



ORO LOMA NEWS

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(510) 276-4700

www.roloma.org

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Thank You for Your Feedback

Oro Loma is always looking for ways to improve. To help do this, the District recently sent a Customer Satisfaction Survey to a randomly-selected 5% of its 46,000 customers. The survey asked whether or not customers were satisfied with existing services, what services they would like to see improved upon or added, and what they were willing to pay for the new services.

The feedback was very valuable. In many cases, the strong majority supported the Board's direction to reliably meet regulatory requirements while minimizing expenses. We learned many people do not know Oro Loma provides sewer services or how the sewer and wastewater treatment infrastructure is maintained. We learned that respondents do not want additional recycling pickups if it means an increase in monthly trash and recycling charges.

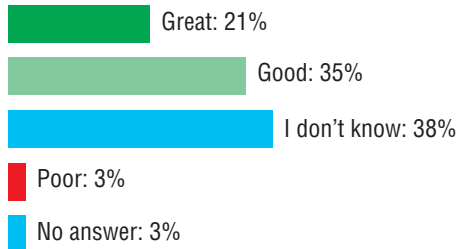
In the past 10 years, the District has invested \$58M from reserve funds (\$1,260 per customer) back into its wastewater collection and treatment infrastructure. The results have been elite levels of system reliability and performance. Over the past five years, the number of sewer overflows in Oro Loma has been one of the lowest in the state and our performance continues to improve. The treatment plant has not had a violation in over 10 years. Quite simply, the investment in infrastructure has paid off.

Again, we thank you for your feedback. A review of all the survey questions is shown on the following page. If you would like to add your input, please call us at (510) 276-4700 or email us at info@roloma.org. We look forward to hearing from you.



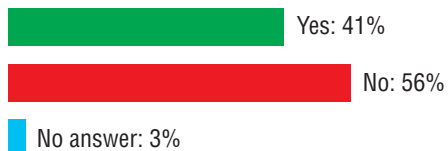
Oro Loma Customer Satisfaction Survey Results

1. How well is your sewer and wastewater infrastructure being maintained?

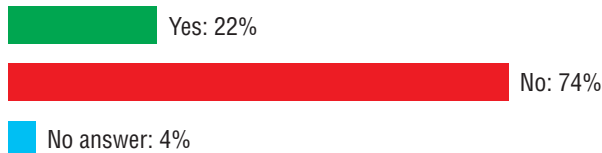


2. The current residential sewer service charge is \$16.25 per month (\$195 per year). Would you pay \$4 to \$5 more per month to:

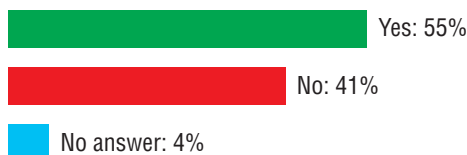
a. Improve the quality of the treated wastewater discharged in the San Francisco Bay beyond existing requirements?



b. Expand the District's public outreach?



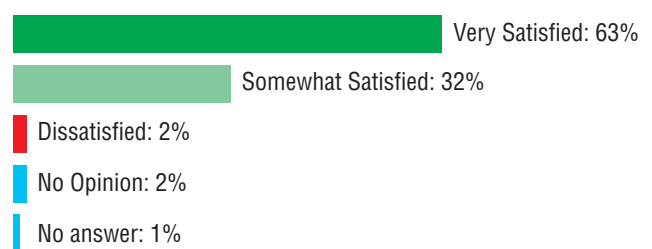
c. Increase infrastructure repair and equipment replacement?



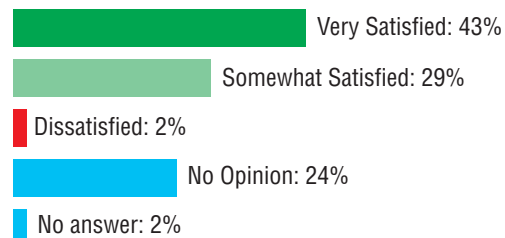
3. Currently, residential recycling service is every other week in Oro Loma. This minimizes expense and reduces truck emissions and neighborhood traffic. Would you want weekly recycling service at a cost of \$3 to \$5 more per month?



4. Overall, how satisfied are you with your trash, recycling and green waste collection services?



5. Overall, how satisfied are you with your sewer services?



6. How would you prefer to receive information about solid waste services? (Multiple answers possible)

- Direct mail: 35%
- Oro Loma Sanitary District website: 8%
- Billing inserts: 24%
- Oro Loma Newsletter: 18%
- Other (email): 3%

Responses to Customer Questions:

Q: What exactly is sewer infrastructure?

A: Sewer infrastructure consists of sewer mains, lift stations, and the wastewater treatment plant on Grant Avenue. Oro Loma is responsible for infrastructure repair and replacement. Sewer laterals, the sewer lines from buildings to the middle of the street, are the responsibility of the property owner.

Q: What is the difference between Oro Loma and Waste Management?

