



Marin Sanitary Service
CONSERVATION — OUR EARTH, OUR MISSION, OUR JOB

2023 SERVICE AREA ANNUAL REPORT

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STATUS OF NEW TECHNOLOGIES

Status of New Technologies and Industry Practices Enhancing Progress Toward Zero Waste

The company kicked off the celebration of 75-years in operation with a ribbon cutting for two new pieces of technology, the depackager and the optical sorter. The event was a great opportunity to recognize the continued innovations of the company and to inform about and demonstrate the new pieces of equipment to community members.



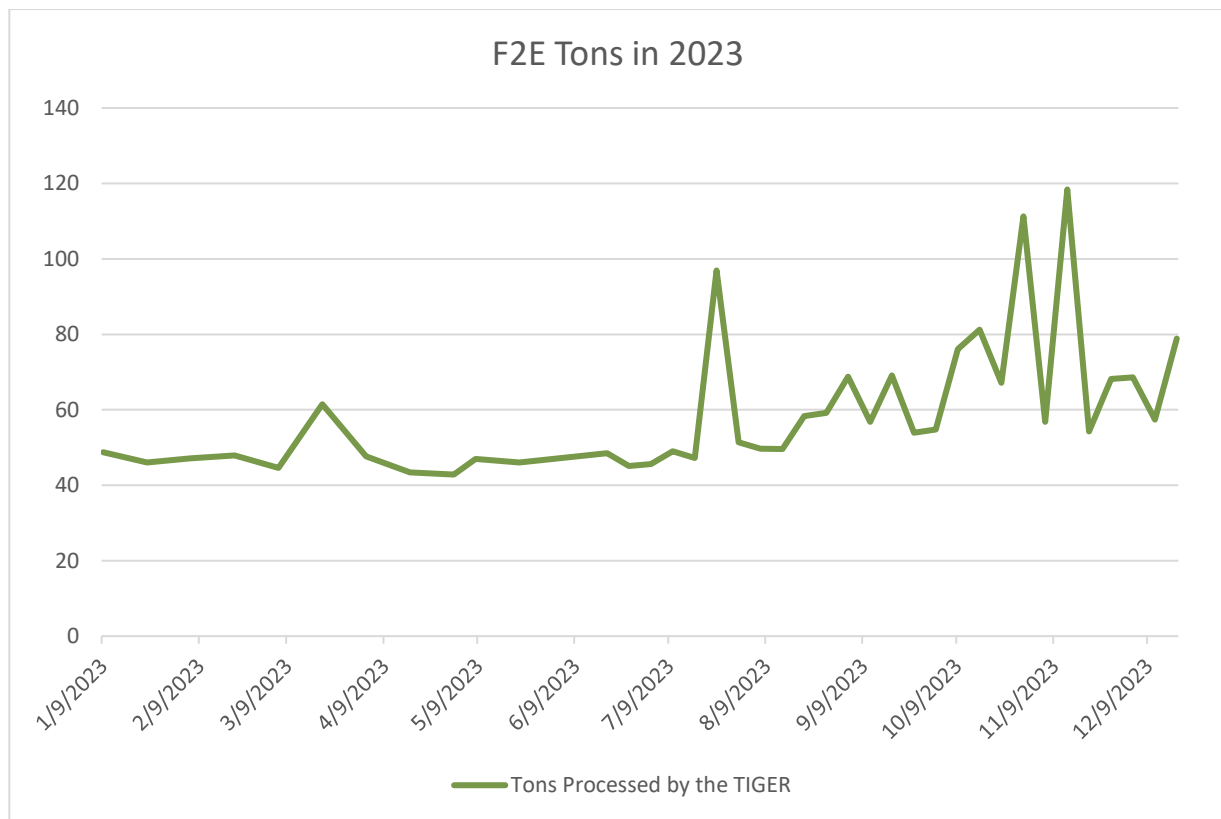
STATUS OF NEW TECHNOLOGIES

TIGER DEPACKAGER

The TIGER depackager has led to modifications to the F2E program allowing customers to put materials in clear plastic bags boosting participation. With the Tiger, the company has implemented the Packaged Organic Waste Energy Recovery (POWER) program for packaged food waste that previously was going to the landfill. The company also receives occasional loads of spoiled food from food manufacturers and distributors. This new technology has been successful at expanding the amount and type of food waste that the company is able to receive and divert from the landfill.

Exhibit 1 shows the increase in total F2E tons received in 2023.

Exhibit 1



STATUS OF NEW TECHNOLOGIES

Packaged Organic Waste Energy Recovery (POWER) Program

With the TIGER Depackager in place, the company created the POWER program. MSS collection trucks pick up the packaged and unpackaged organic waste in dumpsters and bring them to the TIGER depackager where previously landfilled organic waste is separated from its plastic, metal or paper packaging and recovered to be sent to Central Marin Sanitation Agency for digestion and power generation. The POWER program, currently has 6 grocery stores participating.



OPTICAL SORTER

The optical sorter was installed in Q4 of 2022. This material sensing technology was installed on our paper sorting line to aide employees by mechanically removing any colored paper from the paper streams to ensure a cleaner white paper bale.

PROGRESS OF PROGRAMS OR SERVICES

Progress of Programs or Services Implemented in the Past Two Years

SB 1383 IMPLEMENTATION

MSS has implemented changes to services to prepare for and accommodate the requirements of SB 1383. In 2022, the company added a commercial organics recycling route to address the increased volume of organic materials. This route has grown from 3 days per week to 4 days per week. Other customers have also been absorbed into pre-existing routes. The company has observed an increase in contamination notices with the addition of these new accounts. Food waste recovery is new for many community members and those not used to having a green cart, especially those in multi-family housing, use it as another landfill cart. Outreach team members are working with property managers to train and educate and help newly subscribed properties to utilize the green cart properly.

The company is in the process of removing organics and recycling services from customers who, after training, numerous notifications, and other outreach efforts, continue to contaminate their recycling and organics carts. This will make them non-compliant with state regulations. The company will work with the jurisdictions and Zero Waste Marin on enforcement.

The outreach team visited over 600 businesses and multi-family properties in 2023 to educate, train and help set up recovery programs. In addition, over 1900 carts were checked to ensure proper usage. Of these, 9% had prohibited contaminants.

Exhibit 2 shows the number of commercial businesses and multi-family dwellings that are participating in MSS organic waste collection. Customers who self-haul or do not produce enough waste will be visited and this alternative compliance will be documented. Those not producing sufficient volume or with insufficient room to store additional containers will be issued a waiver. Non-compliant customers who refuse to add services will require enforcement actions by the jurisdiction or by Zero Waste Marin.

