Oro Loma Customer Satisfaction Survey Results

1. How familiar are you with the Oro Loma Sanitary District and what it does?
   - Very familiar 17%
   - Fair 14%
   - Don't know 36%

2. Which of the following services do you believe Oro Loma Sanitary District and equipment being maintained?
   - Garbage collection 74%
   - Drinking water treatment 17%
   - Sewer collection and wastewater treatment 9%

3. How much do you agree or disagree that Oro Loma Sanitary District:
   - Strongly agree 57%
   - Agree 29%
   - Somewhat agree 7%
   - Disagree 5%
   - Strongly disagree 2%
   - Somewhat disagree 2%
   - Don't prefer 1%

4. Would you want weekly recycling service at a cost of $3-5 more per month?
   - Yes 77%
   - No 23%

5. Overall, how satisfied are you with services?
   - Very satisfied 72%
   - Somewhat satisfied 22%
   - Dissatisfied 5%
   - Very dissatisfied 2%

6. How would you prefer to receive information about services?
   - Social media 18%
   - Website 18%
   - Email 18%
   - Don't prefer 35%

7. Which issues are most important to you
   - Waste water treatment management 19%
   - Consumer protection laws 19%
   - Cost of services 19%
   - Environment preservation 19%
   - Water shortage issues 19%

8. How well are you served in terms of pavement, facilities, and equipment being maintained?
   - Don't know 39%
   - Good 33%
   - Excellent 11%

9. Would you try weekly recycling service at a cost of $3-5 more per month?
   - Yes 84%
   - No 16%

10. Overall, how satisfied are you with services?
    - Satisfied 77%
    - Not satisfied 23%

Earth Day 2016 Poster Contest Winners Honored at Awards Ceremony

A ceremony honoring the winners of the 2016 Oro Loma/Waste Management Earth Day Poster Contest was held on Wednesday, May 25, 2016 at the Opan, Auditorium of the San Leandro Marina Community Center. Over 1,500 students from schools across Oro Loma submitted entries in the contest, which was open to all Oro Loma Sanitary District students in grades K-12 attending a school that is served by Waste Management for recycling. The theme of the 2016 contest, “Keep-Ol-Ore Organics! Oro Loma Front Streets Program,” asked students to show why the program was important, and how they could participate in it at home.

A total of $12,000 was awarded to students and schools throughout Oro Loma. A complete list of winners with links to Recycling Star, First Place, Second Place, Third Place, and Honorable Mention posters can be found on oroloma.org.

Oro Loma/Waste Management Earth Day 2017 Poster Contest

The average person throws away over four pounds of trash each day, or about 1,500 pounds a year. That’s a lot of trash. And most of it isn’t trash at all.

For the Oro Loma/Waste Management Earth Day 2017 Poster Contest, students are asked to show why the program is important, and how they could participate in it at home. The contest’s green waste/organics and recycling programs make reducing trash easy.

Information about the District’s recycling and green waste/organics programs and the correct ways to dispose of batteries, electronic waste, pharmaceuticals, and hazardous waste are available on oroloma.org.

The contest starts January 17, 2017 and ends March 17, 2017, and is open to all students in grades K-12 in Oro Loma that use Waste Management for recycling.

A ceremony honoring the winners will be held on May 24, 2017.

The postcard and emails will be available at schools, Oro Loma, and Waste Management starting January 17, 2017. More information is available on oroloma.org.

Oro Loma—Still the Best Service at the Lowest Possible Cost

The District’s agreement with Waste Management provides for annual garbage rate adjustments for customers, based on a percentage of changes in the Consumer Price Index (CPI) and other regional factors. The garbage rate increase for 2016-2017 took effect September 1, 2016.

Annual Rate Schedule

For Fiscal Year 2017-18

| Rate | Annual Rate | Dollars Capped
|------|-------------|----------------|
| Base | 12.7246 | $33.72
| +12% | $3.98 | $10.33
| +24% | $7.97 | $20.66
| +36% | $12.04 | $32.78
| +48% | $16.11 | $44.91
| +60% | $20.18 | $57.04

An increase to the Oro Loma Sanitary District customer service charges went into effect July 1, 2016. The increase affects charges in the estimated cost to collect, transport, and treat wastewater from District users. The cost increase includes inflationary adjustments and a 5% increase to the replacement rate of water/wastewater pipes, many of which are over 70 years old.

The District’s current rates are 19% below the average in Alameda County. The charges are unchanged. Oro Loma garbage rates remain among the lowest in Alameda County.

A complete list of garbage rates is available on oroloma.org.

Month Year

| Rates | Amounts
|-------|--------|
| Monthly | $33.72
| Quarterly | $101.16
| Semi-Annually | $202.32
| Annually | $323.48

The District’s agreement with Waste Management provides for annual garbage rate adjustments for customers, based on a percentage of changes in the Consumer Price Index (CPI) and other regional factors. The garbage rate increase for 2016-2017 took effect September 1, 2016.

Residential recycling and green waste/organics are unchanged. Oro Loma garbage rates remain among the lowest in Alameda County.

A complete list of garbage rates is available on oroloma.org.