycling & composting service increased at many Napa schools, and NRWS recycled nearly 4000 gallons of used motor oil over the course of the year. In addition, about 1200 gallons of used cooking oil was collected through the drop off and Recycle More programs.

Reuse - continued partnership with Goodwill for Recycle More, helped coordinate reuse of donations in aftermath of fires, outreach for local Habitat

Product destruction popular, do not have current market again for foil rolls and other PET film, capturing more MRF fines on new MRF line

Mattress program going well and 30 tons/month recycled at DRTS, CARE still supplying container for carpet

Public Education:

Besides those mentioned, additional public education and outreach highlights include:

Active on Facebook and Twitter - good response to "shock factor" posts of contamination, fires, etc, also good traction for boosted posts

Working with City & County on local initiatives; Kendra's "Compost Girl" in Napa Valley Register; Tim's "Compost Corner" in NV CanDo weekly newsletter

Napa Recycling website continuously updated with updated Recycle Guide info, bill pay options, online inserts and signs to download, and other program info

Several movies on website and YouTube, including new compost and RM videos; "Compost it" and other truck wraps will go on new trucks

Food composting pails distributed as needed, Updated commercial brochure and fliers and included them in annual AB 1826/341 mailing

Updated Recycle Guide (both English & Spanish versions); all print outreach continues to be on 100% post-consumer recycled paper

Membership in NCRA, CRRRA, CRRRC and USCC; CAW and CPSC support, continuing to with GAIA to give tours to international visitors

Presented at and attended various conferences/workshops/webinars, including CRRRA, NCRA, SWANA & CRRRC

Compiled recycling results for specific businesses, special events, multi-family complexes, top 25 businesses and schools

Continued business outreach regarding recycling & composting services; businesses recognized with recycling awards; green business assessments

updated Napa Payment Center popular with customers - transitioned all CSC operations to that site

44 MDF tours in 2018; 30+ outreach presentations; working with teachers, students & staff at schools as well as community and business groups

Naama working to set up rest of schools on composting, providing compost to various school and community gardens

Reuse partnerships with Goodwill, Habitat for Humanity and St. Vincent de Paul; partnering with businesses for wine/product recycling and destruction

Continued to delve into recycling options various difficult-to-recycle materials, including packaged organics, film plastics, batteries and MRF residual material

Multimedia outreach: Web and social media, truck signs, direct mail ads, Recreation Guide ads, letters in support of recycling legislation

Continued partnerships with Napa Spring Clean and CanDo; worked with EECNC on Earth Day planning, partner with RCD on Earth Day and Coastal Cleanups

Worked with Valcore, Nothing Wasted and ZeroHero for downtown and Expo events, as well as events at new Oxbow Commons

Promoted and helped organize e-waste events, curbside Recycle More pickup and year-round drop off - 1.2 million lbs. collected in 2018

2018 South County Business Recycling Leaders - (award winners will be finalized in March 2019)

2017 winners were honored at April 2018 breakfast:

Domaine Carneros, Clos du Val, Trefethen, 1111 Wines, Multi-Color Corp, Doctors Company

Customer Complaints

2 official complaints were logged in 2018 - all information and details listed in the complaint log.

NCRWS Highlights (2005-2018)

Unincorporated south Napa County has one of the state's highest diversion rates – the percentage of material recycled or composted is consistently near 80%

NCRWS developed the first full scale commercial food composting program in the North Bay – nearly 6000 tons of food scraps have been diverted from the landfill since the program's inception

Since 2005, Napa Recycling has recycled or composted over 1 million tons of material. By keeping these valuable resources out of the landfill, we decreased carbon dioxide emissions by over 1 million metric tons and used over 10 billion fewer BTUs of energy. To put it in perspective, these savings are the equivalent of saving over 100 million gallons of gasoline,

helping to fight climate change and reduce our dependency on fossil fuels.

Climate Action Planning - by 2020, NCRWS will avoid approx. 39,569 metric tons of CO2 emissions through waste reduction goals in Southern Napa County.

NRRP - covered composting, organics depackaging, biomass and other projects will create organic soil amendments and renewable energy, and upgrade MRF provides state-of-the-art sorting.

NCRWS has implemented a comprehensive zero waste special event program that has recycled or composted an average of over 70% at almost 800 Napa County events.

2007 and 2011 surveys of Napa Recycling customers showed satisfaction levels of over 96%; NCRWS consistently receives less than 1 customer complaint per month.

Rolled out full food composting program to all residents in 2015; delivered kitchen pails and program outreach to customers doorsteps - trash tons down 11%

Youth education – led MDF tours for thousands of students, developed and designed zero waste programs at local schools.

NCRWS partners with Napa County businesses on waste reduction and recycling audits for businesses seeking green certification – over 100 businesses are now certified

Napa County-wide. Napa Recycling works closely with Napa's wineries, restaurants and resorts to develop cutting-edge, comprehensive zero waste programs –

creating models for all others in the hospitality industry.

NRWS/NCRWS is a leader in e-waste recycling - over 1 million pounds of electronics are recycled each year by City and County of Napa residents and businesses

Developed innovative recycling solutions for organics, wine and other packaged product, glass, mixed rigid plastics, curbside collection of e-waste/appliances/cooking oil/clothing and more

Thousands of tons of yard trimmings, food scraps, grape pomace and manure are turned into organic compost, which returns to the earth as a valuable soil amendment

and closes the loop locally and sustainably.

Designed **www.naparecycling.com** as a one-stop shop for waste reduction and recycling resources in Napa County, and created a social media presence on Facebook and Twitter

Strengthened community partnerships with groups like SNC and Napa Valley CanDo, educating and pushing for initiatives such as food composting, the plastic bag ban, and foam reduction.

Napa Recycling worked closely with City, County and community immediately in the aftermath of the August 2014 earthquake and October 2017 wildfires - hauled and processed

over 7000 tons of earthquake debris, and over 11,000 tons of yard trimming and wood from fire clearing and defensible space operations after the wildfires

Report submitted to the County of Napa on February 4, 2019

Please address all questions to Tim Dewey-Mattia, tim@naparecycling.com, 707.255.5200 x1204

NAPA COUNTY RECYCLING & WASTE SERVICES, LLC
COUNTY OF NAPA
Section 8 B1, Annual Reporting
Year: 2018