PROGRESS OF PROGRAMS OR SERVICES

Exhibit 2: SB 1383 Compliance

	Commercial							
	City of San Rafael	Marin County	Las Gallinas Valley Sanitary District	Town of Ross	City of Larkspur	Town of Anselmo	Town of Fairfax	
Subject to Compliance Review	784	51	31	13	116	86	57	
Compliant	478	45	26	10	77	66	50	
Waivers	252	7	4	1	38	15	7	
Not Compliant	55	-	1	2	1	5	-	
% Compliance	93%	100%	97%	87%	99%	94%	100%	

	Multi Family Dwellings 5 units +							
	City of San Rafael	Marin County	Las Gallinas Valley Sanitary District	Town of Ross	City of Larkspur	Town of Anselmo	Town of Fairfax	
Subject to Compliance Review	338	22	7	N/A	131	53	22	
Compliant	310	22	7		95	53	22	
Waivers								
Not Compliant	28	-	-		36	-	-	
% Compliance	92%	100%	100%		73%	100%	100%	

ZERO WASTE PROGRAMS

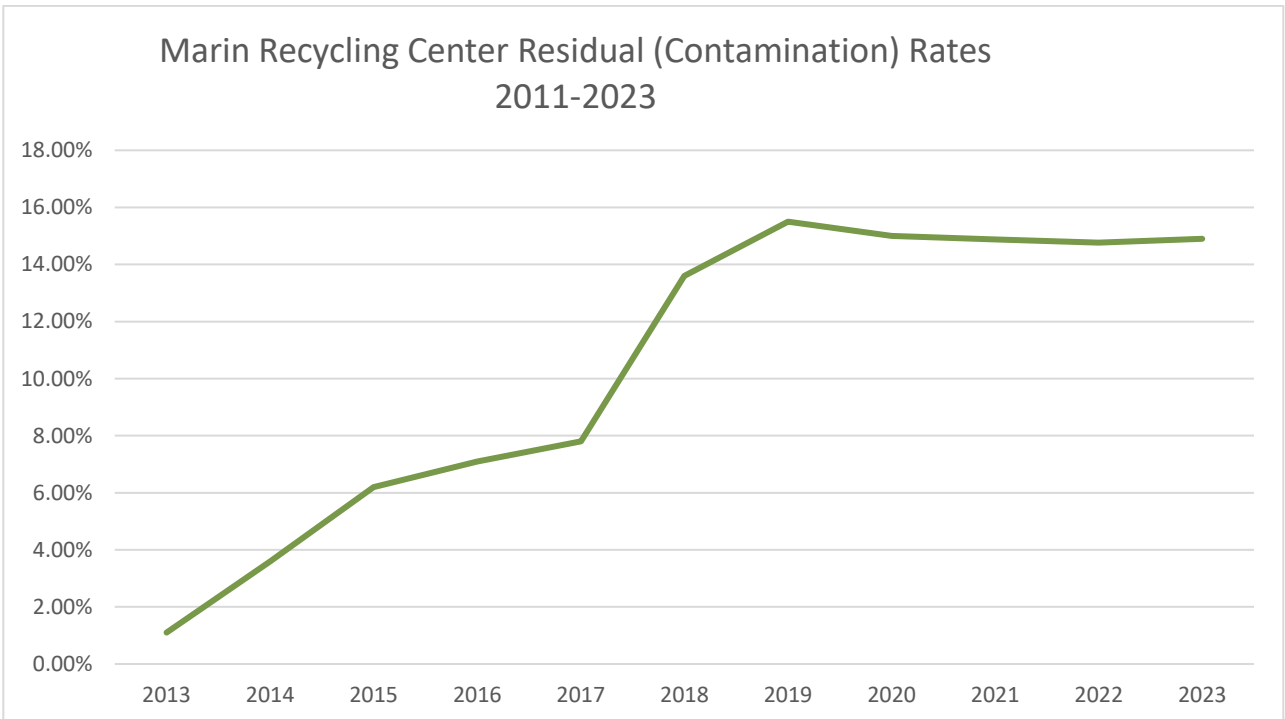
Description and Progress of Zero Waste Programs

RECYCLING PROGRAMS

Marin Sanitary Service continues to provide dual-stream recycling. Separating the paper and cardboard from glass, metal and plastic bottles and cans ensures that materials stay clean and maintain their value.

One challenge the company continues to face is with non-recyclables items going into the split cart. This is most often non-recoverable plastics as there continues to be confusion over what is accepted. It also includes dirty bottles and other contaminants. Exhibit 1 shows the rise of contamination since 2013. Fortunately, this trend has leveled out since 2018.

Exhibit 3



ZERO WASTE PROGRAMS

ORGANICS COLLECTION

Organic waste is collected through three different programs, curbside green waste, commercial organics, and Food 2 Energy (F2E). The POWER program is included as part of the F2E program.

Curbside Green Waste

Residential customer's may continue to place their yard clippings along with household food waste into their green cart. With the implementation and enforcement effective January 1, 2024 of SB 1383, the company has increased information and reminders about recovering food waste and food-stained paper from the landfill cart and placing it in the green cart. While the company continues to see more food in the green cart, there has not been a significant increase in curbside organic waste tons. This does not necessarily reflect increased diversion of materials as green waste tons are impacted by weather conditions. Wet years can lead to heavier material in the carts as well as more material due to the increased growth.

Commercial Organics

The MSS outreach team has been meeting with all commercial and multi-family customers to educate and help ensure they are starting organic service. They provide information, assistance, and trainings to customers starting programs. This has resulted in 424 customers in the service area adding organics services in 2023.

Food2Energy (F2E)

F2E service is offered to grocery stores and restaurants to capture their back-of-house organic waste. Companies are now able to place their F2E material in clear plastic bags to help keep cans clean and keep critters out. The F2E program has also been enhanced by the addition of the aforementioned POWER program.

