

Upper Valley Waste Management Agency

Q1 Report April 1 – June 30, 2022



UPPER VALLEY
DISPOSAL • RECYCLING • COMPOST

Q2 2022

Submitted August 1, 2022

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Upper Valley Waste Management Agency

Q1 Report April 1 – June 30, 2022

Franchise Agreement: A Year in Review

Continued Commitment

Upper Valley Disposal & Recycling (UVD&R) continuously puts forth its best effort to help our jurisdictions meet their Zero Waste and greenhouse gas reduction goals. In 2020, UVD&R entered into a new Franchise Agreement with Upper Valley Waste Management Agency to provide comprehensive services to the City of St. Helena, the City of Calistoga, The Town of Yountville and the surrounding unincorporated areas of northern Napa County. Part of our commitment is to provide the member agencies detailed reporting on a regular basis. Below is a review of all that has been accomplished for the first year of the contract.

Operational Improvements

Our aim, as we implement new technologies and make fleet enhancements, is to keep costs low while maintaining quality service. Our overarching goals were implementation of SB 1383 to residential customers and further expand commercial organics participation. Bulky item implementation and expanded community collection events for electronic waste, paper shredding and compost give always exceeded our expectations for success. Participation was high in the first year for all new programs.

1. Operational improvements over the year
 - a. Clover Flat Landfill & Resource recovery Park: Module 5A new cell construction was completed and Recycling Drop OFF Center resumed at the gate house area. New Septic System was built and is in final days of construction. Reorganization of the C&D Recycling pad was conducted in this quarter.
 - b. Upper Valley Recycling & Compost:
 - i. Expansion of Residential Food Scraps and enhanced incompatibles removal process and quarterly processors SB1383 CalRecycle Reporting. Compost give back to member communities was launched.
 - ii. Worked with LEA to establish a testing and monitoring program for 10-day period each quarter to mitigate contamination.
 - c. UVD&R: Purchased new trucks and installed safety cameras on fleets using a new software program called 3rd Eye. We will continue implementation of 3rd Eye safety cameras on all new trucks purchased.
2. Identification and plan for any obstacles we have encountered that may have slowed or altered our implementation plan.
 - a. We experienced supply chain issues leading to delays in shipment of trucks, containers, and higher prices for goods and services. We experienced this with our bin and cart rehabilitation and replacement costs were double what we anticipated.
 - b. We have, and continue to endure, a very challenging labor market and have made payroll adjustments throughout the quarter in order to keep driver pool and labor pool employed.

- c. Markets continue to be volatile. Commodity prices for recyclables have dropped and goods and services have significantly increased.
- d. We have seen ongoing issues related to Covid and performance productivity. Employees take time off for vacation, return from vacation having contracted Covid in the process are out an additional 10 days paid leave. This has caused a back log on work productivity. The good news is, we have a committed staff who work together to keep our customers satisfied.

New services added:

- Twice per calendar year bulky item collection program for single and multifamily customers including mobile home park residents.
- Implemented food scrap composting program and delivered kitchen pails and educational materials to all residential and multifamily customers.
- Illegal dumping support for municipalities

Staff enhancements added to improve overall customer service and operations:

- Added management staff to better implement and evaluate contract requirements and State mandates for diversion.
- Added a full time Community Outreach Coordinator to implement and monitor recycling and organics programs
- Developed formal policies & procedures for customer service and dispatch staff for implementation of new contract requirements.

Enhancements to Outreach & Education

- Rebranding of companies with updated logos and color schemes.
- Update of all outreach materials including carts, posters, brochures, website and truck wraps.
- Completed Public Outreach & Education Plan and Reporting format.
- Restructured the website to make it more customer friendly.
- Enhanced social media posts.
- Purchased and implemented Recyclist software for commercial customer data tracking.

Looking Ahead

We will continue to work with Napa Resource Conservation District, Napa Green and the farming community to create a more circular organics program. We will start route audits in the last quarter of the year.

Customer Report

Number of Customers by Type

Upper Valley Disposal & Recycling, (the “Company”) uses Soft-Pak, industry software, for the management of customer account information, routing and billing. Customers are presently coded as single family residential (1-4 units), commercial or temporary (short term subscriptions for clean-up helpers and debris boxes).

The goals for the last 6 months of 2022 are 1) to continue auditing commercial and residential accounts for service verification and documentation accuracy, and 2) to conduct “lid flip” audits to identify

contamination and to educate customers on proper sorting. Table 1 shows the average number of customers by type. Mobile home customers who have individual service but do not pay their own bills have been added to the reporting data to help UVWMA meet the requirements for monitoring, outreach, education, and contamination at the generator level for SB 1383.

TABLE 1: Q2 2022 MONTHLY AVERAGE CUSTOMER COUNTS

Customer Type	Calistoga	St. Helena	Yountville	Napa County	Total
Residential	1,166	1,774	689	2,339	5,967
Mobile Home Residents	506	219	233	120	1,078
Commercial	180	291.5	64.5	417.5	953
Temporary	11	15.5	2	81.5	110
Total	1,862	2,300	989	2,958	8,108

Services by Customer Type and Program

Residential Cart Counts and Weekly Service Levels

All residential customers are offered three cart services as part of a “bundled rate”. Included is a gray garbage (landfill) cart, a blue single stream recycling cart and a green organics (compost) cart. The monthly fee is based on the size of the garbage cart. Garbage cart sizes offered are 32, 64, and 96 gallons. Recycling and organics are only offered in the 96-gallon size. Customers may choose to pay additional monthly fees for extra recycling and organics carts. Table 2 details the cart count in each service area by size and total gallons. Because Residential customers include 1-4 units, the cart counts will not match the customer counts.