Month	Gross Rate Revenue, Collected	Franchise Fee	Surcharge Fee	Other County Fees	Liquidated Damages	Other payments to County	Distributions to Contractor
January	\$ 511,540.56	\$ 43,582.48					\$ -
February	\$ 365,850.09	\$ 35,306.38					\$ 375,000.00
March	\$ 435,614.28	\$ 40,679.57					\$ 460,000.00
April	\$ 438,618.11	\$ 39,359.04					\$ 338,000.00
May	\$ 477,083.02	\$ 43,541.12					\$ 370,000.00
June	\$ 431,768.95	\$ 42,113.08					\$ 335,000.00
July	\$ 460,377.37	\$ 39,359.04					\$ 300,000.00
August	\$ 420,541.23	\$ 41,136.80					\$ 250,000.00
September	\$ 433,206.64	\$ 40,461.58					\$ 350,000.00
October	\$ 487,975.82	\$ 44,627.18					\$ 250,000.00
November	\$ 587,730.53	\$ 55,074.98					\$ 300,000.00
December	\$ 527,548.48	\$ 49,362.66					\$ 525,000.00
Total	\$ 5,577,855.08	\$ 514,603.91	\$ -	\$ -	\$ -	\$ -	\$ 3,853,000.00

Section 8.2 B 2

List of delinquent accounts for which service was stopped during the year:

See tab in "NCRWS Account List" for all account that were stopped in 2018 - 412 were stopped, and 220 are reopened and in good standing
 NCRWS stops account for delinquency and containers are hauled in, there is a \$30 deposit for restarting service.
 If containers are still on site, service will be started without the deposit once the overdue balance has been paid.

NRWS/NCRWS Materials Marketing
Year: **2018**

Date Company Name Contact Name Address Phone Number Material Tons Unit Price Revenue

(NRWS compiles data for all materials sales. Reporting is completed following receipt of payment, approx. 2 months after shipment. Detailed spreadsheet available upon request)

Total Napa MDF Outbound Tonnage
Year: **2018**

MAT DESC	TONS	YARDS
ALUMINUM OUTBOUND	403.50	
CARDBOARD #12	4219.77	
CARDBOARD OUTBOUND	7099.03	
CARPET	83.97	
CLEAR GLASS	651.44	
CLOTHING	13.00	
COLORED HDPE PLASTIC	173.37	
COLORED LDPE PLASTIC	91.15	
COMPOST OUTBOUND		31548.70
ELECTRONICS	194.20	
GRAVEL	2375.27	
GREEN GLASS	4491.55	
METAL	1604.89	
MILK CARTONS	41.48	
MIXED GLASS	8295.88	
MIXED RIGID PLASTIC	695.44	
MRF FINES	24.41	
NATURAL HDPE PLASTIC	96.50	
NATURAL LDPE PLASTIC	464.33	
NEWSPAPER OUTBOUND	5408.31	
ORGANICS ADC	48823.26	
OUTBOUND FEED	1970.87	
PAPER WHITE OUTBOUND	447.54	
PET	847.92	
PET FILM PLASTIC	185.72	
RESIDUAL BULKY ITEMS	363.63	
RESIDUAL CLEAN MRF	12187.17	
RESIDUAL COMPOSTING	998.26	
RESIDUAL PLASTIC BAG	277.50	
SHEET ROCK	1513.30	
TIN CANS	542.19	
WOOD - PROCESSED	15424.52	
YARDWASTE OVERS	9104.93	
Grand Total	129114.30	31548.70

Total MDF Recovered Materials - Estimated Quantities & Sales Revenue
Year: **2019**

MATERIAL	TONS	YARDS	PRICE PER TON	TOTAL
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ALUMINUM	400		\$4,260	\$1,704,000
CARDBOARD	11500		\$100	\$1,150,000
CARPET	80		\$0	\$0
CLEAR GLASS	650		\$133	\$86,450
COMPOST		35000	\$8	\$280,000
ELECTRONICS - CRTs	145		\$220	\$31,900
ELECTRONICS - CPUs	45		\$100	\$4,500
FILM PLASTIC - LDPE	500		\$40	\$20,000
FILM PLASTIC - BAGS	0		\$0	\$0
GRAVEL	3000		\$7	\$21,000
GREEN/BROWN GLASS	4500		\$133	\$598,500
HDPE COLORED	175		\$360	\$63,000
HDPE NATURAL	100		\$760	\$76,000
METAL	1600		\$80	\$128,000
MILK CARTONS	50		\$25	\$1,250
MIXED GLASS	8300		\$51	\$423,300
MIXED RIGID PLASTIC	700		\$2	\$1,400
MRF FINES	0		\$0	\$0
NEWSPAPER/MIXED PAPER	5500		\$5	\$27,500
PAPER - WHITE	500		\$110	\$55,000
PET	850		\$1,540	\$1,309,000
PET FILM PLASTIC	0		\$0	\$0
SHEETROCK	1500		\$0	\$0
TEXTILES	20		\$120	\$2,400
TIN CANS	550		\$40	\$22,000
WOOD - PROCESSED	15500		-\$10	-\$155,000
Total				\$5,850,200

Marketing Strategies:

Compost CDFA, OMRI and STA listed, can be marketed to organic farms & Caltrans projects, as well as others who require the certifications.

NRWS pushing compost through advertisements, inserts, website, social media, conferences, wine industry events, and other events.

A flier for vineyards, farms, landscapers and other identified businesses is available.

Certification logos and CDFA label available upon request.

Strong demand for compost remains - product periodically sells out during year.

Depackaging operational and covered compost/AD/biomass planned, which can bring in more material.

Pre-processing line & depackager remove contaminants, resulting in cleaner finished product.

Onsite biomass plant would remove uncertainties of shipping to current biomass plants.

Food composting has good results and has shown to be a quality product.

MDF gets container from Carpet CARE - will take all carpet and recycle at no charge

Outlook - MRF, composting & wood tons continue to increase, C&D steady

Materials markets weak with China Sword; biomass markets limited and getting tighter

NRWS expects to be able to market most materials in 2019, pricing is low for paper/low-grade plastics but now steady

NRWS and City will work on additional education regarding the dos and don'ts of recycling through lid flipping surveys, businesses assessments, web info, social media & general outreach.

MRF revamp nearly complete, will help sort additional materials and provide clean outbound material streams

Product destruction provides color-sorted glass, new glass cleaner cleaning 3-color mix

Lake Berryessa, Paradise, South SF, Sonoma, Yolo, and Windsor among jurisdictions currently using facility.