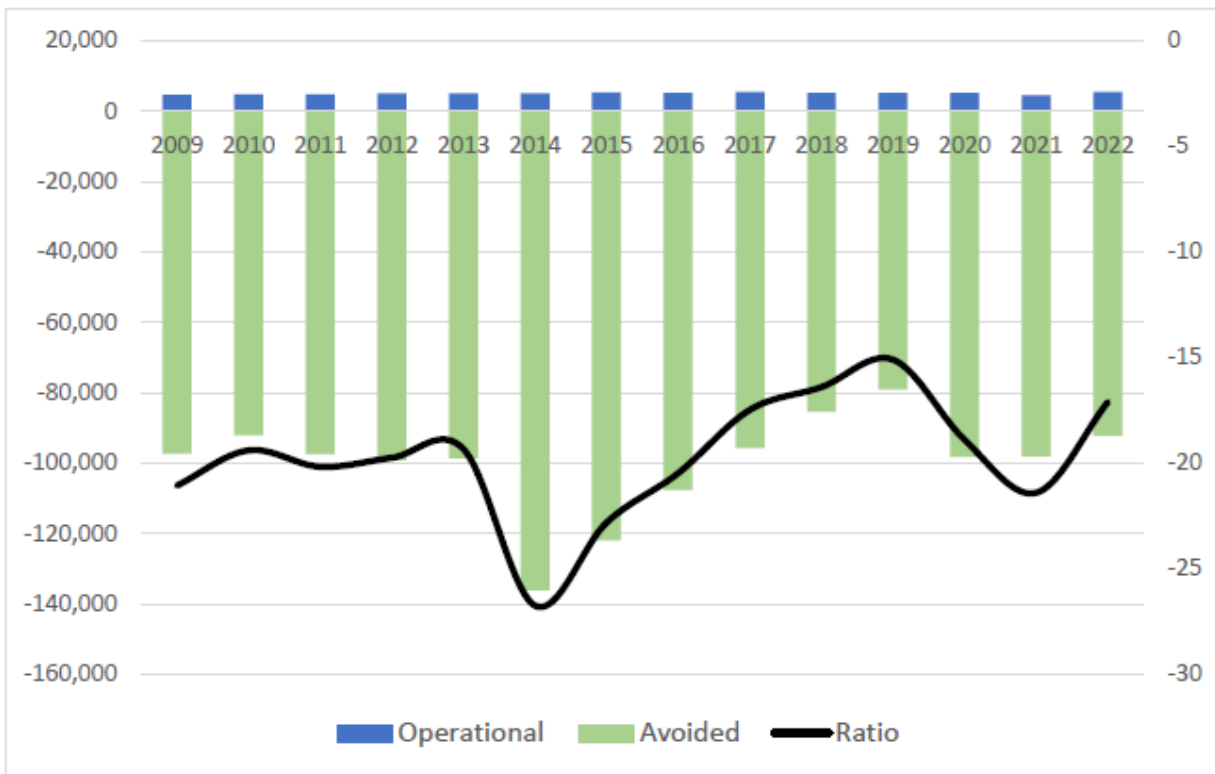
GREEN HOUSE GAS MITIGATION

Green House Gas Mitigation

GREEN HOUSE GAS MITIGATION

MSS has tracked operational emissions annually since 2006 and avoided emissions since 2009. This report shows MSS has fully offset its direct emissions on average 18 times. This is well beyond Net-Zero. Most emissions originate from direct mobile combustions including on and off-road vehicles. MSS switched the fleet to renewable diesel in 2020, lowering overall emissions impacts.

Exhibit 4: Emissions Reporting



PUBLIC EDUCATION ACTIVITIES

Public Education Activities Undertaken During the Year

Bill Inserts

Exhibit 5: Bill Inserts Sent in 2023

	Las Gallinas Valley Sanitary District							County of Marin	Grand Total
	Fairfax	San Rafael	District	Larkspur	Ross	San Anselmo	Marin		
Rate Increase Notification	2,614	14,152	3,664	2,899	804	4,479	4,248	32,860	
Spring clean up	2,523	12,383	3,600	2,601	785	4,185	4,135	25,088	
Fall Clean up	2,523	10,175	3,716	2,601	801	3,400	3,450	26,666	
Grand Total	5,137	36,710	10,980	5,500	2,390	12,064	11,833	84,614	



Marin Sanitary Service
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B020423

Rate Adjustment Effective April 1, 2023

The resource hauling and processing rates charged to all of Marin Sanitary Service (MSS) customers are reviewed annually by an independent, third-party reviewer (R3 Consulting Group, Inc). At a public rate hearing on March 21, 2023, the Marin County Board of Supervisors voted to approve a 7.11% rate increase, effective April 1, 2023.

This increase is based on the change in the National Water, Sewer & Trash Index. Other items affecting the rate increase include uncontrollable costs associated with landfill disposal, organic and recycling processing, and commodity markets.

So, what does my quarterly "Resource Hauling" bill pay for?

1. Weekly curbside collection of one (1) garbage cart (landfill), one (1) split cart for recycling and one (1) green cart for compostable materials.
2. Processing of recyclable materials at Marin Recycling and landfill disposal of garbage and organics processing fees at Redwood Landfill.
3. Twice annual scheduled clean-up collections of up to 14 bags total of yard waste, recycling and/or garbage. Please remember to use paper bags for extra yard waste and recycling to ensure it is easy for the driver to see it is not garbage. This is a great time to get rid of extra yard waste.
4. Twice per year on-call collection of up to two (2) bulky items such as mattresses, appliances, and TVs.
5. In addition, customers can rent additional yard waste and split recycling carts for a monthly nominal fee.
6. Household Hazardous Waste Facility services.
7. Education, outreach and monitoring of adherence to California's waste recovery regulations.

Visit www.marinsanitaryservice.com for up-to-date information on MSS services and programs.

For questions regarding our new rates, please contact our Customer Relations Department.

Customer Relations Department
customerservice@marinsanitary.com
(415) 456-2601

PUBLIC EDUCATION ACTIVITIES



- SB 1383 - CALIFORNIA LAW REQUIRES EVERY HOME TO COMPOST

The law aims to reduce methane emissions from landfills that contribute to climate change & global warming.

- SB 1383 - LA LEY DE CALIFORNIA REQUIERE QUE CADA HOGAR RECICLE SUS DESECHOS ORGÁNICOS

La ley tiene la meta de reducir emisiones de gas metano en los basureros que contribuyen al cambio climático y el calentamiento global.

HOW YOU CAN COMPLY:

- 1. COMPOST FOOD & YARD WASTE WITH MSS.**
MSS allows residents to place food & food-soiled paper in the green cart along with grass & yard clippings as compost.
- 2. AVOID CONTAMINATION IN YOUR GREEN CART.**
Plastic bags, cups, takeout containers & utensils - even those made with "compostable plastic" - will not break down as needed & pollute the soil.
- 3. RECYCLE RIGHT IN YOUR SPLIT CART.**
Recycle paper & cardboard go in the blue side of the split cart. Bottles, cans, tubs & jugs made of recyclable plastic, glass & aluminum go in the brown side.

EN ACUERDO CON LAS REGLAS:

- 1. COMPOSTE SU COMIDA Y RECORTES DEL JARDÍN CON MSS.**
MSS ofrece botes verdes a cada residente para coleccionar y compostar desechos de comida, recortes del jardín y papel manchado con comida como servilletas o cajas de pizza.
- 2. EVITA EL CONTAMINACIÓN ADENTRO EL BOTE VERDE.**
Bolsas plásticas, vasos, cubiertos y contenedores que contienen plástico - incluso los que son hechos con "plásticos compostables" - no se descomponen de la manera necesaria y contaminan el abono.
- 3. RECICLA BIEN EN SU BOTE DIVIDIDO.**
Ponga su papel y cartón reciclable adentro el lado azul del bote dividido. Botellas, jarras, latas y frascos hechos de plástico, vidrio o aluminio reciclable va adentro el lado café del bote dividido.



DOWNLOAD THE APP!



- **Set Service Reminders.**
- **Receive Live Updates.**
- **Search What Container an Item Should Go In.**
- **Report Service Issues.**

Follow us @mssrecycles
www.marinsanitaryservice.com

PUBLIC EDUCATION ACTIVITIES

**SPRING 2023
CURBSIDE CLEAN-UP
FEBRUARY 27 - MARCH 3**

City of Larkspur billing cycle R3.
See www.marinsanitaryservice.com
for instructions on locating your billing cycle.

INSTRUCTIONS

- Place up to 14 bags or cans at the curb for your normal collection day
- Bags/cans must be 32 gallons or smaller
- 60 pound weight limit per container
- No loose garbage or items
- Bags/cans must be at the curbside



landfill



recyclables



yard waste

See reverse for items not accepted.

PREPARE FOR FIRE SEASON



This is the perfect opportunity to clear your property of extra yard waste!

Your Curbside Clean-up is serviced by a different driver than your normal service driver. Call our office at (415) 456-2601 after 2pm if your material was not serviced.

Curbside Clean-up service is proudly offered to you by:



Marin
SANITARY SERVICE
CONSERVATION — OUR EARTH, OUR MISSION, OUR JOB



Larkspur
Est. 1908

A011222 MALK3_CU_RES_DEC22

**NOT ACCEPTED
DURING CURBSIDE
CLEAN-UP**



NO loose clothes



NO loose garbage



NO bulky items
**see below*



NO household hazardous waste
Visit www.marinhw.com for information about proper disposal of these items.