TABLE 2: RESIDENTIAL SERVICE LEVELS

Residential Weekly Garbage Service										
Q2 2022	Calistoga		St. Helena		Yountville		Napa County		Total All Areas	
CART size	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons
32 gallon	1,651	52,832	1,521	48,672	839	26,848	1,869	59,808	5,880	188,160
64 gallon	279	17,856	118	7,552	65	4,160	449	28,736	911	58,304
96 gallon	91	8,736	55	5,280	20	1,920	237	22,752	403	38,688
Residential Weekly Recycling Service										
Q2 2022	Calistoga		St. Helena		Yountville		County		Total All Areas	
CART size	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons
96 gallon	1,841	176,736	1,591	152,736	838	80,448	2,381	228,576	6,651	638,496
Residential Weekly Organics Service										
Q2 2022	Calistoga		St. Helena		Yountville		County		All Areas	
CART size	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons	# Carts	Total Gallons
96 gallon	2,003	192,288	1,652	158,592	883	84,768	2,505	240,480	7,043	676,128

Commercial Container Counts, Collection Frequency, Weekly Service Levels

Commercial businesses, including multifamily dwellings with 5 or more units, are offered a variety of container types, sizes and collection frequency. Collection frequency is the number of days per week the

customer has service. Customers who subscribe to cart service for garbage (gray cart) are provided one single stream recycling (blue) cart and one organics (green) cart at no additional charge. Commercial customers who subscribe to bin service for garbage service are provided three single stream recycling (blue) carts and one organics (green) cart at no additional charge. Customers may choose to pay additional monthly fees for extra recycling and organics carts. Food scrap carts are offered at no additional charge for those customers with commercial kitchens or large volumes of food waste. Tables 3 and 4 reflect cart and bin service by size and service area. Table 5 details roll-off and compactor service by size, number of empties and total average weekly volume.

TABLE 3: COMMERCIAL CART SERVICE LEVELS

Calistoga							
Q2 2022	Cart Count	Frequency				Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	4	Total Gallons	Total Yardage
32 gallon	84	57	0	0	27	5,280	26
64 gallon	19	19	0	0	0	1,216	6
96 gallon	159	157	0	2	0	15,648	77
RECYCLING CART SIZE	Totals	1	2	3	4	Total Gallons	Total Yardage
64 gallon	5	5	0	0	0	320	2
96 gallon	377	377	0	0	0	36,192	179
ORGANICS CART SIZE	Totals	1	2	3	4	Total Gallons	Total Yardage
96 gallon	129	129	0	0	0	12,384	61
FOOD SCRAPS CART SIZE	Totals	1	2	3	4	Total Gallons	Total Yardage
64 gallon	68	13	9	46	0	10,816	54

St. Helena						
Q2 2022	Cart Count	Frequency			Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
32 gallon	76	76	0	0	2,432	12
64 gallon	32	31	1	0	2,048	10
96 gallon	175	166	2	1	16,608	82
RECYCLING CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
32 gallon	4	4	0	0	128	1
96 gallon	568	568	0	0	54,528	270
ORGANICS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	167	167	0	0	16,032	79
FOOD SCRAPS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
64 gallon	112	22	22	68	17,280	86

Yountville						
Q2 2022	Cart Count	Frequency			Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
32 gallon	3	3	0	0	96	0.48
64 gallon	3	3	0	0	192	1
96 gallon	57	57	0	0	5,472	27
RECYCLING CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	138	138	0	0	13,248	66
ORGANICS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	71	71	0	0	6,816	34
FOOD SCRAPS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
64 gallon	42	4	5	33	7,232	36

Napa County						
Q2 2022	Cart Count	Frequency			Weekly Service Levels	
GARBAGE CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
32 gallon	38*	38	0	0	1,216	6
64 gallon	55	55	0	0	3,520	17
96 gallon	152	148	4	0	14,720	73
RECYCLING CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
35 gallon	5	5	0	0	160	1
96 gallon	676	662	14	0	66,240	328
ORGANICS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
96 gallon	209*	207	2	0	20,256	100
FOOD SCRAPS CART SIZE	Totals	1	2	3	Total Gallons	Total Yardage
64 gallon	140	43	54	43	17,920	89

*Cart count reported for Q1 2022 inadvertently included residential housing. They have been corrected for Q2 2022.

TABLE 4: Q2 2022 COMMERCIAL BIN SERVICE LEVELS INCLUDING FRONT LOAD COMPACTORS

Calistoga								
Q2 2022		Frequency						
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin Trash	29	22	7	0	0	0	0	72
2 Yard Front Load Compactor Trash*	5	0	0	5	0	0	0	60
4 Yard Front Load Bin Trash	24	16	4	4	0	0	0	144
6 Yard Front Load Bin Trash	7	6	2	0	0	0	0	60
*compactor compaction rate is 2:1	65							
Commercial Recycling Services	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin	1	0	1	0	0	0	0	2
4 Yard Front Load Bin	25	12	12	1	0	0	0	156
6 Yard Front Load	11	5	6	0	0	0	0	102
	37							260
Commercial Organics Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
No Organics Bin Service	0							0

St. Helena								
Q2 2022		Frequency						
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin Trash	49	42	3	3	1	0	0	122
2 Yard Front Load Compactor Trash*	1	0	1	0	0	0	0	8
4 Yard Front Load Bin Trash	46	29	11	3	1	2	0	296
6 Yard Front Load Bin Trash	17	13	2	1	0	1	0	150
<i>*compactor compaction rate is 2:1</i>	113							576
Commercial Recycling Services	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
4 Yard Front Load Bin	42	37	11	8	4	0	0	264
6 Yard Front Load	28	22	2	1	3	0	0	246
	70							510
Commercial Organics Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
4 Yard Front Load Bin	5	5	0	0	0	0	0	20
6 Yard Front Load	1	1	0	0	0	0	0	6
	6							26

Yountville								
Q2 2022		Frequency						
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin Trash	8	6	1	1	0	0	0	22
2 Yard Front Load Compactor Trash*	1	0	1	0	0	0	0	8
4 Yard Front Load Bin Trash	22	7	7	6	1	1	0	220
4 Yard Front Load Compactor Trash*	2	1	1	0	0	0	0	24
<i>*compactor compaction rate is 2:1</i>	33							
Commercial Recycling Services	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
4 Yard Front Load Bin	23	9	9	3	2	0	0	176
6 Yard Front Load	2	1	0	1	0	0	0	24
	25							200
Commercial Organics Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
4 Yard Front Load Bin	2	2	0	0	0	0	0	8

Napa County								
Q2 2022		Frequency						
Commercial Garbage Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin Trash	92	88	4	0	0	0	0	192
3.5 Yard Fork Truck Bin Trash	11	11	0	0	0	0	0	33
4 Yard Front Load Bin Trash	120	85	19	7	0	5	4	772
6 Yard Front Load Bin Trash	50	36	7	4	0	0	3	480
<i>*Front Load Compactor compaction rate is 2:1</i>	273							1,477
Commercial Recycling Services	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin	6	5	1	0	0	0	0	14
3.5 YD Fork Truck Bin	9	9	0	0	0	0	0	31.5
4 Yard Front Load Bin	144	109	20	14	1	0	0	780
6 Yard Front Load	48	30	10	8	0	0	0	444
	207							1,270
Commercial Organics Service	Total Bin Count	1	2	3	4	5	6	Total Weekly Yards
2 Yard Front Load Bin	2	2	0	0	0	0	0	4
4 Yard Front Load Bin	12	12	0	0	0	0	0	48
6 Yard Front Load	4	4	0	0	0	0	0	16
	18							68