No current metallized foil rolls market, also working through issues with carton markets; MRF film still has no outlet

Titus won't take MRF overs due to markets, MRF revamp (including robot) will help capture missed recyclables

E-waste tonnage continues to be strong with Recycle More route

Goodwill still taking material and has not asked for price reduction

Mattress recycling started 2016 at DRRTF, will look into using illegal dumping incentive program in 2019

	** 2018**												Year	Dec-17 net change
	January	February	March	April	May	June	July	August	Sept	October	Nov	Dec	to date	
Number of households on MSW Service	4,124	4,114	4,120	4,145	4,143	4,170	4,160	4,177	4,179	4,189	4,186	4,181	4,189	4129
Number of households - 20 gallon	53	82	96	100	109	123	123	126	151	177	189	195	195	0
Number of households - 35 gallon	1,702	1,702	1,710	1,722	1,727	1,722	1,706	1,719	1,713	1,729	1,740	1,745	1,745	1696
Number of households - 65 gallon	1,896	1,861	1,852	1,859	1,834	1,852	1,858	1,859	1,841	1,816	1,787	1,772	1,896	1955
Number of households - 95 gallon	473	469	462	464	473	473	473	473	474	467	470	469	474	478
Number of households enrolled in recycling program	4,112	4,103	4,107	4,131	4,127	4,152	4,143	4,160	4,162	4,174	4,173	4,168	4,174	
Number of households enrolled in compost program	4,034	4,026	4,034	4,055	4,050	4,074	4,062	4,078	4,085	4,087	4,095	4,097	4,097	
Number of bulky goods pick ups	14	8	12	6	44	13	7	11	13	23	9	9	169	
Number of used oil customers	317	325	319	320	321	318	318	319	311	311	311	308	325	
Number of used oil pick ups	20	5	10	20	20	17	11	13	21	17	12	17	183	
Recycle More														
Total number of Recycle More stops	35	40	35	29	50	67	26	47	34	34	35	54	486	
Number of residential Recycle More stops	34	37	30	28	48	64	24	45	34	32	34	50	460	
Number of commercial Recycle More stops	1	3	5	1	2	3	2	2	0	2	1	4	26	
Number of e-waste items picked up	47	127	36	49	50	106	33	39	23	30	20	53	613	
Number of appliances/large metal items picked up	26	26	80	25	96	36	29	31	17	31	27	43	467	
Number of bags of textiles/reuse items picked up	0	4	12	0	6	2	0	17	6	1	0	0	48	
Number of bags of household batteries picked up	0	0	0	1	2	9	0	4	3	2	1	2	24	
Number of households with cooking oil containers	0	3	4	8	11	12	13	16	15	16	16	17	17	
Number of cooking oil set outs	0	1	1	1	2	3	1	1	1	2	3	2	18	
Total tons collected of MSW	311.14	264.36	284.23	301.62	329.89	295.30	284.62	305.68	252.27	295.46	291.98	264.28	3480.83	
Total tons collected of single-stream recycling	279.51	219.43	261.60	243.32	272.89	251.09	256.63	273.17	235.48	256.90	248.58	246.84	3045.44	
Total tons collected of compostables	547.90	432.48	452.34	604.31	636.82	477.59	501.14	569.36	487.26	691.96	552.83	691.77	6645.76	
Grand total tons collected	1138.55	916.27	998.17	1149.25	1239.60	1023.98	1042.39	1148.21	975.01	1244.32	1093.39	1202.89	13172.03	
Diversion rate for residential program	72.67%	71.15%	71.52%	73.76%	73.39%	71.16%	72.70%	73.38%	74.13%	76.26%	73.30%	78.03%	73.57%	
MRF residual (5%)	13.98	10.97	13.08	12.17	13.64	12.55	12.83	13.66	11.77	12.85	12.43	12.34	152.27	
Compost residual (0.2%)	1.10	0.86	0.90	1.21	1.27	0.96	1.00	1.14	0.97	1.38	1.11	1.38	13.29	
Franchise recycling tons (residual subtracted)	265.53	208.46	248.52	231.15	259.25	238.54	243.80	259.51	223.71	244.06	236.15	234.50	2893.17	
Franchise yardwaste tons (residual subtracted)	546.80	431.62	451.44	603.10	635.55	476.63	500.14	568.22	486.29	690.58	551.72	690.39	6632.47	
Franchise MSW tons (including residue)	326.21	276.20	298.21	314.99	344.81	308.81	298.45	320.48	265.02	309.69	305.51	278.01	3646.39	
Franchise residential diversion rate:	71.35%	69.86%	70.12%	72.59%	72.18%	69.84%	71.37%	72.09%	72.82%	75.11%	72.06%	76.89%	72.32%	

NCRWS Coupon Usage at MDF

Bulky Item Coupons

Coupons	5	10	6	6	3	7	2	7	3	4	10	22	85
Total tons	1.11	1.19	1.32	2.26	0.98	1.24	0.52	2.77	1.03	0.94	2.19	2.83	18.38