BULKY ITEM DISPOSAL

Bulky items such as couches, appliances, mattresses and other large items will not be collected on your Curbside Clean-up day. Call us at (415) 456-2601 to schedule a bulky item pick-up. Special handling fees may apply.



MARIN SANITARY SERVICE
Customer Service: (415) 456-2601
www.marinsanitaryservice.com

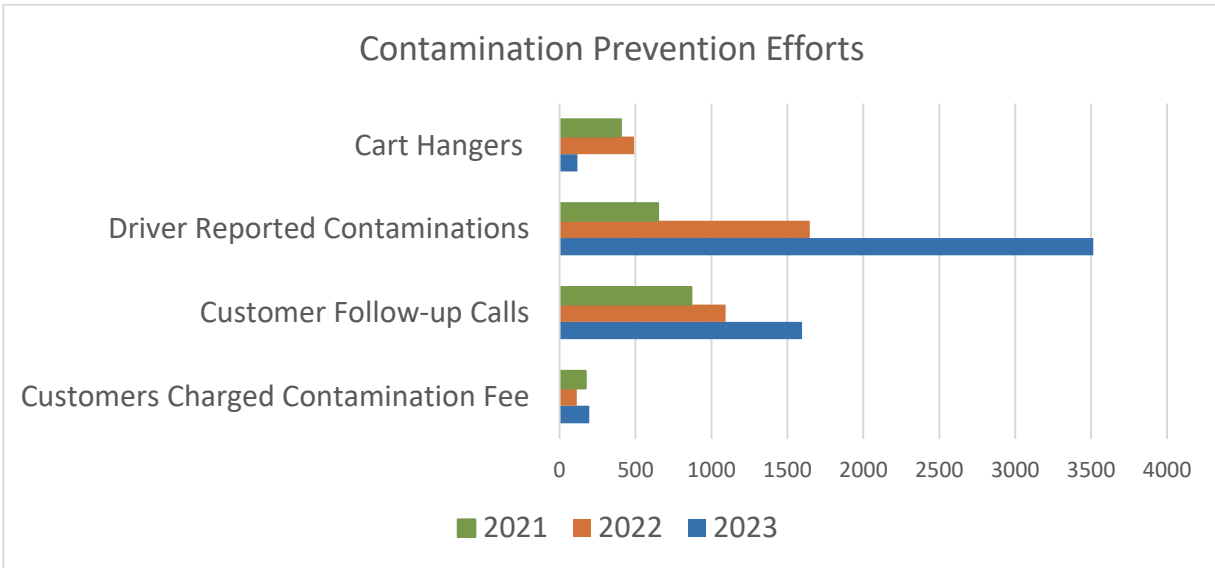
CUSTOMERS DIRECTLY CONTACTED REGARDING DIVERSION SERVICES

Contamination Program

Drivers note contaminated containers. Customer service representatives and our outreach team follow up each day with customers on the contamination list to notify and provide education to those customers. Contamination charges are applied if deemed appropriate. Education and training are offered to all multi-family and commercial participants. In some cases, multi-family and commercial customer's recyclables or organics carts are removed if they do not show progress or an effort to clean up contamination. During 2023 there were 5,425 separate actions taken to minimize contamination.

PUBLIC EDUCATION ACTIVITIES

Exhibit 6: Contamination Prevention



Free Kitchen Compost Pail Give-Out

The company distributed over 450 kitchen pails during 45 multi-family trainings, including apartments, HOAs, and mobile homes. Tenants were offered the option of online training and an additional 125 pails were distributed to tenants.

Trainings

The outreach team trains businesses and other organizations. Presentations are given in both English and Spanish by request. Some of our trainings included:

- January 2023- Held in-person training for Multi-Cultural Center of Marin for 15 board of directors.
- February 2023- Presentation for 30 clients and staff at Cedars of Marin.
- Trainings included:
 - Windchime of Marin nursing home staff
 - Strip mall tenants
 - San Rafael police & fire departments
 - AAA office staff
 - Retailers including Home Goods and Scandinavian Designs
 - Restaurants including Depot Garden Café, and Saigon Village
 - Grocery stores including United Markets, Whole Foods, and Mollie Stone's.

PUBLIC EDUCATION ACTIVITIES

Social Media

The company has focused on digital methods for communicating with customers. This includes using social media channels to provide information, reminders, and tips to divert waste from the landfill.

Exhibit 7: Social Media Activity

	Facebook	Instagram	Linkedin	X
Followers	864	1300	493	482
Posts	27	128	1	27
Engagement	578	371	10	N/A
Reach	12,800	10,000	165	N/A



PUBLIC EDUCATION ACTIVITIES

WASTE AUDITS AND RESULTS

SB 1383 regulations require that jurisdictions conduct mandated SB 1383 route reviews by random selection. SB 1383 route reviews are defined as a visual inspection of containers along a route for the purpose of determining container contamination and proper sorting of material or both. If contaminants are found, the route auditor takes a picture of the material and mails a letter to the customer for educational purposes. During 2023 MSS route auditors inspected 2068 individual carts. Results are shown in *Exhibit 8*.

Exhibit 8: SB 1383 Tracking Totals 2023

	Properly Sorted	Prohibited Contaminants
Material:	Total	Total
cardboard recycling	0	11
containers recycling	23	26
food waste	6	0
landfill	649	47
mixed organics	615	21
mixed recycling	578	52
paper recycling	31	9
Total	1902	166

In addition to SB 1383 route audits, MSS auditors ride along with drivers to verify current services within the MSS billing system match the service in which the customer is receiving. *Exhibit 9* shows the results of these efforts. Customers are sent notices of the discrepancy and given an opportunity to modify their service or pay the correct amount for the services received.

Exhibit 9: Service Discrepancies

Route Audit Discovered Service Discrepancies	
Service Discrepancy-Less Service than pays for- smaller cart size	9
Service Discrepancy-More Service than covered for in service-larger cart size	64
Total Discrepancies Discovered	73

PUBLIC EDUCATION ACTIVITIES

COLLECTION NOTIFICATION TAGS

Collection notification tags are placed for customers whose service is not completed as a means of educating customers on proper container set out, contamination, or other reasons. *Exhibit 10* shows the cart tags left with customers in 2023.

Exhibit 10: Collection Notification Tags

Number of Tags Left	
Notification Reason:	
CARDBOARD PLACEMENT	30
CART COMPACTED	34
CART CONTAMINATED	120
CART DAMAGED	24
CART NOT OUT	1
CART OVERLOADED	25
CART OVERRLOADED	1
CART PLACEMENT	38
Grand Total	289

COMMUNITY INFORMATION AND EVENTS

- Held an in-person training at CreArt Early Education & Preschool staff.
- Presented to a class of 25 students at Terra Linda High School's, MSEL program.
- Tabled at Earth Day events at San Rafael High School, San Rafael Clean Earth Day and BioMarin.
- Presented recycling, composting and waste reduction assembly for over 200 students at St. Isabella's K-8th School.
- Distributed information and interacted with customers at events including:
 - ExtraFood.org volunteer appreciation event.
 - San Rafael movie night.
 - San Rafael Chamber business showcase.
 - Children for Change Challenge.
 - County of Marin Ember Stomp.
 - Farm Day.
 - Fairfax Take Back Day.