Napa County					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	45	150	11.54	230.77
Roll-off Garbage	30	21	62	4.77	143.08
Roll-off Garbage	40	13	34	2.62	104.62
Roll-off Recycling	20	7	16	1.23	24.62
Roll-off Recycling	30	11	37	2.85	85.38
Roll-off Recycling	40	1	14	1.08	43.08
Roll-off Organics	20	10	29	2.23	44.62
Roll-off Organics	30	9	34	2.62	78.46
Roll-off Organics	40	2	9	0.69	27.69
Compactor Garbage*	18	1	39	3.00	54.00
Compactor Garbage*	20	1	1	0.08	1.54
Compactor Garbage*	25	1	3	0.23	5.77

**Compactor compaction rate is 3:1*

TABLE 5: ROLL-OFF AND COMPACTOR SERVICE LEVELS Q2 2022

Calistoga					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	10	1	12	0.92	9.23
Roll-off Garbage	20	6	34	2.62	52.31
Roll-off Garbage	30	4	16	1.23	36.92
Roll-off Garbage	40	2	19	1.46	58.46
Roll-off Organics	20	1	2	0.15	3.08
Roll-off Organics	30	2	15	1.15	34.62
Roll-off Organics	40	1	0	0.00	0.00
Compactor Garbage*	12	1	2	0.15	1.85
Compactor Recycling*	15	1	0	0.00	0.00
Compactor Recycling	20	1	1	0.08	1.54
St. Helena					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	17	77	5.92	118.46
Roll-off Garbage	30	3	4	0.31	9.23
Roll-off Garbage	40	5	31	2.38	95.38
Roll-off Recycling	20	1	24	1.85	36.92
Roll-off Recycling	30	4	10	0.77	23.08
Roll-off Recycling	40	1	3	0.23	9.23
Roll-off Organics	20	1	2	0.15	3.08
Roll-off Organics	30	7	25	1.92	57.69
Compactor Garbage*	15	1	1	0.08	1.15
Compactor Garbage*	16	1	1	0.08	1.23
Compactor Garbage*	20	1	3	0.23	4.62
Yountville					
Container type	Size	Count	# Pulls	Avg. Weekly Pulls	Avg. Weekly Yards
Roll-off Garbage	20	2	5	0.38	7.69
Compactor Recycling*	10	1	12	0.92	9.23
Roll-off Recycling	30	1	1	0.08	2.31
Roll-off Organics	20	2	0	0.00	0.00
Roll-off Organics	30	1	3	0.23	6.92
Compactor Garbage*	20	1	9	0.69	13.85

*Compactor compaction rate is 3:1

Customer Service Report

All customer service representatives (CSRs) and dispatchers use special codes in Soft-Pak, the customer management software, to document the types of calls received from customers. Drivers use on-board computers (tablets) to document services completed or skipped using reason codes. They can also enter service notes and pictures of service issues for CSRs to use for customer education and/or informational purposes.

Customer Call Data

General inquiry and service calls have decreased for Q2 2022 from Q1 2022 for residential customers (Table 6) and commercial customers (Table 7). Most of these calls were regarding composting and recycling services, self-hauling materials, and general information about mandatory organics services.

TABLE 6: RESIDENTIAL CUSTOMER CALL DATA

Residential	Calistoga		St. Helena		Yountville		Napa County		Total Calls	Total Calls
Call Data Totals	Q2 2022	Q1 2022	Q2 2022	Q1 2022	Q2 2022	Q1 2022	Q2 2022	Q1 2022	Q2 2022	Q1 2022
Billing	6	12	6	11	6	6	10	23	28	52
Service	125	97	192	138	72	36	187	162	576	433
General Inquiry	16	55	28	98	15	34	84	170	143	357
Complaints	1	2	1	0	0	0	0	4	2	6
Compliments	0	0	0	1	0	0	0	5	0	6
Total Calls	148	166	227	248	93	76	281	364	749	854

TABLE 7: COMMERCIAL CUSTOMER CALL DATA

Commercial	Calistoga		St. Helena		Yountville		Napa County		Total Calls	Total Calls
Call Data	Q2 2022	Q1 2022	Q2 2022	Q1 2022	Q2 2022	Q1 2022	Q2 2022	Q1 2022	Q2 2022	Q1 2022
Billing	4	10	2	5	1	1	20	30	27	46
Service	24	20	35	45	6	10	59	62	124	137
General Inquiry	3	49	3	65	0	17	15	118	21	249
Complaints	2	0	0	0	0	0	0	1	2	1
Compliments	0	0	0	0	0	0	0	0	0	0
Total Calls	33	79	40	115	7	28	94	211	174	433

Residential and Commercial Service Requests

New customers are coded as New Service Starts. Customer accounts are closed due to service cancelation by the customer, or by the Company due to non-payment (SSNP). Customers who cancel service and restart their accounts at the same service address with the same service name are tracked. Service requests are shown in Table 8 (Residential Service Requests) and Table 9 (Commercial Service Requests).

TABLE 8: RESIDENTIAL SERVICE REQUESTS

Residential Service Requests	Calistoga	St. Helena	Yountville	Napa County	Q2 2022 Totals	Q1 2022 Totals
New Service Starts	28	39	20	11	98	85
Cancel Service	30	48	29	13	120	131
Service Restarted	2	7	0	5	14	0
Stop Service for Non-payment (SSNP)	7	20	13	8	48	0
Resume Service from SSNP	19	34	17	60	130	0
Service Change	9	20	5	31	65	72
Repair/Replace Cart at Customer's Request	15	35	20	18	88	72
Repair/Replace Cart at Driver's Request	3	13	5	8	29	25
Illegal Dumping	0	0	0	0	0	0
Total	83	168	80	145	476	385

TABLE 9: COMMERCIAL SERVICE REQUESTS

Commercial Service Requests	Calistoga	St. Helena	Yountville	Napa County	Q2 2022 Totals	Q1 2022 Totals
New Service Starts	6	4	1	6	17	23
Cancel Service	4	2	0	6	14	1
Service Restarted	5	4	1	9	19	0
Stop Service for Non-payment (SSNP)	2	2	1	15	20	43
Resume Service from SSNP	16	15	3	30	64	87
Service Change	4	8	5	14	31	40
Repair/Replace Container at Customer's Request	5	5	3	9	22	0
Repair/Replace Cart at Driver's Request	4	3	1	0	8	11
Illegal Dumping	0	0	0	0	0	4
Total	42	43	16	94	195	209

Summary of Complaints and Misses

The Company tracks complaint calls and resolutions in Soft-Pak using note codes. Issues that cannot be resolved with the customer on the phone are sent to the appropriate manager for resolution within 24 hours. Property damage and complaints about service are always reviewed by a manager. All codes are date and time stamped (Table 10). The Company receives very few calls for complaints (Table 11). All were immediately resolved.