Tire Coupons

Coupons	0	0	10	12	4	4	4	1	2	5	5	15	62
Total tires	0	0	92	64	63	40	56	2	6	62	60	202	647

	** 2018 **												Year
	January	February	March	April	May	June	July	August	Sept	October	Nov	Dec	to Date
# of commercial accounts on MSW service - bin	150	148	153	158	159	161	160	160	160	158	156	158	161
# of commercial accounts on MSW service - cart	109	112	127	124	122	124	123	126	127	128	126	124	128
# of commercial accounts participating in bin recycling	165	165	169	173	175	177	179	180	183	182	180	179	183
# of commercial accounts participating in cart recycling	117	121	133	129	127	128	127	129	128	129	128	126	133
# of commercial accounts participating in bin compost	11	11	11	12	12	12	12	12	12	12	12	11	12
# of commercial accounts participating in cart compost	55	55	58	58	61	62	62	62	63	63	63	63	63
# of commercial accounts on food composting - cart	41	41	43	43	43	46	45	45	45	45	45	46	46
# of commercial bulky goods pick ups	0	0	0	0	0	0	1	2	0	0	0	0	3
Total tons of collected MSW	160.96	143.24	165.74	161.80	156.03	149.22	176.16	156.01	169.27	175.61	153.61	158.93	1,926.58
Total tons collected of recycling:													
Single Stream	107.58	93.41	121.51	103.44	140.70	111.12	102.09	135.54	102.84	112.18	116.31	93.28	1,340.00
Total tons of collected recycling	107.58	93.41	121.51	103.44	140.70	111.12	102.09	135.54	102.84	112.18	116.31	93.28	1,340.00
Total tons collected organics:													
Yardwaste (collected on residential routes)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Food composting program	76.26	52.00	72.28	74.72	77.59	64.81	70.06	81.84	63.82	39.99	71.48	67.63	812.48
Total tons collected for composting	76.26	52.00	72.28	74.72	77.59	64.81	70.06	81.84	63.82	39.99	71.48	67.63	812.48
Grand total tons collected	344.80	288.65	359.53	339.96	374.32	325.15	348.31	373.39	335.93	327.78	341.40	319.84	4,079.06
Commercial diversion rate:	53.32%	50.38%	53.90%	52.41%	58.32%	54.11%	49.42%	58.22%	49.61%	46.42%	55.01%	50.31%	52.77%
MRF residual (5%)	5.38	4.67	6.08	5.17	7.04	5.56	5.10	6.78	5.14	5.61	5.82	4.66	67.00
Composting residual (1%)	0.76	0.52	0.72	0.75	0.78	0.65	0.70	0.82	0.64	0.40	0.71	0.68	8.12
Franchise recycling tons	102.20	88.74	115.43	98.27	133.67	105.56	96.99	128.76	97.70	106.57	110.49	88.62	1273.00
Franchise composting tons	75.50	51.48	71.56	73.97	76.81	64.16	69.36	81.02	63.18	39.59	70.77	66.95	804.35
Franchise MSW tons	167.10	148.43	172.54	167.72	163.84	155.42	181.97	163.61	175.05	181.62	160.14	164.27	2001.70
Franchise commercial diversion rate:	51.54%	48.58%	52.01%	50.67%	56.23%	52.20%	47.76%	56.18%	47.89%	44.59%	53.09%	48.64%	50.93%
Total Cubic yards of containers on weekly service:													
msw bin	587.50	572.50	596.00	629.00	628.50	642.50	646.50	646.50	643.50	639.00	629.50	633.50	
msw cart	97.02	100.20	108.55	103.15	103.63	103.93	102.50	103.48	104.75	105.55	103.65	102.55	
recy bin	1365.00	1383.00	1395.00	1426.50	1432.50	1464.50	1514.50	1518.50	1557.50	1557.50	1525.50	1539.50	
recy cart	171.85	179.45	188.48	178.50	178.33	178.80	178.33	179.28	179.28	179.75	178.80	178.33	
yw bin	62.00	62.00	62.00	66.00	64.00	64.00	64.00	64.00	64.00	64.00	64.00	57.00	
yw cart	81.70	81.70	83.60	83.60	85.95	86.45	88.82	88.83	90.25	90.25	93.10	95.47	
food cart	77.60	79.88	82.48	82.48	83.95	86.38	86.70	86.70	87.03	87.03	87.03	89.63	
Grand Total	2442.67	2458.73	2516.10	2569.23	2576.85	2626.55	2681.35	2687.28	2726.30	2723.08	2681.58	2695.98	
Commercial diversion including commercial roll off service													
Total MSW	563.62	504.34	618.39	565.09	561.21	644.22	595.73	668.82	507.79	580.11	536.29	539.94	6,885.54
Recycling (not inc. roll off C&D, composting, wood)	671.53	870.72	1,151.00	964.49	1,002.73	939.35	940.32	1,051.16	821.44	1,014.04	954.07	746.45	11,127.30
Adjusted Commercial Diversion Rate	54.37%	63.32%	65.05%	63.06%	64.12%	59.32%	61.22%	61.11%	61.80%	63.61%	64.02%	58.03%	61.77%