PUBLIC EDUCATION ACTIVITIES

- Over 300 customers participated in our annual Customer Appreciation Day.
 - Held three compost/recycling training classes.
 - Gave facility tours with driver presentation.
 - Compost give-away.



PUBLIC EDUCATION ACTIVITIES

On April 19th, outreach team member Ruben Hernandez participated in an Earth Day radio interview “What you should know about recycling” alongside the Multi-Cultural Center of Marin.



Join our host Brenda Camarena along with special guests Ruben Hernandez and Hugo Mata who will share information and resources in Marin County. Tune in to the live stream of Body Heart Community, a Spanish-language talk show offering health and safety resources, information, and solutions. Every Wednesday at 11 am. **On YouTube:**

<https://www.youtube.com/channel/UCdOpLdVIWQWQUVHnYLFcWwWA>

WEBSITE

There were approximately 91,000 visitors to the www.marinsanitary.com website in 2023. After the homepage, visitor’s number one page viewed continues to be the Support/Pay My Bill page followed by the residential information page.

Where Does It Go Joe? is an online resource and mobile application designed for MSS customers. This tool allows customers to search materials to determine if they are recyclable, compostable or belong in the landfill. This app is available to anyone in the MSS service area. In 2023 the top searched items are listed in *Exhibit 9*:

PUBLIC EDUCATION ACTIVITIES

Exhibit 11: Top Items Search, Where Does It Go Joe?

Views	Title
2322	Plastic tubs & lids
2022	Plastic "clam shell" container
1678	Plastic take-out container
1489	Plastic soap bottle
393	#5 Plastic
294	Clover renewable milk carton
274	plastic #2
245	Styrofoam
234	Plastic bag
211	Gable top carton

In addition to the material search tool, the app provides residential customers with the option to get service day information, pay their bill and to set up weekly reminders by email, text or phone call. As of the end of 2023, 13,826 customers receive weekly reminders.

NEWSLETTERS

Newsletters are sent to all MSS residential customers in the spring and fall. Below are the newsletters sent in 2023:

PUBLIC EDUCATION ACTIVITIES



CELEBRATING 75 YEARS OF RESOURCE CONSERVATION IN CENTRAL MARIN



Marin Sanitary's roots began near the City of Genova in Italy. Italians in this region learned out of necessity not to waste anything. This ethic transferred to San Francisco in the early 1900s with the Scavengers Protective Association; one of the largest companies collecting waste in San Francisco. Scavengers because they sorted through garbage reusing

or reselling bottles, wood, clothing, rags, metal and newspaper in greater volumes than waste which was landfilled. In 1948, original partners of Marin Sanitary, Joe Segale and Guido Zanotti moved to Marin County to collect waste. They were followed by Joe Garbarino Sr., Ruben Valtierra, Ernie Zappettini, and Lorry Marcone in 1952. In 1955, Joe Garbarino Jr. and Joe Cattaneo joined and the company took on the name Marin Sanitary Service.

In the early 1980s, Marin Sanitary Service became a pioneer in resource recovery with the first county wide curbside collection of recyclables and the first material recovery facility (the indoor dump) in the country.

Today, there are three generations of Garbarino's working with Joe Jr. as he continues to lead Marin Sanitary as the Chairman of the Board.

THEN & NOW

Over the past 75 years, advancements in technology have enhanced our equipment and improved our overall operations, but one thing that will never change is our commitment to resource conservation.



EARLY 1900

GARBAGE TRUCKS
In the early days it was horse-drawn garbage collection. Today we have state of the art trucks that dump cans with an automated arm providing efficient service while preventing injuries for drivers.



2023

THE STATE OF RECYCLING

Things are very different since Marin Sanitary rolled out curbside collection of recyclables. M55 has moved from crates/buckets of recyclables left curbside to split-cart recycling with specialized automated trucks that help keep materials clean, dry and free of contamination. This advancement has led to more recyclables being collected, but has also led to significant contamination.

Contaminants are anything not recoverable or recyclable. Just because an item is made of recyclable material, doesn't mean it will be recycled. Of all plastics ever produced only about 9% have been recycled (OECD Global Plastics Outlook Database). Many plastics are not recyclable, and can be toxic to health and the environment. Many are not recoverable in any recycling processing systems. They are too dirty, mixed with other materials or have additives and can't be recycled with other plastics.



1990

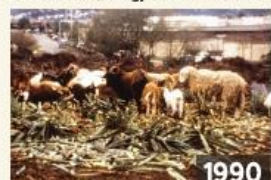
PROCESSING RECYCLABLES
Sorting recyclables at our recovery center was once done all by hand! But thanks to our new state of the art optical sorter that can recognize materials by shape and color, our crews can now save time, energy and recover even more materials for reuse and recycling.



2023



Recent media attention has led many to question the recycling industry. These issues are real, and non-recoverable plastics and other items negatively impact our operation daily. However, in 2022 we recycled 25,000 tons of material! All plastics were recycled domestically and cardboard and paper are recycled in the US, Mexico and various Asian Countries.



1990

ORGANICS RECYCLING
We have come a long way in processing organics. While we still feed some of our animals with food scraps we collect, we now use high-tech machinery to process material that is sent to create compost and energy.



2023

You can be confident that when you place the proper items in your recycling cart; clean paper, cardboard, glass, metal and plastic bottles and cans, those items will get recycled!

PUBLIC EDUCATION ACTIVITIES



PRESORTED
STANDARD
U.S. POSTAGE
PAID
SAN RAFAEL, CA
PERMIT NO. 87

PRINTED ON RECYCLED PAPER
100% POST-CONSUMER CONTENT
USING VEGETABLE-OIL BASED INK

PLANNING FOR THE FUTURE WITH OPTIMISM AND INNOVATION



As we look toward our next 75 years, Marin Sanitary continues to innovate and conserve resources. The impacts of the materials we throw away will have lasting effects. Plastic pollution is becoming more of an issue every day. We see more and more plastic in our lives, but so little of plastics can be recycled. Of all plastics ever produced, only 9% globally have been recycled. Plastic is cheap and convenient, but at the expense of the environment and future generations. Governments and manufacturers must do more to conserve precious resources.

Marin Sanitary continues to research vehicle emissions, improved technologies to separate and recycle materials and ways to get more value out of the materials we collect. Currently food waste from restaurants and grocery stores creates energy for the community. We hope to expand these programs and create more energy from the materials we collect.

There are challenges that exist, but we look forward with optimism and innovation to ensure we help Marin County continue as a global leader in resource conservation.

ZERO EMISSION VEHICLES

Our commitment to resource conservation goes beyond sorting and recycling materials, we also source clean energy and have reduced vehicle emissions. Our facility uses solar power and our trucks run on renewable diesel from non-fossil sources as we continue to research zero emission fleet options. These efforts, along with the emissions which are avoided through our recycling programs result in our direct emissions fully offset 18 times. This 3rd party verified figure means that we are well beyond net-zero, but we won't stop there!



ELECTRIC TRUCKS

While electric waste trucks exist, they do not replace a truck one for one. We anticipate adding electric trucks in 2024 for our small support vehicles and hope electric options will improve over the next few years.



HYDROGEN TRUCKS

Hydrogen is still further out, but does offer a promising alternative to electrification where charging and battery performance could pose a problem. Hydrogen waste trucks are not readily available in the US, but we are monitoring the development of this technology.



DOWNLOAD THE APP!