TABLE 10: COMPLAINT CODES

COMPM	Complaint: Multiple Misses	Reported misses > 1 per month.
COMPN	Complaint: Excessive Noise	Start times outside permitted/contracted hours
COMPS	Complaint: Service	This may include discourteous behavior as well as any service-related complaint other than noise, property damage or multiple misses.
PROPD	Complaint: Property Damage	Damage to personal property during service.
COMPR	Compliant resolution	How the problem was resolved.

TABLE 11: COMPLAINT DATA BY AREA

Complaint Type	Calistoga	St. Helena	Yountville	Napa County	Q2 2022 Totals	Q1 2022 Totals
Complaint: Multiple Misses	0	0	0	0	0	2
Complaint: Excessive Noise	0	0	0	0	0	0
Complaint: Service	1	1	0	0	2	0
Complaint: Property Damage	1	0	0	1	2	3
Total Complaint Calls	2	1	0	1	4	5

All customer calls for misses are documented then reviewed in the on-board-computer (OBC) records to see if the driver has recorded a reason for the miss. There was a decrease in number of true missed collections in Q2 2022 (Table 12). All containers were emptied the next day or customers were given the opportunity to set out extra bags at no charge.

TABLE 12: MISSES COMPLAINT REVIEW

Notepad and OBC codes	Q2 2022 Totals	Q1 2022 Totals
MISSG: Miss Garbage	51	49
MISS	14	12
OBC shows blocked	3	0
OBC shows emptied	33	28
OBC shows no space to lift	0	0
OBC showed driver not yet at address	0	1
OBC shows not out	1	8
MISSEO: Miss Organics	23	38
MISS	4	1
OBC shows emptied	12	23
Truck malfunction. Unable to Empty	0	0
OBC shows not out	6	14
OBC shows blocked	1	0
MISSR: Miss Recycling	27	45
MISS	5	5
OBC shows blocked	2	2
OBC shows emptied	9	22
OBC shows no space to lift	0	1
OBC shows not out	10	15
OBC showed driver not yet at address	1	0

Customer Payment Data

Customers can receive paper statements only, electronic statements only, or both paper and electronic statements. Payments can be made by credit card (by phone or through the Soft-Pak bill-pay portal on the website), by check, or by bill pay through their bank. Some customers opt to have the bills paid automatically through our autopay program. Table 13 show the details for Residential payments and Table 14 shows the details for Commercial payments.

TABLE 13: RESIDENTIAL PAYMENT DATA

Residential Customer Data	Q2 2022 Totals	Q1 2022 Totals
# Customers who receive only paper statements	4,883	4,434
# Customers who receive only electronic Statements	1,176	1,154
#Customers who receive both paper and e-statements	372	363
Residential Payment Data	Q2 2022 Totals	Q1 2022 Totals
#Credit Card payment by phone	355	419
#Credit Card by autopay	2,357	2,315
#Credit Card by online bill pay (Web-Pak)	731	726
#Check payment	1,688	1,742
#EFT/ACH from customer's bank account	0	1
#Bill-pay from customer's bank account	911	934

TABLE 14: COMMERCIAL PAYMENT DATA

Commercial Customer Data	Q2 2022 Totals	Q1 2022 Totals
# Customers who receive only paper statements	689	699
# Customers who receive only electronic Statements	207	207
#Customers who receive both paper and e-statements	110	110
Commercial Payment Data	Q2 2022 Totals	Q1 2022 Totals
#Credit Card payment by phone	30	40
#Credit Card by autopay	204	213
#Credit Card by online bill pay (Web-Pak)	99	99*
#Check payment	455	545
#EFT/ACH from customer's bank account	51	54*
#Bill-pay from customer's bank account	45	46

New & Existing Programs Report

Compost Giveaway

Upper Valley Waste Management Agency (UVWMA) is purchasing compost on behalf of up valley jurisdictions as part of UVWMA's compliance with State Law SB 1383. This compost will be free of charge to government agencies, non-profits, green businesses, residents, and commercial businesses on a first come first served basis. Customers can request the free compost by filling out an inquiry form on the UVDS website <https://uvds.com/compost-sales/#freecompostinquiry>. The program officially launched in June. Tons distributed is shown in Table 16.

TABLE 15: JURISDICTIONAL COMPOST GIVEAWAY (TONS)

Customer Type	Calistoga	St. Helena	Yountville	Napa County	Q2 2022 Totals
Green Businesses/Wineries	0	0	0	19.3	19.3
Non-Profits	0	39.82	0	0	39.82
Government	0	0	0	0	0
Residential	0	2.5	0	0	2.5
Total Tons	0	42.32	0	19.3	61.62

Participation by Service Program & Customer Type

Overall participation in the traditional weekly curbside collection program for garbage, single stream recycling, AND organics has remained relatively unchanged for single family residential customers (garbage/recycling/organics.) Commercial customers participating in all three programs has increased (Table 16).

TABLE 16: COMMERCIAL & RESIDENTIAL PROGRAM PARTICIPATION

Q22022 Residential Collection Program Participation	
Garbage Only	1.21%
Garbage + Recycling	9.25%
Garbage + Organics	0.99%
Garbage + Organics + Recycling	88.55%
	100%
Q1 2022 Commercial Collection Program Participation	
Garbage Only	5.36%
Garbage + Recycling	41.79%
Garbage + Organics	0.45%
Garbage + Food Scraps	0.45%
Garbage + Organics + Recycling	37.42%
Garbage + Food Scraps + Recycling	6.90%
Garbage + Organics + Recycling + Food Scraps	4.57%
Recycling Only	1.11%
Food Waste Only	0.00%
Organics Only	0.45%
Recycling + Organics Only	0.89%
Recycling + Food Scraps Only	0.56%
Recycling + Compost + Food Scraps	0.22%
	100%

Two programs are offered for residential customers at no additional charge, the bulky item program and the used motor oil & filters program. Mobile home residents are broken out separately from single family residences in Table 17. Because of service area demographics, oil and filter curbside recycling (Table 18) has been historically low and is utilized by a small but reoccurring number of customers.