A: Oro Loma Sanitary District provides wastewater collection and treatment. Through a contract with Waste Management, Oro Loma also provides District customers with trash, recycling, and green waste pickup and disposal.

Q: Who is responsible for my water service?

A: East Bay Municipal Utility District, not Oro Loma, provides water service. Their phone number is (866) 403-2683.

Q: Will I be getting weekly recycling in the near future?

A: No, Oro Loma is not presently considering weekly recycling.

Thank you for your feedback. The survey results show us what is working well and what still needs improvement. If you would like to add your input, please call us at (510) 276-4700 or email us at info@oroloma.org.



RECYCLING "A" THROUGH "Z"

Oro Loma and Waste Management Honor Earth Day 2014 Poster Contest Winners at Awards Ceremony

An awards ceremony honoring Kindergarten Recycling Stars and First, Second, Third Place, and Honorable Mention winners in grades 1-12 was held on Wednesday, May 28, 2014 in the Titan Auditorium of the Marina Community Center in San Leandro. The ceremony also celebrated the 20th anniversary of Oro Loma and Waste Management coming together to sponsor the poster contest, which challenges students to consider and illustrate the importance of protecting the environment.

Well over 2,000 students from schools all across Oro Loma submitted entries in the contest, which was open to all students in grades K-12 attending a school in the District that is serviced by Waste Management. The theme of this year's contest, "Recycling A-Z," asked students to show how they recycle every day and in every way.

Prize categories included a Recycling Star Kindergarten group, in which five students won \$100 each. Thirty students in grades 1-12 won cash prizes in the following categories: First Place \$700, Second Place \$500, Third Place \$300, and Honorable Mention \$150. Matching cash prizes were awarded to the winning students' schools. Schools that submitted eligible entries but had no winners received \$100 Participation Awards. Sixty Certificate of Merit winners received \$25 each. In all, \$25,000 was awarded to students and schools in Oro Loma Sanitary District.

A complete list of winners and their prizes, with links to their posters, can be found on the District's website, www.roloma.org.

Winners of the Oro Loma/Waste Management 2014 Earth Day Poster Contest





Oro Loma Sanitary District
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Oro Loma
Customer
Satisfaction
Survey
Results

Spotlight on Excellence



Retired

Randy L. Wilhite

Randy, who retired on December 5, 2013, was employed by Oro Loma Sanitary District in the Collections Department for 23 years, the last 16 as a Lead Worker. During this time, Randy provided outstanding service to the District and to the community where he was born and raised. Randy was Oro Loma's CCTV (Closed Circuit TV) leadman, where he perfected the program that remotely inspects sewer lines. His production rate was among the highest in the State. Under his care, the TV equipment was maintained so as to virtually eliminate downtime due to equipment failure.

Randy hopes for a long, healthy, and enjoyable retirement, with lots of pork adobo and biscuits and gravy.



Rudy Vera

Rudy retired on May 16, 2014. He was employed by the District in the Collections Department for over 29 years, the last 23 as a Lead Worker, making him one of the longest tenured Lead Workers in the District's history. During this

time, Rudy provided outstanding service to Oro Loma, never shying away from the demanding aspects of the job. His encyclopedic knowledge of Oro Loma's miles of sewer system, down to the location of almost each and every manhole, was invaluable to the Collections Department. Rudy's contributions were also a major factor in the Collections Department winning the CWEA Collection System of the Year Award at the State level four times during his career.

Now that he is retired, Rudy hopes to spend many years with his growing family of grandchildren.



Promoted

Marty Banuelos

Marty, who started with Oro Loma in July 2000 after ten years in the plumbing trade, was promoted to Lead Worker after Randy Wilhite retired in December 2013. As a Lead Worker, Marty is part of a team of six workers responsible for maintaining the District's 275 miles of sewer line. This includes operating the CCTV to inspect the system, and using a Hydrovac and Hydrojetter to flush and clean the pipes to prevent wastewater backups.

As a life-long San Leandro resident, Marty appreciates the opportunity to give back to his community by providing a vital public service. The one thing Marty asks is for drivers to be more aware of workers in the field for everyone's safety.



Christopher Brown

Christopher was promoted to Lead Worker after Rudy Vera's retirement in May 2014. Christopher worked closely with Rudy, learning what it takes to maintain the District's many miles of sewer line. This includes how to operate the equipment and little things, like which easements are easiest to access, information that is only learned through many years on the job. Christopher aspires to match Rudy's memorized catalog of almost every manhole in the District.

Christopher particularly enjoys operating the CCTV, which gives him a new perspective on the sewer system. What he appreciates most, however, is the fact that all the members of the Collections team are trained on all the equipment and can take over for one another at a moment's notice.

2014-2015 Solid Waste Rates Adjustment

Effective September 1, 2014, the residential, multi-family and commercial refuse, and commercial recycling and green waste rates will be increased by 3.54% in accordance with the Oro Loma/Waste Management Agreement for Services. Residential recycling and green waste charges collected on the tax roll remain unchanged.