- Search What Container an Item Goes In
- Receive Live Updates
- Report Service Issues
- Set Service Reminders

IT'S ALL IN THE APP!

415.456.2601 MarinSanitaryService.com

CALIFORNIA LANDMARK PACKAGING LAWS FIGHT PLASTIC POLLUTION

Californians throw away the equivalent of 285 Olympic pools worth of plastic a day! Twenty-five percent of the plastic generated in California is packaging. Most packaging is not recyclable, filling up landfills at best or polluting the environment at worst.

The State of California recognizes this is a huge problem and recently passed a package of legislation into law to ensure California is on the forefront of reducing pollution from plastic packaging and single-use products. The new laws will set goals to reduce waste from these items at the source, as well as through recycling and composting, and will help us increase our recycling rates and decrease contamination in our containers recycling stream.



PUBLIC EDUCATION ACTIVITIES

MSS FALL UPDATE

SERVING CENTRAL MARIN COUNTY SINCE 1948

SEPTEMBER 2023

COMPOST & RECYCLING TIPS!

Simple Steps to Help Curb Climate Change.



GREEN CART TIPS:

- Store Food Scraps in a Kitchen Compost Pail.
- Freeze Food Scraps to Reduce Smells.
- Layer in Paper Bags, Napkins, Paper Towels & Yard Waste to Soak Up Liquids.



IF YOU NEED TO USE BAGS, USE PAPER BAGS.

**- OR -
EMPTY THE CONTENTS OF YOUR BAG INTO THE GREEN CART.
(REUSE OR DISPOSE OF YOUR BAG IN THE TRASH)**

THE "COMPOSTABLE" PLASTIC PROBLEM

When food scraps, yard waste and food-soiled paper, like napkins and pizza boxes, decompose in a landfill, they emit Methane - a greenhouse gas 80x more potent than Carbon Dioxide that greatly contributes to Climate Change. Composting helps reduce Methane emissions while also returning water and nutrients back into the soil to help local farmers grow crops here in Northern California.

However, items like plastic bags, cling wrap, clamshells, twist ties, rubber bands, styrofoam and many common "Compostable" Plastics, like biobags, cups and utensils, are not suitable for creating organic compost. These items often contain toxic, petroleum based chemicals that contaminate the soil used to grow crops for human consumption.

If your Green Cart contains non-compostable contaminants like plastic, metal, glass or "Compostable Plastics," you will be asked to either remove these items or have the contents processed as trash for an additional fee. Contaminated compost, like in the example above, will be sent to landfill, where they will contribute to climate change.

Marin Sanitary Service and it's partners are here as a resource to help you navigate the nuances of recycling and composting to ensure a sustainable future for all. For more composting tips and resources, please visit MarinSanitaryService.com or follow us @mssrecycles on all social media.



COMPOSTABLES				NO PLASTIC BAGS NO BIODEGRADABLE PLASTICS NO COMPOSTABLE PLASTIC NO PLASTIC/COMPOSTIBLE NO PET WASTE / DIAPERS NO EXHIBITS/STUFF 
	FOOD SCRAPS DESECHOS DE COMIDA	SOILED PAPER PAPEL MANCHADO CON COMIDA	YARD WASTE DESECHOS DE JARDIN	



CUSTOMER APPRECIATION DAY!

SUNDAY, SEPTEMBER 24, 9AM-2PM
535 JACOBY ST, SAN RAFAEL

- FREE COMPOST GIVEAWAY
- RECYCLING FACILITY TOURS
- TEXTILE RECYCLING DROPOFF
- COMPOST & RECYCLING CLASSES



Lealo en español: www.marinsanitaryservice.com/otono2023
www.marinsanitaryservice.com



NOT ALL PLASTICS ARE RECYCLABLE!

Whether an item is recyclable or not depends on there being someone that is willing to buy and use (or in this case reuse) the specific type of material that item is made of.

Plastics, glass and metals are commodities much like soy, wheat or oil that are subject to the ever-changing supply and demands of their global markets.

Marin Sanitary Service only collects items in our recycling carts that we know are truly recyclable and have a market.



The Following Items are NOT Recyclable with Marin Sanitary:

- Salad Containers
- Berry Containers
- Plastic Cups
- Plastic Straws
- Plastic Mail Pouches
- Milk & Juice Cartons
- Potato Chip Bags
- Coffee Cups & Lids
- Take-out Food Containers
- Styrofoam
- Toothpaste Tubes
- Plastic Utensils
- Cosmetic Tubes
- Plastic Bags*

***PLEASE DO NOT PUT PLASTIC BAGS IN THE RECYCLING. (THEY JAM THE MACHINERY)**

EMPTY THE CONTENTS OF YOUR BAG INTO THE RECYCLING CART.

TRASH? RECYCLING? COMPOST? SEE WHAT BIN IT GOES IN WITH WHERE DOES IT GO, JOE!

DOWNLOAD THE APP!

Available on the App Store and Google Play.

50% of What Marin Sends to Landfill Could Be Recycled or Composted.



PRINTED ON RECYCLED PAPER
 100% POST-CONSUMER CONTENT
 USING VEGETABLE-OIL BASED INK
 PLEASE RECYCLE ME!

PRSRV STD
 U.S. POSTAGE
 PAID
 STRAHM.COM



PUBLIC EDUCATION ACTIVITIES

TOURS

The company provided 40 tours to community groups on 2023. Within the company's jurisdiction tours were provided for the following:

- College of Marin and Dominican University environmental studies classes; 30 students.
- 45 high school students, 106 middle school students and 414 K-5th grade students.
- Brandeis School, Caulbridge, Marin Academy, Marin Primary, Marin Waldorf, St. Anselm's, St. Patrick's, St. Raphael's, Marin School of Environmental Leadership, and San Domenico.

Outside of our jurisdiction, over 300 students toured our facilities including Marin Country Day, Bel Aire, Lycee Francais, Spring Hills, and Town School in San Francisco.

OTHER ACTIVITIES RELATED TO COLLECTION SERVICES

Exhibit 12: Outreach Activities

Activity Type:	Number of Activities by Jurisdiction							Grand Total	
	City of Larkspur	City of San Rafael	Las Gallinas Valley Sanitary District	Marin County	Town of Fairfax	Town of Ross	Town of San Anselmo		
Email	124	666		22	29	123	8	65	1037
Issue SB 1383 Waiver Letter	8	133		1	1	1		8	152
Phone Call	3	5							8
Revoke SB 1383 Waiver	122	719		32	30	45	12	61	1021
Site Visit	1	2		1	1	1			6
Training	34	515		12	11	12	3	23	610
Verify Food Recovery Contract	3	66		2	1	1		1	74
Verify SB 1383 Waiver		1							1
Voicemail	10	110		1		1		7	129
Grand Total	32	228		13	12	14	1	20	320
	337	2445		84	85	198	24	185	3358

RECYCLING AND ORGANICS PARTICIPATION

Recycling and Organics Program Participation “Set Outs”

RESIDENTIAL

All residential customers are offered three services as part of the bundled rate. These include a gray (landfill or garbage) cart, a dual sort split body recycling cart and a green organics cart. The bundled rate is based on the size of the landfill cart. *Exhibits 13, 14 and 15* detail the total number of carts by material and size subscribed to by current MSS residential customers.