TABLE 17: BULKY ITEM/REUSABLE MATERIAL COLLECTION PROGRAM

Residential Bulky/Reusable Item Collection Program						
Quarter	Household Items		E-Waste Items		Appliances	
	# Of Items	# Participants	# Of Items	# Participants	# Of Items	# Participants
Q2 2022	115	72	46	29	35	29
Q1 2022	105	66	54	27	22	18

Mobile Home Park Residents Bulky/Reusable Item Collection Program						
Household Items						
Quarter	# Of Items	# Participants	# Of Items	# Participants	# Of Items	# Participants
Q2 2022	45	24	17	10	15	11
Q1 2022	42	18	11	7	12	10

TABLE 18: USED MOTOR OIL & FILTER COLLECTION PROGRAM

Used Motor Oil/ Filter Collection Program					
Used Motor Oil			Used Motor Oil Filters		
Quarter	# Of Items	# Participants	Quarter	# Of Items	# Participants
Q2 2022	33	13	Q2 2022	9	9
Q1 2022	15	17	Q1 2022	14	17

Tonnage Report:

Q2 2022 Summary Tonnage Report - UVWMA Franchised Materials

Facility	Material	April	May	June	Q2 - 2022
Clover Flat Landfill	Solid Waste	1,161	1,412	1,289	3,862
	Recyclable Materials	-	4	-	4
	Organic Materials	186	180	204	570
	Construction & Demolition Debris	468	512	701	1,681
	Tons Accepted/Collected	1,815	2,108	2,194	6,117
	Tons Disposed	1,161	1,412	1,289	3,862
UVDS MRF	Recyclable Materials	666	667	636	1,969
	Tons Accepted/Collected	666	667	636	1,969
	Tons Disposed	99	96	90	285
UVR Compost	Organic Materials	539	477	568	1,584
	Tons Accepted/Collected	539	477	568	1,584
	Tons Disposed	-	-	-	0
Total	Solid Waste	1,161	1,412	1,289	3,862
	Recyclable Materials	666	671	636	1,973
	Organic Materials	725	764	702	2,191
	Construction & Demolition Debris	468	512	701	1,681
	Tons Accepted/Collected	3,020	3,359	3,328	9,707
	Tons Disposed	1,260	1,508	1,379	4,147
Residual Percentages		January	February	March	Q1 - 2022
Clover Flat Landfill		64.0%	67.0%	58.8%	63.1%
UVDS - MRF		14.9%	14.4%	14.2%	14.5%
UVR - Compost		0.0%	0.0%	0.0%	0.0%

Q2 2022 Tons Marketed - UVWMA Franchised Materials

Commodity	April		May		June	
	Tons	Avg \$/Ton	Tons	Avg \$/Ton	Tons	Avg \$/Ton
Newspaper	30	\$ 120	31	\$ 120	98	\$ 120
Cardboard	237	\$ 122	286	\$ 126	265	\$ 127
Paper - High Grade	-		-		-	
Aluminum	7	\$ 4,952	8	\$ 5,173	0	
Tin Cans	7	\$ 160	8	\$ 200	0	
Glass	191	\$ 112	279	\$ 120	175	\$ 114
HDPE - Clear	7	\$ 700	0		0	
HDPE - Colored	8	\$ 140	6	\$ 140	6	\$ 140
Plastic - PET	21	\$ 1,887	7	\$ 2,047	19	\$ 2,047
Plastic - Mixed	28	\$ 80	37	\$ 90	29	\$ 88
Total Tons	536		662		592	

Member Report

Member Facility Services

Member agencies are offered a variety of container types, sizes, and collection frequency at the contracted facilities. Figures 1-4 show each member facility, the services subscribed to, the containers sizes/frequency of collection and weekly yardage by service area. Diversion (Recycling) rates for each facility are weekly percentages based on all services.

FIGURE 1: NAPA COUNTY MEMBER SERVICES

Facility Name	Service	Container Size	Container Count	Details	Total Weekly Yards
Napa County Fairgrounds	Commercial Garbage Service	No Service	0		
	Commercial Recycling Service	6 Yard Front Load Recycling	2	Emptied once per week	12
	Commercial Organics Service	No Service	0		
				Recycling (Diversion) Rate	100%
Facility Name	Service	Container Size	Container Count	Details	Total Weekly Yards
Napa County Roads Department	Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied three times in Q1	4.29
	Commercial Recycling Service	96-gallon	3	Emptied once per week	1.43
	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
				Recycling (Diversion) Rate	31%
Napa County Public Works	Commercial Garbage Service	32-gallon	1	Emptied once per week	0.16
	Commercial Recycling Service	96-gallon	1	Emptied once per week	0.48
	Commercial Organics Service	No Service			
				Recycling (Diversion) Rate	75%
Napa County Open Space	Commercial Garbage Service	30 Yard Roll-off Garbage	1	Emptied one time in Q2	2.31
				Recycling (Diversion) Rate	0%

FIGURE 2 CALISTOGA MEMBER SERVICES

Facility Name	Service	Container Size	Container Count	Details	Total Weekly Yards
Calistoga Corp Yard	Commercial Garbage Service	10 Yard Roll-off Garbage	1	Emptied 12 times in Q1	9.23
	Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied 13 times in Q1	20.00
	Commercial Recycling Service	4 Yard Front Load Bin	1	Emptied once per week	4
	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
				Recycling (Diversion) Rate	13%
Calistoga Waste Water Treatment Plant	Commercial Garbage Service	2 Yard Front Load Bin Trash	1	Emptied once per week	2
	Commercial Recycling Service	4 Yard Front Load Bin Recycle	1	Emptied once per week	4
	Commercial Organics Service	2 Yard Front Load Bin Compost	1	Emptied once per week	2
				Recycling (Diversion) Rate	75%
Calistoga Public	Commercial Garbage Service	96-gallon	4	Emptied once per week	1.92
	Commercial Garbage Service	96-gallon	4	Emptied once per week	1.92
	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
				Recycling (Diversion) Rate	56%
Calistoga Police	Commercial Garbage Service	No Service	0		
	Commercial Recycling Service	96-gallon	3	Emptied once per week	1.44
	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
				Recycling (Diversion) Rate	100%
Calistoga City Hall	Commercial Garbage Service	64-gallon	1	Emptied once per week	0.32
	Commercial Recycling Service	96-gallon	1	Emptied once per week	0.48
	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
				Recycling (Diversion) Rate	75%
Calistoga City Cans	Commercial Garbage Service	32-gallon	27	Emptied four times per week	17.11
	Commercial Recycling Service	96-gallon	25	Emptied once per week	11.88
	Commercial Organics Service	No Service	0		
				Recycling (Diversion) Rate	41%