	** 2018 **												Year
	January	February	March	April	May	June	July	August	Sept	October	Nov	Dec	to Date
# of active roll off accounts	48	55	51	58	58	63	58	70	78	96	89	68	96
# of total roll off pulls	559	634	678	684	791	744	733	845	792	1073	824	546	8,903
# of accounts on MSW service with permanent roll off	26	29	22	30	29	32	28	34	24	35	26	27	
# of accounts on MSW service with temporary roll off	3	8	10	12	14	13	11	15	17	4	17	14	
# of permanent roll off pulls - MSW	114	109	124	139	153	144	122	157	100	128	104	101	1,495
# of temporary roll off pulls - MSW	6	4	5	8	20	3	6	7	11	15	25	18	128
# of permanent roll off pulls - Mixed C&D	16	19	21	21	42	23	20	26	17	19	18	20	262
# of temporary roll off pulls - Mixed C&D	4	5	7	6	9	12	8	15	15	12	11	7	111
# of accounts participating in permanent roll off recycling	13	14	16	16	15	20	21	19	15	17	17	15	
# of accounts participating in temporary roll off recycling	1	5	3	2	7	6	3	6	4	5	5	3	
# of permanent roll off pulls - recycling	287	349	391	380	465	443	444	466	408	510	463	330	4,936
# of temporary roll off pulls - recycling	1	6	3	5	7	7	3	11	5	13	4	4	69
# of permanent roll off pulls - rock	84	89	74	47	38	44	62	77	65	22	0	0	602
# of accounts participating in permanent composting/wood	8	9	8	11	11	12	9	13	14	16	15	14	
# of accounts participating in temporary composting/wood	4	6	3	6	5	7	5	7	24	37	34	16	
# of permanent roll off pulls - composting/wood	38	42	47	64	44	54	55	66	97	120	80	44	751
# of temporary roll off pulls - composting/wood	9	11	6	14	13	14	13	20	79	234	119	22	554
Total tons collected of MSW	400.57	359.11	450.04	406.52	531.10	491.88	414.75	512.10	339.72	400.19	386.19	376.63	5,068.80
Total tons of recycling by material:													
Aluminum	0.00	0.00	0.00	3.17	0.00	0.00	1.06	0.00	0.00	0.00	0.00	0.00	4.23
Asphalt	0.00	0.00	10.05	16.25	52.49	17.69	0.00	84.78	16.64	0.00	0.00	0.00	197.90
Cardboard	215.69	265.90	370.35	322.96	297.97	295.46	280.82	379.12	342.18	431.90	374.79	272.12	3849.26
Carpet	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
HDPE Plastic	0.00	0.00	0.00	0.00	0.00	0.00	1.28	0.00	0.00	0.00	9.70	0.00	10.98
LDPE Plastic	10.66	13.70	18.44	15.83	22.82	28.69	17.94	0.00	0.00	3.99	0.00	0.00	132.07
Concrete	79.36	110.72	54.59	79.86	144.23	71.30	159.80	105.26	67.32	135.87	226.25	64.84	1299.40
Dirt (includes direct haul to DRRTF)	0.00	4.37	6.56	4.26	0.00	0.00	0.00	0.00	0.00	40.93	0.00	0.00	56.12
Electronics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Metal (includes direct haul to DRRTF)	0.00	1.22	8.17	4.98	36.77	27.95	0.00	0.00	0.00	0.00	3.27	0.00	82.36
Mixed Glass	156.04	299.10	341.24	264.69	357.37	346.55	341.03	300.46	226.19	298.10	284.94	215.84	3431.55
Mixed Paper	4.37	28.35	4.54	28.79	4.87	5.38	4.14	4.43	3.83	5.72	2.48	3.05	99.95
Mixed Rigid Plastic	15.43	55.35	133.28	15.41	10.62	12.60	4.61	5.94	5.33	17.66	6.34	6.66	289.23
Newspaper	9.30	7.69	4.54	11.43	5.25	9.50	0.00	2.17	0.00	0.00	1.89	0.00	51.77
PET Plastic	0.22	0.00	0.00	1.04	0.00	0.00	2.73	0.00	0.00	0.00	0.00	0.00	3.99
PET Film Plastic	22.83	11.29	23.88	30.22	26.49	27.88	26.14	0.00	0.00	0.00	0.00	0.00	168.73
Reclaimed Rock	895.31	911.50	788.74	505.36	379.39	438.21	605.00	835.14	706.12	238.86	0.00	0.00	6303.63
Recycle More Route	0.00	5.17	13.17	16.54	14.51	15.13	14.51	8.91	19.47	8.40	10.43	18.45	144.69
Sheetrock	0.00	0.00	0.00	3.92	0.00	0.00	4.16	0.00	0.00	0.00	0.00	0.00	8.08
Single Stream Recycling	56.32	49.12	67.74	79.10	117.19	53.55	93.61	151.27	75.73	101.44	86.68	83.15	1014.90
Tin Cans	2.97	0.00	0.00	0.90	2.28	1.40	0.49	0.72	1.55	1.37	2.40	2.22	16.30
White Paper	0.00	0.00	0.00	23.62	0.00	0.00	5.99	7.28	7.68	7.70	7.18	7.84	67.29
Mixed C&D (to DRRTF)	34.41	46.39	59.97	70.57	146.72	56.29	43.41	83.03	64.44	49.75	41.35	48.49	744.82
Mixed C&D residual (from DRRTF)	-6.10	-12.95	-16.37	-19.85	-47.00	-16.32	-12.01	-23.25	-16.97	-13.13	-11.37	-15.81	-211.13
Grand total - Recycling tons	1496.81	1796.92	1888.89	1479.05	1571.97	1392.54	1593.43	1945.26	1519.51	1328.56	1046.33	706.85	17766.12
Total tons of composting/wood by material:													
Food Composting	0.00	4.11	15.44	2.75	6.25	4.96	2.71	6.12	4.73	4.85	4.28	4.04	60.24
Manure	42.77	33.80	48.40	33.57	53.62	50.38	59.11	127.93	60.01	77.34	69.72	90.91	747.56
Packaged Organics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7.34	7.34
Pomace (includes material hauled for feed)	126.78	124.78	187.94	209.97	302.81	324.49	216.20	257.42	1296.67	2632.71	1583.93	293.25	7556.95
Sawdust	31.58	32.16	35.89	39.76	37.47	26.60	28.94	32.50	37.10	43.93	30.29	33.08	409.30
Wood	143.50	90.08	107.59	103.05	159.85	145.09	110.31	125.22	93.46	214.07	131.07	60.02	1483.31
Yardwaste	250.57	217.32	179.28	340.52	211.94	303.36	337.54	280.48	180.71	173.28	155.88	156.29	2787.17
Total tons collected of composting/wood	595.20	502.25	574.54	729.62	771.94	854.88	754.81	829.67	1672.68	3146.18	1975.17	644.93	13,051.87
Grand total tons collected	2,492.58	2,658.28	2,913.47	2,615.19	2,875.01	2,739.30	2,762.99	3,287.03	3,531.91	4,874.93	3,407.69	1,728.41	35,886.79
Diversion rate - roll off:	83.93%	86.49%	84.55%	84.46%	81.53%	82.04%	84.99%	84.42%	90.38%	91.79%	88.67%	78.21%	85.88%
Diversion rate (without rock):	74.92%	79.44%	78.82%	80.73%	78.72%	78.62%	80.78%	79.11%	87.98%	91.37%	88.67%	78.21%	82.87%
Rock	895.31	911.50	788.74	505.36	379.39	438.21	605.00	835.14	706.12	238.86	0.00	0.00	6303.63
NCRWS purchased material	387.84	627.23	843.50	682.48	660.74	647.10	604.34	721.52	565.86	752.70	666.63	494.68	7,654.62
Non-exclusive C&D	4.51	0.00	0.00	0.17	62.28	4.08	0.00	5.36	0.00	0.00	0.00	0.00	76.40
Non-franchise area trash boxes	19.92	10.01	13.60	24.31	88.71	50.26	11.71	30.85	15.41	15.52	14.83	2.12	297.25
Mixed C&D residual	6.10	12.95	16.37	19.85	47.00	16.32	12.01	23.25	16.97	13.13	11.37	15.81	211.13
Franchise recycling tons	209.15	258.19	256.65	291.04	469.56	303.15	384.09	383.24	247.53	337.00	379.70	212.17	3,731.47
Franchise composting/wood tons	595.20	502.25	574.54	729.62	771.94	854.88	754.81	829.67	1,672.68	3,146.18	1,975.17	644.93	13,051.87
Franchise MSW tons	386.75	362.05	452.81	402.06	489.39	457.94	415.05	504.50	341.28	397.80	382.73	390.32	4,982.68
Franchise total tons collected	1,191.10	1,122.49	1,284.00	1,422.72	1,730.89	1,615.97	1,553.95	1,717.41	2,261.49	3,880.98	2,737.60	1,247.42	21,766.02
Franchise roll off diversion rate:	67.53%	67.75%	64.73%	71.74%	71.73%	71.66%	73.29%	70.62%	84.91%	89.75%	86.02%	68.71%	77.11%
Total cubic yards of containers on service for month:													
Composting/Wood	1210	1350	1420	2020	1500	1810	1730	2300	3730	7320	4220	1620	30,230
MSW	2376	2245	2576	2887	3709	3192	2524	3421	2141	2818	2538	2352	32,779
Mixed C&D	470	570	700	630	1350	810	700	1030	820	760	710	650	9,200
Recycling	7214	8234	8824	8230	9842	9598	9854	10304	8968	9954	8772	6380	106,174
Grand Total	11270	12399	13520	13767	16401	15410	14808	17055	15659	20852	16240	11002	178,383

