



ORO LOMA NEWS

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Oro Loma Sanitary District

Thank You for Your Feedback

As part of the District's ongoing commitment to the community it serves, Oro Loma recently sent a Customer Satisfaction Survey to 2,100 of its 47,000 customers. The survey asked whether or not customers were satisfied with existing services, what services they would like to see improved or added, what issues were most important to them, and whether or not they were willing to pay for additional services.

We learned that some people are unsure what services Oro Loma provides, that they prefer to get information about the District through its newsletter, and that they do not want additional recycling pickups if it means an increase in cost. By an overwhelming majority, respondents were either very satisfied or somewhat satisfied with the garbage, recycling, and green waste collection services, but they were most pleased with the green waste/organics program.

The survey feedback is very valuable, as it provides information that will help guide the Board in advancing its mission to provide the best possible service at the lowest possible cost.

The Board's leadership and the tireless work of the men and women at Oro Loma, combined with community involvement and input, has resulted in a system of unmatched performance. The number of sewer overflows in Oro Loma continues to be one of the lowest in the state, and the treatment plant has not had a permit violation in over 12 years. Recently, the District completed an innovative levee that is made of a mix of mud, gravel, sand, and wood chips. This natural barrier is designed to protect the community from sea level rise, expand natural habitat along the edge of the Bay, and further filter treated wastewater.

Again, we thank you for your feedback. The complete survey results are listed on the next page.



Above: Sewer collection maintenance; garbage, green waste, and recycling pickup; seedbeds for natural levee; plant at night