FIGURE 3: YOUNTVILLE MEMBER SERVICES

Facility Name	Service	Container Size	Container Count	Details	Total Weekly Yards
Yountville Community Hall	Commercial Garbage Service	96-gallon	4	Emptied once per week	1.90
	Commercial Recycling Service	4 Yard Front Load Bin	3	Emptied once per week	1.43
	Commercial Food Scraps Service	64-gallon	1	Emptied once per week	0.32
				Recycling (Diversion) Rate	48%
Waste Water Treatment	Commercial Garbage Service	2 Yard Front Load Bin	1	Emptied once per week	2
	Commercial Garbage Service	20 Yard Roll-off Garbage	1	Emptied three times in Q1	4.62
	Commercial Recycling Service	6 Yard Front Load Bin Recycle	1	Emptied once per week	6.00
	Commercial Organics Service	30 Yard Roll-off Greenwaste	1	Emptied three times in Q1	6.92
				Recycling (Diversion) Rate	66%
Yountville Town Hall	Commercial Garbage Service	96-gallon	4	Emptied once per week	1.92
	Commercial Recycling Service	96-gallon	2	Emptied once per week	0.96
	Commercial Organics Service	No Service	0		
				Recycling (Diversion) Rate	33%

FIGURE 4: ST. HELENA MEMBER SERVICES

Facility Name	Service	Container Size	Container Count	Details	Total Weekly Yards
St. Helena City Hall/Public Works	Commercial Garbage Service	4 Yard Front Load Bin	1	Emptied once per week	4
	Commercial Recycling Service	96-gallon	3	Emptied once per week	1.43
	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
				Recycling (Diversion) Rate	32%
Facility Name	Service	Container Size	Container Count	Details	Total Weekly Yards
St. Helena Police/Fire Depart.	Commercial Garbage Service	4 Yard Front Load Bin	1	Emptied twice per week	4
	Commercial Recycling Service	96-gallon	8	Emptied once per week	3.80
	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
	Commercial Food Scraps Service	64-gallon	1	Emptied once per week	0.32
				Recycling (Diversion) Rate	53%
St. Helena Recreation Dept.	Commercial Garbage Service	96-gallon	1	Emptied once per week	0.48
	Commercial Recycling Service	96-gallon	1	Emptied once per week	0.48
	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
				Recycling (Diversion) Rate	67%
St. Helena Library	Commercial Garbage Service	2 Yard Front Load Bin	1	Emptied once per week	2
	Commercial Recycling Service	96-gallon	3	Emptied once per week	1.43
	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
				Recycling (Diversion) Rate	49%
St. Helena Corp Yard	Commercial Garbage Service	20-Yard Roll-off Garbage	3	Emptied 15 times in Q1	23.08
	Commercial Garbage Service	2 Yard Front Load Bin	1	Emptied twice per week	4
	Commercial Recycling Service	96-gallon	3	Emptied once per week	1.43
	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
				Recycling (Diversion) Rate	7%
Crane Park	Commercial Garbage Service	4 Yard Front Load Bin	1	Emptied twice per week	8
	Commercial Recycling Service	4 Yard Front Load Bin	1	Emptied once per week	4
	Commercial Organics Service	No Service	0		
				Recycling (Diversion) Rate	33%
Waste Water Treatment Plant	Commercial Garbage Service	20 Yard Roll-off	1	N/A	0.00
	Commercial Garbage Service	96-gallon	1	Emptied once per week	0.48
	Commercial Recycling Service	96-gallon	2	Emptied once per week	0.95
	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
				Recycling (Diversion) Rate	75%
Water Treatment Plant	Commercial Garbage Service	20 Yard Roll-off Garbage	1	No empties in Q1	0
	Commercial Garbage Service	4 Yard Front Load Bin	1	Emptied once per week	4
	Commercial Recycling Service	96-gallon	1	Emptied once per week	0.95
	Commercial Organics Service	96-gallon	1	Emptied once per week	0.48
				Recycling (Diversion) Rate	26%

Outreach & Education Report

In collaboration with UVWMA, UVDS provides education and outreach to the community that will help reach mutual diversion goals on the path to zero waste. The Company is committed to engage and educate the communities they serve in how they too can be part of the solution. Outreach is the most important aspect in reaching these goals. The operations team, customer service representatives, and Community Outreach Coordinator all work together to help all customers have the “right size” service that fits their needs and results in keeping resources out of the landfill and into the right containers. UVDS offers a diverse communications strategy to engage customers to embrace a culture of resource

conservation. Figure 5 highlights the various types of outreach provided to the community. To reach the majority of customers, the Company uses a combination of communication strategies including tabling at community events, tours, website blog posts (Figure 6), social media (Figure 7), and direct mailers through bill inserts (Figure 8) to customers regularly. Customer questions and driver feedback help guide the messaging content.