NRWS/NCRWS Special Event Report: 2018

	Totals	Tons Collected
2018 Special Events:		
Total number of events	84	
Total number of events with Recycling service	78	
Total number of events with Composting service	63	
Total number of events with Trash service	77	
Total number of events with Electronics Recycling service	1	11.72
Total Recycling tonnage:		194.59
Total Composting tonnage:		162.71
Total Trash tonnage:		219.24
Total Diversion rate:		62%

2018 Events

Date	Event	Location	Recycling tons	Compost tons	Trash tons	Diversion rate
6-Jan	Boy Scout Christmas Tree Collection	Napa/Napa Co	n/a	29.59	0.90	97%
13-Jan	Vintage High Crab Feed	Expo	0.75	0.25	1.13	47%
16-Jan	MLK Day cleanup	Kennedy Park	0.08	n/a	0.15	33%
27-Jan	Justin Siena Crab Feed	Justin	0.70	0.60	0.20	87%
27-Jan	Boys & Girls Club Crab Feed	Expo	0.60	0.15	1.60	32%
31-Jan	Christmas lights collection	Napa office	0.38	n/a	n/a	n/a
3-Feb	St. John's Crab Feed	924 Napa	0.15	0.08	0.20	53%
3-Feb	Kiwanis Club Crab Feed	Expo	0.53	n/a	1.46	26%
3-Mar	Battle of the Bags	Oxbow	0.10	0.05	0.05	75%
17-Mar	St. Patrick's Day event	924 Napa	0.20	0.05	0.13	67%
1-Apr	Easter party	Third Ave	0.08	0.03	0.04	72%
14-Apr	Master Gardeners Tomato Sale	1710 Soscol	0.05	0.06	0.02	85%
21-Apr	Cycle for Sight	Justin	0.85	0.20	0.35	75%
22-Apr	Earth Day River Cleanup	6 sites in Napa	0.60	0.30	0.80	53%
22-Apr	Earth Day Festival	Oxbow	0.28	0.38	0.03	96%
28-Apr	NVUSD Family Festival	NVUSD	0.15	0.14	0.09	76%
5-May	Napa Bike Fest	Oxbow	0.05	0.04	0.04	69%
5-May	Golden Gate Relay	Crosswalk	0.20	n/a	n/a	n/a
6-May	Napa High Music Program	Oxbow	0.05	0.04	0.04	69%
11-May	Browns Valley Carnival	Browns Valley	0.05	0.06	0.04	75%
25-27 May	BottleRock	Expo	121.22	56.78	123.84	62%
25-27 May	Camp Carneros	Skyline Park	1.20	n/a	5.60	18%
2-Jun	Recycle More event	NV College	21.59	n/a	n/a	n/a
7-Jun	Grad Nite	NV College	0.20	0.10	0.15	67%
8-Jun	Napa City Nights	Veterans Park	0.08	0.04	0.04	75%
8-10 Jun	Napa Valley Jazz Getaway	Oxbow	0.99	0.30	0.87	60%
15-Jun	Napa City Nights	Veterans Park	0.08	0.04	0.04	75%
16-Jun	Heart of Napa	Fuller Park	0.10	0.05	0.08	67%
22-Jun	Napa City Nights	Veterans Park	0.08	0.04	0.04	75%
23-Jun	Operation With Love From Home	NV College	0.20	n/a	0.05	80%
29-Jun	Napa City Nights	Veterans Park	0.08	0.04	0.04	75%
1-Jul	Latinos Unidos event	924 Napa	0.10	n/a	0.10	50%
4-Jul	July 4th festival & parade	Downtown	1.00	0.70	0.55	76%
6-Jul	Napa City Nights	Veterans Park	0.08	0.04	0.04	75%
8-Jul	Napa Live	Downtown	0.20	n/a	0.13	62%
13-Jul	Napa City Nights	Veterans Park	0.08	0.04	0.04	75%

NRWS/NCRWS Special Event Report: 2018

		Totals	Tons Collected			
14-Jul	Napa to Sonoma Half Marathon	Oxbow	0.08	n/a	0.08	50%
20-Jul	Napa City Nights	Veterans Park	0.08	0.04	0.04	75%
21-Jul	River cleanup	NV College	0.02	0.01	0.04	43%
21-Jul	Festival Napa Valley dinner	Trefethen	0.20	0.10	n/a	n/a
22-Jul	Carneros Fun Run	Acacia	0.06	0.05	0.05	69%
27-Jul	Napa City Nights	Veterans Park	0.08	0.04	0.04	75%
28-Jul	Relay for Life	NV College	0.15	n/a	0.15	50%
29-Jul	PorchFest	Fuller Park	0.30	0.13	0.10	81%
3-Aug	Napa City Nights	Veterans Park	0.08	0.04	0.04	75%
5-Aug	Walk for Animals	Oxbow	0.06	0.04	0.08	56%
10-Aug	Napa City Nights	Veterans Park	0.08	0.04	0.04	75%
12-Aug	Napa Live	Downtown	0.20	n/a	0.13	62%
8-12 Aug	Napa Town & Country Fair	Expo	2.82	66.26	18.99	78%
17-Aug	Napa City Nights	Veterans Park	0.08	0.04	0.04	75%
17-Aug	Show & Shine	Lot X	0.06	0.01	0.04	66%
18-Aug	Main Street Reunion	Downtown	0.30	0.15	0.13	78%
18-Aug	Mexican American Vintners Harvest Festival	Oxbow	0.15	0.05	0.08	73%
24-Aug	Napa City Nights	Veterans Park	0.08	0.04	0.04	75%
25-Aug	Blues, Brews & BBQ	Downtown	1.00	0.90	0.55	78%
2-Sep	Labor Day Picnic	Silverado	0.04	0.03	0.03	72%
9-Sep	Napa Live	Skyline Park	0.20	n/a	0.13	62%
15-Sep	Coastal Cleanup Day	multiple sites	0.47	0.10	1.10	34%
15-Sep	Zero Prostate Cancer Walk	NV College	0.08	0.05	0.05	71%
15-Sep	Aloha Festival	Expo	0.29	0.20	1.51	25%
16-Sep	Mexican Independence Day	Veterans Park	0.08	0.05	0.07	64%
22-Sep	Battle of the Bags	Oxbow	0.08	0.06	0.06	70%
22-Sep	Luau	Expo	n/a	n/a	0.08	n/a
22-Sep	wedding	Expo	0.40	0.10	0.20	71%
22-Sep	Rotary BBQ	Monticello	0.05	0.03	0.03	73%
22-Sep	Skyline event	Skyline Park	0.20	n/a	n/a	n/a
29-Sep	Napa Valley Ballet event	Veterans Park	0.03	0.02	0.02	69%
29-Sep	Enchanted Village Fair	Stone Bridge	0.08	0.06	0.06	70%
29-Sep	Napa Half Marathon	Skyline Park	0.06	0.05	0.04	73%
4-8 Oct	Safeway Open	Silverado	31.86	3.07	54.45	39%
13-Oct	BMX event	Kennedy Park	0.10	0.10	0.10	67%
19-Oct	Fall festival	924 Napa	0.00	0.00	0.00	n/a
20-Oct	Master Gardeners fall fair	1710 Soscol	0.06	0.06	0.03	83%
27-Oct	Drug takeback day	multiple sites	1.13	n/a	n/a	n/a
8-Nov	Rootstock	NV College	0.00	0.00	0.00	n/a
10-Nov	Vintage HS Band Review	Downtown	0.08	n/a	0.10	44%
10-Nov	Napa Valley Film Festival	McKinistry	0.90	0.45	0.88	61%
10-Nov	Napa Valley Film Festival	S. Coombs	0.15	n/a	0.15	50%
10-Nov	Napa Valley Film Festival	Materra Cunat	n/a	n/a	0.20	n/a
18-Nov	Gifts n' Tyme Holiday Faire	Expo	n/a	n/a	0.29	0%
22-Nov	Napa Valley Turkey Chase	Skyline Park	0.10	0.10	0.05	80%
24-Jan	Napa Christmas Parade	Downtown	0.08	0.05	0.06	67%
8-Dec	Operation With Love From Home	NV College	0.20	n/a	0.05	80%
21-Dec	Boys & Girls Club winter camp	First Pres.	0.23	0.03	0.08	77%