Exhibit 13: Residential Landfill Cart Service Subscription

Residential Weekly Landfill Service (# of Carts)					
	2021	2022	2023	23 vs 22 (%)	23 Percent of Total (%)
Cart Size:					
20 Gallon	6,070	6,167	6,141	0%	20%
32 Gallon	17,857	17,553	17,468	0%	58%
64 Gallon	6,098	6,088	6,025	-1%	20%
96 Gallon	648	636	608	-4%	2%
Total	30,673	30,444	30,242	-1%	100%

RECYCLING AND ORGANICS PARTICIPATION

Exhibit 14: Residential Recycling Cart Service Subscription

Residential Weekly Dual Sort Recycling Service (# of Carts)					
	2021	2022	2023	23 vs 22 (%)	23 Percent of Total (%)
Cart Size:					
5 Gallon	506	460	346	-25%	1%
32 Gallon	23	17	8	-53%	0%
64 Gallon	26,910	26,291	25,390	-3%	84%
96 Gallon	3,467	3,977	4,654	17%	15%
Total	30,906	30,745	30,398	-1%	100%

Exhibit 15: Residential Organic Cart Service Subscription

Residential Weekly Organic Service (# of Carts)					
	2021	2022	2023	23 vs 22 (%)	23 Percent of Total (%)
Cart Size:					
32 Gallon	2,216	2,298	2,846	24%	9%
64 Gallon	33,678	33,449	29,448	-12%	91%
96 Gallon	31	29	25	-14%	0%
Total	35,925	35,776	32,319	-10%	100%

Scheduled Curbside Clean-up Program and Bulky Item Collection

This program offers all residential customers the opportunity to set out additional recycling, yard waste and landfill waste twice per year for the removal of excess materials.

RECYCLING AND ORGANICS PARTICIPATION

Bulky items like mattresses, appliances, and furniture are not collected during curbside clean-ups. These collections must be scheduled separately. Residential customers are allowed two (2) scheduled bulky item collections of up to two (2) items each time at no extra charge.

Exhibit 16: Curbside Collection and Bulky Item Participation

Annual Dedicated Program Stats (Tons)			
	2021	2022	2023
Program Type:			
Scheduled Clean-Ups	301	229	215
Bulky Items	187	116	138
Illegal Dumping	36	24	25
Total Tons Recycled	267	185	192
Bulky Items Collected (Number of Items)	5,160	4,774	4,327

COMMERCIAL

Commercial businesses are offered recycling services as part of a bundled rate. One of two organics programs is offered to all commercial customers. Food 2 Energy (F2E) for businesses with pre-consumer food waste and commercial organics for all others. *Exhibit 17* compares the total volume of material collected from commercial customers over the past three years. In reviewing the data presented in *Exhibits 17* it was discovered that some accounts were misrepresented in their service designation. This has been corrected in the revised exhibit. Numbers are presented showing the old methodology to show the change from the previous year along with a revised reporting for 2023 which will be used going forward.

RECYCLING AND ORGANICS PARTICIPATION

Exhibit 17: Commercial Weekly Service by Type*

Commercial Weekly Service (yd ³)				
	2021	2022	2023	23 vs 22 (%)
Service Type:				
Landfill	8,188	8,045	8,121	1%
Recycling	5,354	5,368	5,485	2%
Organic	805	892	927	4%
Total	14,347	14,305	14,095	-1%

*Year-End Snapshot of Service Levels

Exhibit 17 revised: Commercial Weekly Service by Type*

Commercial Weekly Service (yd ³)	
2023	
Service Type:	
Landfill	8,121
Recycling	5,485
Organic**	828
Total	14,434

**Revised service from 927 yd³ in 2023 due to re-evaluation of service types.

RECYCLING AND ORGANICS PARTICIPATION

MULTI-FAMILY DWELLING

Multi-family Dwellings (MFDs) are offered recycling and organics services as part of a bundled rate. Each property may have up to 4 organics carts at no additional charge. If more carts are needed, they are available for a monthly rental charge. In addition, after attending a workshop, MFD tenants receive kitchen pails for the collection of compostable materials inside their home. *Exhibit 18* compares the total volume of material collected from MFD customers over the past three years. As with the commercial accounts, this has been revised in 2023.

Exhibit 18: Multi-family Weekly Service by Type*

Multi-family Weekly Service (yd ³)				
	2021	2022	2023	23 vs 22 (%)
Service Type:				
Landfill	3,766	3,851	3,840	0%
Recycling	1,998	2,035	2,125	4%
Organic	481	563	600	7%
Total	6,245	6,449	6,565	2%

*Year-End Snapshot of Service Levels

Exhibit 18 revised: Multi-family Weekly Service by Type*

Multifamily Weekly Service (yd ³)	
	2023
Service Type:	
Landfill	3,840
Recycling	2,125
Organic**	607
Total	6,572

*Year-End Snapshot of Service Levels

**Revised service from 600 yd³ in 2023 due to re-evaluation of service types.

PUBLIC EDUCATION ACTIVITIES

Year-Over-Year Change in Customer Account Data

OVERALL CUSTOMER ACCOUNT DATA

Customer account information is stated below. Customer numbers have remained consistent year-over-year.

Exhibit 19: YOY Customer Account Data

	2022			2023		
	Residential	Commercial	Multi-Family	Residential	Commercial	Multi-Family
Fairfax	2,519	83	27	2,512	83	27
Larkspur	2,560	180	159	2,565	180	158
Las Gallinas Valley Sanitary District	3,644	54	8	3,637	55	8
Marin County	4,138	84	34	4,116	86	34
Ross	801	21	-	797	19	-
San Anselmo	4,188	212	87	4,158	207	87
San Rafael	12,407	1,390	441	12,401	1,389	441

Exhibit 20: New Starts and Account Closures by Customer Type

New Starts		Closures	
	Total		Total
Customer Type:		Customer Type:	
Residential	1,705	Residential	1,796
Commercial Business	127	Commercial Business	128
Multi-family Dwellings	9	Multi-family Dwellings	16
Total	1,841		1,940

RECYCLING RATES

Recycling Rates

RECYCLING RATES BY WEIGHT AND BY VOLUME

Exhibit 21 lists the tonnage information for the service area.

Exhibit 21: 2023 MSS Service Area Disposal and Recycling Rates (Tons)

Weight Based Recycling Rates by Sector (Tons)									
	Residential			Commercial/MF			Total		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Tons Collected:									
Curbside Organics (Food & Yard waste)*	23,214	22,574	24,456	1,222	1,287	1,287	24,436	23,861	25,744
Curbside Containers Recycling	5,540	4,980	4,825	2,049	1,785	1,785	7,590	6,765	6,610
Curbside Fiber Recycling	5,627	5,162	5,158	2,081	1,908	1,908	7,709	7,070	7,066
Curbside Cardboard Recycling	*N/A	*N/A	*N/A	6,809	4,117	3,928	6,809	4,117	3,928
Transfer Station	26,452	24,588	24,463	21,751	21,813	21,879	48,203	46,401	46,342
Commercial Food Waste (F2E)	*N/A	*N/A	*N/A	2,247	2,385	2,608	2,247	2,385	2,608
Commercial processed at MRRC	*N/A	*N/A	*N/A	5,562	5,008	4,595	5,562	5,008	4,595
Total Tons Collected	60,834	57,304	58,903	41,721	38,303	37,990	102,555	95,607	96,893
Total Tons Diverted	34,382	32,716	34,440	17,912	15,107	14,842	52,294	47,824	49,282
* Commercial yard waste is co-collected with residential yard waste. Tonnage is included with Residential.									
Recycling Rate	57%	57%	58%	43%	39%	39%	51%	50%	51%