FIGURE 5: PUBLIC OUTREACH & EDUCATION



FIGURE 6 WEBSITE BLOG POSTS

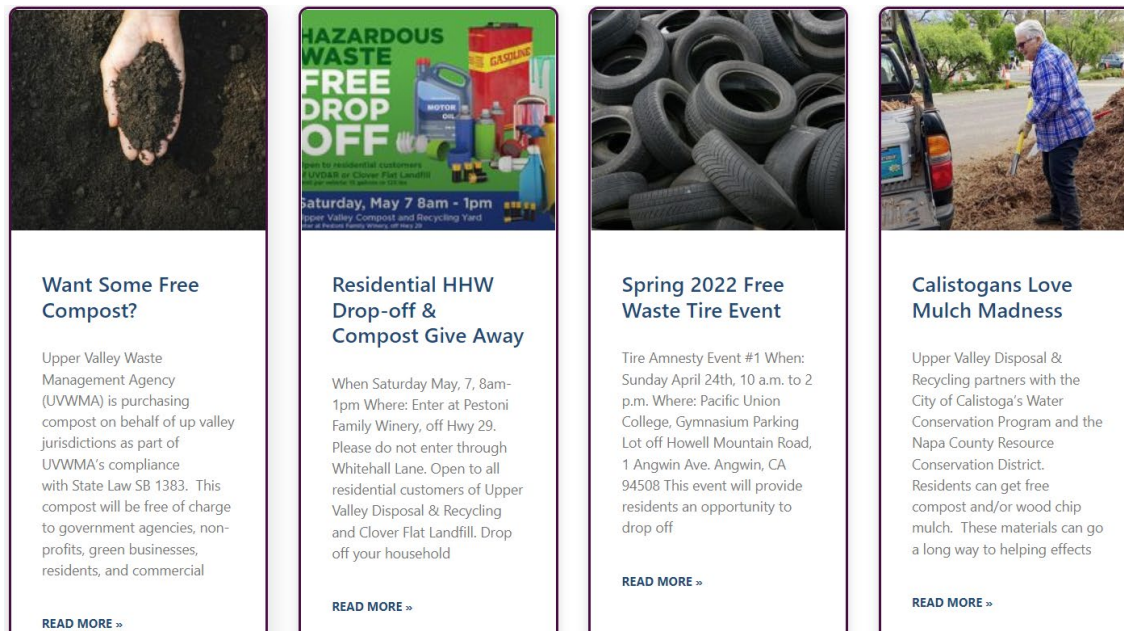
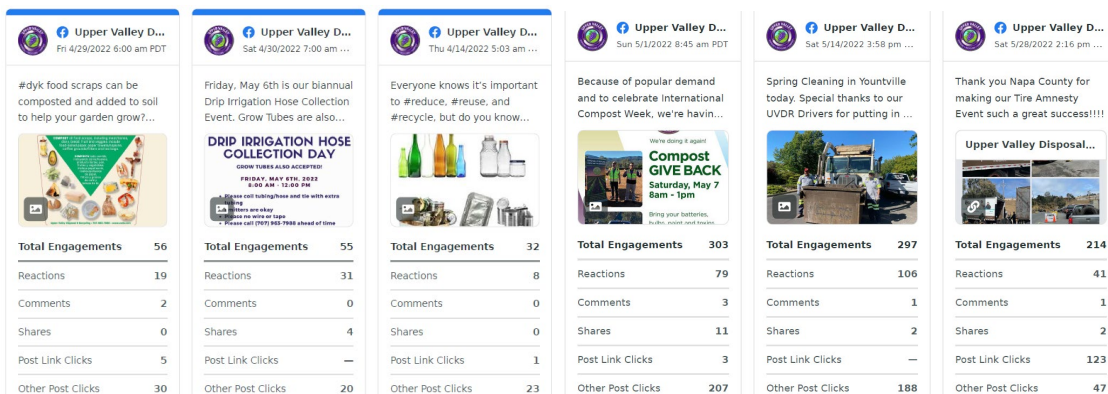


FIGURE 7: SOCIAL MEDIA CAMPAIGNS







Upper Valley Disposal & Recycling	Upper Valley Disposal & Recycling	Upper Valley Disposal & Recycling
Mon 6/20/2022 5:16 am	Tue 6/14/2022 4:29 pm	Fri 6/24/2022 5:21 am PDT
Upper Valley Disposal & Recycling is a family-owned and operated resource haul...	Thank you to our partners, the American Legion, the Boy Scouts of America, and the...	We have seen an increase in contamination in the recycling and compost carts in the las...
		
Total Engagements 837	Total Engagements 483	Total Engagements 431
Reactions 4	Reactions 156	Reactions 68
Comments 4	Comments 2	Comments 4
Shares 3	Shares 7	Shares 4
Post Link Clicks —	Post Link Clicks —	Post Link Clicks —
Other Post Clicks 683	Other Post Clicks 318	Other Post Clicks 355

FIGURE 8: NEWSLETTER BILL INSERT EXAMPLES (RESIDENTIAL AND COMMERCIAL)



Upper Valley
Disposal & Recycling

SUMMER 2022
RESIDENTIAL NEWSLETTER
(707) 963-7988
www.uvds.com


Summer is here, and Harvest Season is right around the corner. Get ready for a season of fun, sustainable events throughout Upper Valley!

Pay by E-Check

You now have even more ways to pay your bill! In addition to checks and credit card payments, you can now pay by e-check. You can call our office or sign up through the website with your banking information for automatic payment from your checking account. Like credit cards, you can opt to have this set up as a recurring payment so you are never behind on a payment. Get started today!

Help us Keep the Compost Clean!

Jose, our Compost Field Supervisor, needs YOUR HELP! Please keep soft flimsy plastics, landfill bound waste and recyclables out of your green compost cart. As Jose says, "we can't make compost out of garbage!"



Contamination and Service Reminders

Gray is the color for garbage that goes to the landfill. Over the next several years, UVDS will begin replacing brown garbage carts with gray carts.

Blue is the color for recyclables like bottles, cans and clean paper.

Green is the color for compostable materials like yard waste, food scraps and food soiled papers.

With a new gray cart, we have new challenges. We have seen an increase in contamination in the recycling and compost carts in the last few months, which can lead to recoverable resources being landfilled. What is contamination?

Contamination is any item placed in the wrong container, such as recyclables in the compost and anything incompatible in any container.


Some common examples of contamination include:

- Plastic bags and other flimsy soft plastics in the recycling or compost.
- Flammable liquids and batteries in the gray bag or compost. These types of materials need to be taken to a HW Facility or brought to a drop-off event.
- Clean cardboard placed in the gray bag or compost. Boxes need to be broken down and placed in the recycling cart. Food soiled or soiled with grease, go in the compost.
- Paper coffee cups are not to be placed in the recycling or compost. These items must be landfilled. The one exception is for milk cartons, which can be recycled.
- Single-use plastic items cannot go into the recycling or composting cart. To avoid this, please use reusable items.

Want to learn what can and cannot go into each of our bins? Visit our website, ask us questions or bring the CONTACT US form and we will get an answer to you within two business days.

Important Updates

- Collection will be one day later this week or July 4th in observance of Independence Day. The office will be closed. Have a great holiday weekend!
- There will be normal collection the week of September 3rd (Labor Day). The office will be closed. Thank you to all of our hard working employees!
- Coastal Cleanup Day is happening on September 17th this year in St. Helena and Calistoga. We will post updated information on our website and Facebook page once we learn more.
- As part of a three year process to modernize and improve collection and facility operations, the June 2021 rate setting process established and approved a year two 10.0% rate increase, effective July 1, 2022.



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Service Reminders

Gray is the color for garbage that goes to the landfill. Over the next several years, UVDS will begin replacing brown garbage carts with gray carts.

Blue is the color for recyclables like rigid plastic bottles and containers, metal cans and clean paper.

Green is the color for compostable materials like yard waste, food scraps and food soiled papers.