DRRTF Material to MDF or Reuse

Reuse & Recycle Center		Buyback Center		EPR Programs/C&D Area	
Material	2018 Total Tons	Material	2018 Total Tons	Material	2018 Total Tons
St. Vincent de Paul Reuse	26.34	Aluminum Cans	480.06	Sheetrock	185.06
Reuse Items (sold at Reuse Center)	0.28	PET Plastic Bottles	612.43	Carpet	120.44
Cardboard	159.44	HDPE Plastic Bottles	4.24	<u>Mattresses</u>	<u>359.60</u>
Electronics (ERI)	450.52	Clear Glass Bottles	164.32		
Mixed Paper	55.38	Brown Glass Bottles	35.11		
Mixed Rigid Plastic	124.00	Green Glass Bottles	2054.33		
Newspaper	0.00	Baled Cardboard	146.42		
Tin Cans	0.00	Baled Cardboard #12	0.00		
		PET Film Plastic	0.00		
		Baled Colored LDPE Film Plastic	5.72		
		<u>Baled Natural LDPE Film Plastic</u>	<u>0.54</u>		
Totals:	815.96	Totals:	3503.17	Totals:	665.10

Exhibit K

County facilities - free services

site	address	msw service	pickup day	recy service	pickup day	compost service	pickup day
Sheriff's Facilities	1535 Airport Blvd	6Y	Mon	6Y Mx	Thurs	4Y	on call
Cuttings Wharf	Dock Area	2-95gal carts	Fri	1-95gal cart	Fri		

County facilities/events:
 (See Special Events section for events at County facilities)

NVUSD SERVICE LEVELS (COUNTY)

SCHOOL	QTY	SIZE	TYPE	DAY	ADDRESS
MOUNT GEORGE ELEMENTARY	1	3Y	MSW bin	TUE	1019 SECOND AVE
	1	6Y	MX Recy bin	THU	
	3	95 gal	compost carts	WED	
	7	65 gal	Food carts	WED	
VICHY ELEMENTARY	1	6Y	MSW bin	TUE	3261 VICHY AVE
	1	6Y	MX Recy bin	WED	
	1	95 gal	compost cart	TUE	
	5	65 gal	Food carts	TUE	
STONE BRIDGE (CARNEROS)	1	6Y	MSW bin	FRI	1680 LOS CARNEROS AVE
	4	95 gal	compost carts	FRI	
	1	6Y	MX Recy bin	WED	

Recycled Oil Totals from Safety-Kleen (includes NRWS & NCRWS curbside, and all collection truck/shop used oil)

Date	Gallons	
2005/2006 Total	6520	
2007 Total	4750	\$760.00
2008 Total	5075	\$812.00
2009 Total	5465	\$874.40
2010 Total	6000	\$960.00
2011 Total	4450	\$712.00
2012 Total	5525	\$995.84
2013 Total	5075	\$1,432.16
2014 Total	3375	\$1,124.16
2015 Total	4025	\$1,223.84
2016 Total	3165	\$984.32
2017 Total	3925	\$1,156.00
	4150	\$1,230.00

Recycled Cooking Oil Totals from SeQuential Pacific Biodiesel

Year	Gallons
2010 Total	746
2011 Total	1183
2012 Total	1214
2013 Total	1614
2014 Total	1601
2015 Total	1264
2016 Total	2050
2017 Total	1466
2018 Cooking Oil:	
January	200
February	100
March	30
April	0
May	200
June	50
July	0
August	80
September	100
October	50
November	0
December	50
2018 Total	860

YEAR: 2018

Public Education & Outreach

Summary of public education activities conducted during year:

Strong focus on web and social media outreach, including Facebook/Twitter posts, website updates & electronic bill inserts
Outreach centered on proper recycling sorting, MDF upgrades, service updates, food composting participation & plastics reduction

Worked with City and County to update bilingual Recycle Guide for website & hard copy
Member of NCRA, CRRA, CRRC and USCC; presented at SWANA, NCRA and CRRA workshops, attended various mtgs
Worked to provide outreach and answer questions on composting programs & more with NV CanDo "Compost Corner"
Working with advocacy groups, businesses and legislators on recycling & composting action on local and state level
Residential outreach - focused on recycling contamination (Flip the Lid), food composting participation and Recycle More
Website continuously upgraded and now being revamped for 2019, increased social media outreach on Facebook and Twitter
Food composting focus continued for businesses w/ AB 1826, worked with City & County on site visits and assessments
Sent out bulky item and tire coupons, including to non-bill list
Mandatory commercial recycling and composting - sent out additional AB 1826/341 mailers with brochure, letter and food flier
~150 businesses now on food route, outreach visits to many NRWS businesses; conducted green business waste audits
Business recycling awards given to top 2017 recyclers at April awards breakfast (Embassy Suites)
Multi-family recycling outreach - continued distribution of bins & outreach, piloting food composting at select sites

2018 Holiday Greenery Collection: nearly 30 tons of Christmas trees collected and recycled
MDF tours: 44 groups toured the facility in 2018, including schools, international visitors, trade, businesses & community groups
Composting and Recycle More videos online; also outreach with Silverados and through Rec Guide ads, Register, Marketplace
Partnered again on community cleanups and River cleanups, continued education regarding single-use plastics & other policies
Presentations and meetings at most NVUSD school sites, working with staff & students on campus waste reduction
Ongoing monthly compost tests and paperwork for STA certification, OMRI listing and CDFA registration
Compost sold briskly in 2018, marketing compost to vineyards/wineries, redistributors, landscapers, Caltrans & the general public
e-waste outreach centered on Recycle More, June event included tires but was otherwise lesser attended than past events
Continued Zero Waste event program - worked on most downtown and Expo events, as well as other events in Napa County
Provided service for 84 events, continue work with City staff on Zero Waste parameters into event permitting process
Diverted 78% from Fair; over 175 tons diverted at BottleRock, working with ZeroHero on Safeway Open (diversion up to 39%)

Depackager now operational; MDF also accepting material from South SF, Sonoma, El Dorado, Yolo County, Raley's & others
Residential food program: approx. 33% participation; diversion has trended up 6%, trash tonnage down 11%
All printing on 100% post consumer recycled local paper; grocery bags and other giveaways also recycled content
Working on continued food composting promotion, possible foam/single-use ban, contamination outreach, and EPR programs
All NCRWS routes audited for accuracy and efficiency each year
Cooking oil collected via drop off and curbside is turned into biodiesel by SeSequential Pacific Biodiesel
Oil certification with CalRecycle, quarterly reimbursements for recycled oil; all e-waste reports submitted to CalRecycle & DRTS
Carpet recycling program continues despite problems, working on more diversion and split boxes with C&D ordinance

2018 NCRWS inserts:

Recycle
Compost
Landfill
Recycle More
Christmas tree collection
new rates & programs
home composting classes
online bill pay options
bill pay options - Spanish
Cooling your coals
food drive
tire coupon
food recovery
Habitat for Humanity
ReStore
FOG
Earth Day
Earth Day cleanup
Recycle More cooking oil
Compost it
packaging reuse
Recycle More event
tire recycling
Napa Payment Center
reusable water bottles
Recycle More summer
HHW
composting pail & cart tips
compostable bag locations
reuse locker
recycling contamination
plastic film recycling
summer recy & composting
LESS fluorescents
C&D boxes
NapaSan Citizens Academy
TRCNB school supplies