Exhibit 22 breaks down the tonnage by jurisdiction. The tons and diversion presented are only estimates. Company routes go through multiple jurisdictions, the tonnage is calculated by jurisdiction based on an allocation tied to the quantity and size of dumpsters by customer. However, some containers are less than full and some are over-filled. In addition, the Materials Recovery Facility (MRF or the indoor dump) tons are estimated by location specifically for unincorporated Marin County, San Anselmo, San Rafael, and the Las Gallinas Valley Sanitary District as it is often not possible for Marin Resource Recovery booth staff to determine which customers in San Anselmo and San Rafael are in unincorporated County or Las Gallinas Valley Sanitary District boundaries. MRF or indoor dump diversion is calculated at 74% based on the Q4 2023 diversion calculation reported on our website at https://marinresourcerecoverycenter.com/mobius_cms/wp-content/uploads/2024/02/Q4-2023-Recycling-Certification.pdf.

RECYCLING RATES

Exhibit 22: 2023 MSS Service Area Disposal and Recycling Rates by Jurisdiction (Tons)

	Weight Based Sector Rates by Jurisdiction (Tons)					Total	Diversion (%)
	Organic	Recycling	Landfill	Indoor Dump			
Tons Collected:							
Fairfax	1,957	1,501	2,253	1,322	7,034	63%	
Larkspur	2,398	2,410	5,546	1,849	12,204	51%	
Las Gallinas Valley Sanitary District	2,813	1,545	3,048	33,931	41,337	71%	
Marin - Unincorporated	4,350	2,168	4,209	38,846	49,573	71%	
Ross	916	441	674	2,342	4,372	71%	
San Anselmo	4,208	2,011	3,732	40,827	50,778	72%	
San Rafael	11,709	10,855	28,148	130,506	181,218	66%	
Totals	28,351	20,931	47,611	249,623	346,516	68%	

Exhibit 23 shows the landfill pounds per person per day for the service area. Based on the total tons and population estimates generation remains unchanged. To estimate for the population the company must use unincorporated County population assumptions as MSS does not service the entire unincorporated area.

RECYCLING RATES

Exhibit 23: Landfill Pounds Per Person Per Day

	2021	2022	2023
Population*	113,722	114,423	115,156
Landfilled (Tons)	50,261	47,783	47,611
Tons disposed per Capita	0.44	0.42	0.41
Pounds per person per day disposal (PPD)	2.42	2.29	2.27

*Estimate based on available Census Data

Exhibit 24 details the commodity pricing for 2023. All commodity pricing is down from last year except for glass. However, 2021 and 2022 were exceptionally high years for many materials, with cardboard at record high levels in 2021. Commodity markets remain highly volatile, therefore price fluctuations are expected to continue in the foreseeable future.

Exhibit 24: Commodity Price Changes 2021-2023 Average Price Per Ton

Commodity Type:	Annual Average Commodity Price (\$)			
	2021	2022	2023	23 vs 22 (%)
Cardboard	\$ 184.09	\$ 142.33	\$ 137.34	-4%
Newspaper	\$ 139.90	\$ 167.87	\$ 106.01	-37%
Office Paper	\$ 211.72	\$ 278.58	\$ 239.31	-14%
Mixed Paper	\$ 94.00	\$ 109.23	\$ 57.58	-47%
Aluminum Cans	\$ 1,329.00	\$ 1,628.48	\$ 1,307.23	-20%
Glass	\$ 29.55	\$ 40.00	\$ 41.94	5%
HDPE # 2 Natural (Jugs)	\$ 1,375.00	\$ 937.65	\$ 855.03	-9%
HDPE # 2 Colors (Jugs)	\$ 683.00	\$ 288.52	\$ 235.25	-18%
PET # 1 (Bottles)	\$ 361.00	\$ 383.98	\$ 173.48	-55%
Mixed Rigid Plastics (#3-7)	\$ 60.00	\$ -	\$ -	-

OTHER INFORMATION

Other Information (Quarterly Report Data)

RESIDENTIAL AND COMMERCIAL/MULTI-FAMILY CUSTOMER CALLS

In 2023, MSS received 70,832 calls compared to 77,123 in 2022. The following list presents the most common types of calls; start/stop service, cart exchanges, change of service, billing inquiries, or general education questions about collection and program information. The average time to answer has decreased by 3 seconds in 2023 to 10 seconds. The decrease in call volume and answer time is due an improvement in our customer service and driver training.

The total number of complaint calls are detailed in *Exhibit 25*. Missed collections and broken containers are the primary reasons for complaints. In the majority of cases, the drivers were able to empty the missed containers on the same service day or the next business day. All broken containers were either repaired or replaced. In addition, MSS had 151 documented compliments for staff in 2023. A detailed complaint log is available for review upon request.

Exhibit 25: Compliments and Complaints by Type

	Missed Collections			Broken Containers			Misc. Service Issues			Compliments		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
Jurisdiction:												
County of Marin	471	542	469	608	631	599	20	25	17	24	50	34
San Rafael	1,450	1,245	1,539	2,031	2,064	2,039	66	80	71	79	83	44
Las Gallinas Valley Sanitary District	325	290	247	534	634	666	9	9	5	14	25	16
Ross	92	129	122	115	113	109	1	6	3	5	4	8
Larkspur	257	308	362	262	350	322	13	23	29	12	26	12
San Anselmo	452	968	806	1,038	1,155	1,104	33	40	34	31	34	21
Fairfax	333	306	297	271	306	351	15	18	14	18	26	16
MSS Service Area Totals	3,380	3,788	3,842	4,859	5,253	5,190	157	201	173	183	248	151

OTHER INFORMATION

REPORTS OF INJURIES AND DAMAGE TO PROPERTY

The company has put a renewed emphasis on safety and is seeing a benefit to these efforts. In 2023, route supervisor, Stu Coley, was promoted to the position of safety manager. Through his efforts, the company will be training dedicated drivers in J.J. Keller’s Safe and Smart Driver Training Program. This increased focus on training will help to ensure our new drivers get the foundations of safe driving and awareness and more tenured drivers continue to improve and perfect their driving skills. In 2023 the number of preventable accidents and damage events dropped by almost 40%. Injuries have also consistently declined since 2021.

Exhibit 26: Injuries and Accidents in 2023

	2021	2022	2023
Preventable Damage/Accident	50	56	35
Non-preventable Damage/Accident	10	20	7
Work Comp Injuries	24	15	12

HHW FACILITY PARTICIPATION NUMBERS

Usage of the county’s HHW facility is a part of the service offerings available to all county residents. Below is a list of the total number of participants by jurisdiction at the facility. Unincorporated Marin County includes all of the county, and not just MSS service area.

Exhibit 27: Injuries and Accidents in 2023

HHW PARTICIPANTS BY CITY	
City:	
Fairfax	1,345
Larkspur	1,348
Ross	554
San Anselmo	2,209
San Rafael	9,005
Unincorporated Marin County*	2,194
Total Participants	22,930

*Includes all unincorporated Marin County, not just MSS service area

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