Important Updates

- The UVDS office will be closed on Friday, July 8. Commercial Mixed recycling service will be moved one day to Saturday, July 9.
- There will be normal collection the week of September 3rd (Labor Day). The office will be closed. Thank you to all of our hard working employees!
- Coastal Cleanup Day is happening on September 17th this year in St. Helena and Calistoga. We will post updated information on our website and Facebook page once we learn more.
- As part of a three year process to modernize and improve collection and facility operations, the June 2021 rate setting process established and approved a year two 10.0% rate increase, effective July 1, 2022.
- SB 1393 is in effect - you are required by law to separate recyclables and compostables from regular garbage. Unsure if you are in compliance? Call our office to find out and receive free assistance!

State Recycling Laws

There are several laws that mandate recycling for commercial customers. The three most relevant laws are summarized below.

1. **AB 341 (Chesbro) Mandatory Commercial Recycling Collection**, enacted in 2012, required commercial businesses who generate four or more cubic yards of garbage per week and multifamily dwellings with 5 or more units to recycle. Generators are not mandated to subscribe to a service; they may self-haul or donate recyclable materials. This law mandates education, outreach, monitoring and reporting of compliance with the law; however, there are no penalties for non-compliance.
2. **AB 1826 (Chesbro) Mandatory Organic Recycling Collection**, enacted in 2016, required commercial businesses and multifamily dwellings with 5 or more units to recycle organic waste

(yard waste, non-treated wood waste, food waste and food soiled papers). Generators are not mandated to subscribe to a service; they may self-haul materials to an organics processing facility or compost limited amounts of materials on site. In 2020, the requirement dropped to 2 cubic yards combined solid waste from 4 cubic yards. This law mandates education, outreach, monitoring and reporting of compliance with the law; however, there are no penalties for non-compliance.

3. SB 1383 (Lara) Short Lived Climate Pollutants: Organics Waste Methane Emissions Reductions was signed into law in 2016 and went effect January 1, 2022. This law sets two targets for the State:

- 1) To reduce organic waste disposal 50% by 2020 and 75% by 2025
- 2) To rescue at least 20% of currently disposed surplus food for people to eat.

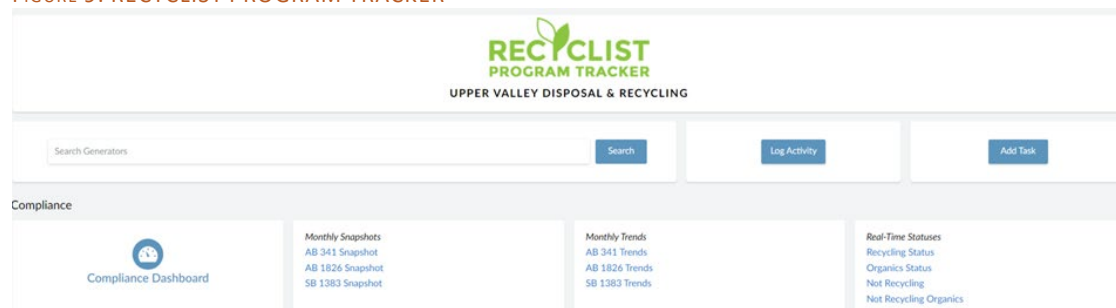
This law mandates education, outreach, monitoring and reporting of compliance with the law. However, unlike the previous two laws, this law includes enforcement and penalties for jurisdictions, processors/facilities, and generators and also includes residential customers.

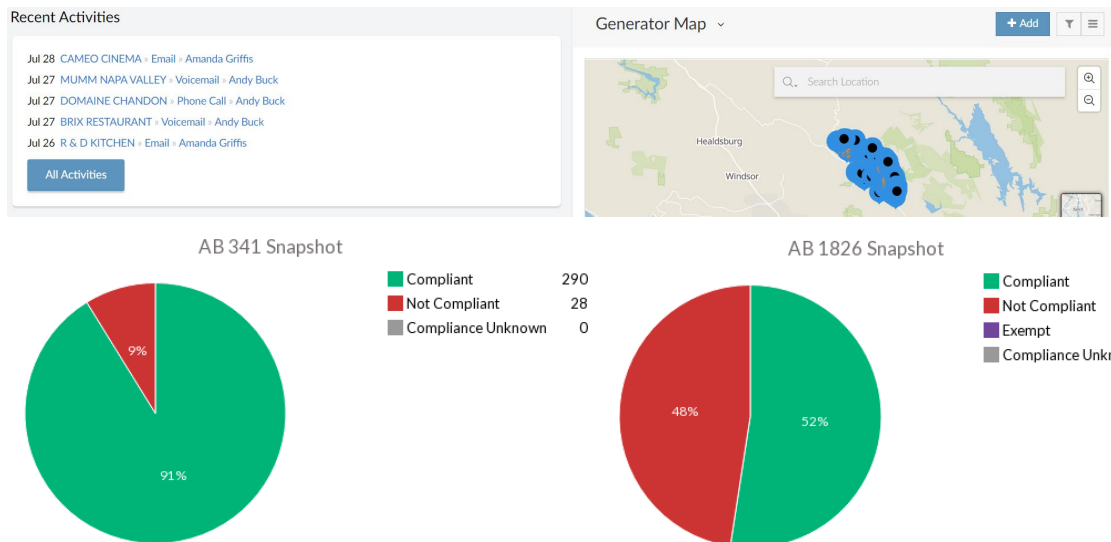
Monitoring and reporting for SB 1383 is very challenging. The Company began using the Recyclist Program Tracker to document outreach, education, and monitoring of commercial customers. Examples the program are shown in Figure 9. The program benefits include:

- Identifying generators
- Generator waste stream insight
- Tracking education and outreach to generators
- Recording waivers issued
- Establishing a system for self-hauler reporting
- Maintaining a detailed list of food recovery organizations and services
- Monitoring compliance of generators, recovery services and organizations
- Tracking annual inspections and compliance reviews
- Issuing notices of violation, following up every 90 days, imposing penalties
- Keeping centralized records for 5 years and providing access on demand within 1 business day
- EAR (Electronic Annual Reports)-Ready Stats & Reports

More details on the program tracker can be viewed at <https://recyclist.co/tracker/>.

FIGURE 9: RECYCLIST PROGRAM TRACKER





Commercial Outreach & Education

Continuing education & outreach in collaboration with UVWMA to the business community is a priority for Company. Figure 10 shows the outreach and education that was conducted for businesses in Q2 2022.

FIGURE 10: COMMERCIAL BUSINESS OUTREACH & EDUCATION