YEAR: 2018

Public Education & Outreach

Collected nearly 500 lbs on food drive, 600-620 coats, 120-150 costumes and 1700-2000 pairs of shoes for America Recycles Day
Halloween costume exchange continues, looking for new partnerships for wine bottle reuse, continuing product destruction
Following legislation and state regs closely, sent letters to state and federal legislators in favor of recycling legislation
Mattress recycling in place at DRTS - collecting 30 tons/month for recycling through Bye Bye Mattress program

mattress recycling
Waterwise workshops
NapaSan Open House
PaintCare
Coastal Cleanup Day
spooky mattresses
mattress recycling
drug takeback day
costume drop off locations
Halloween costume exchange
bulky item coupon
Thanksgiving schedule & tips
America Recycles Day
leaves in the compost
Christmas tree safety/lights
Holiday schedule & tips
new rates & services
Recycle More w/ batteries
Avoid the Spark battery fires
battery drop off locations

Public education activities planned for 2019:

Continued focus on increasing commercial and residential food composting participation, especially at food businesses that meet AB 1826 levels
Increase recycling awareness around China Sword and proper recycling habits, residential "Flip the Lid" surveys and education
Full website revamp with search app; additional focus on social media (posts & ads), online columns and blog, inserts with tips, presentations, tours and more
Outreach methods will continue to include web, social media, print ads, bill inserts, truck signs, posters, event booths, Silverados games, presentations, etc.
Zero Waste events - look to increase diversion at Safeway Open and BottleRock, working with City, County and builders on C&D recycling plans
Continue focus on school recycling and multi-family outreach, roll out full food composting at the rest of the school locations
NCRWS educating businesses on all new recycling and organics regulations
Compost outreach and marketing - push CDFR/STA/OMRI certification, donate to community/school gardens, promote facility upgrades and benefits
Continue community partnerships with SNC, CanDo & Chamber and look at food composting, renewable energy, climate action planning and possible EPS ban
Attend/present at pertinent CRRRA, NCRA and CalRecycle conferences; keep up to date on new legislation (renewable energy and organics still a big focus)
Continue discussions and planning for new programs, including expanded food composting participation, biomass/renewable energy, EPR, and reuse opportunities

NCRWS Customer Complaints
Year: 2018

COMP	CUST	SERV FIRST NAME	SERV LAST NAME	CYCLE	NOTE CODE	NOTE DATE	NOTE TIME	NOTE	USER	PHONE	SERV AD	SERV STREET	SERV STRT-SU	SERV CITY	SERV STAT	SERV ZIP
13	46117	SURIN	KUREJA	R	COMPL	10/08/2018	9:25:00 AM	SURIN KUREJA CLLD IN-DUE TO DRVR ISSUE	NRWEND	332-9845	5236	SILVERADO	TRL	NAPA	CA	94558
							9:25:01 AM	AND OWNER NOTIFIED / DRIVER CONFRONTED HIM	NRWENDY							
							9:25:02 AM	AND CAME TOWARDS HIM MAKING HIM FEARFUL	NRWENDY							
							9:25:00 AM	CONFRONTATION/ CUST WANTS STRONGEST	NRWENDY							
							9:25:01 AM	IN A RUDE MANNER USING FOUL LANGUAGE	NRWENDY							
							9:25:02 AM	VERY UN-GOD LIKE - SO HE WENT INSIDE	NRWENDY							
							10:02:00 AM	SPOKE WITH CUSTOMER AND APOLOGIZED FOR DRIVER	NRTIM							
							9:25:04 AM	THE RECYCLE TOTE WAS FULL OF LEAVES	NRWENDY							
							9:26:00 AM	AND DRIVERS WERE NOT NOTIFIED BY DISPATCH	NRWENDY							
							9:25:00 AM	ACTION POSS TAKEN BY SUPERVISOR	NRWENDY							
							10:12:00 AM	PER EMAIL FROM CSR - SPOKE TO DISPATCH	NRTRACY							
							10:12:01 AM	W/O STILL PENDING BEING CALLED OUT-STATED	NRTRACY							
							10:12:02 AM	BUSY MORNING / DID REMINDER EMAIL TO CSR THAT	NRTRACY							
							10:12:03 AM	TOOK CALL THAT RC04 SHOULD HAVE HAD A W/O	NRTRACY							
							10:12:04 AM	TO NOT SERVICE AS WELL	NRTRACY							
							10:12:05 AM	RESOLUTION PER STEVE M - REQ SUPERVISOR TO	NRTRACY							
							10:12:06 AM	GET WRITTEN STATMENT FROM DRIVER RC04 TODAY	NRTRACY							
							9:26:01 AM	YET / APOLOGIZED FOR DRIVER AND SENT	NRTRACY							
							9:26:02 AM	EMAIL TO ROUTE AND OPS MANAGER	NRTRACY							
							11:27:00 AM	REVIEWED ALL DISPATCH TIME LOGS SENT TO	NRTRACY							
							11:27:01 AM	OPS MANAGER	NRTRACY							
						10/10/2018	7:22:00 AM	PER EMAIL FROM STEVE M - THEY ARE	NRTRACY							
							7:22:01 AM	REQUESTING VIDEO FROM TRUCK TO REVIEW	NRTRACY							
							7:22:02 AM	AFTER SPEAKING WITH DRIVER	NRTRACY							
13	47704	EMILY	BUSH	R	COMPL	11/06/2018	9:49:00 AM	CUSTOMER COMPLAINT: EMILY BUSH - 294-8619	NRMISHA	294-8619	841	EL CENTRO	AVE	NAPA	CA	94559
							9:49:01 AM	EMILY IS SAYING SHE HAD PUT A COUCH OUT								
							9:49:02 AM	CURBSIDE WITH A FREE SIGN TRYING TO GET IT								
							9:49:03 AM	PU FOR FREE BUT YESTERDAY WHEN THE DRIVERS								
							9:49:04 AM	CAME TO SERVICE HER SHE BELIEVES IT WAS								
							9:49:05 AM	THE RECYCLING DRIVER WHO DAMAGED THE COUCH								
							9:49:06 AM	WHEN THEY WENT TO SERVICE THE CANS -								
							9:49:07 AM	RESOLUTION OFFERED: GOT IN CONTACT W/ ADSM								
							9:49:08 AM	PER ADSM THEY WILL NEED TO REVIEW THE								
							9:49:09 AM	CAMERA FOOTAGE PRIOR TO US PICKING THE								
							9:49:10 AM	COUCH UP FOR HER - FORWARDED HER INFO								
							9:53:00 AM	TO HIM - SEE CUST DOCS IN EMAIL								