



ORO LOMA NEWS

San Lorenzo, CA

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www.oroloma.org

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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.

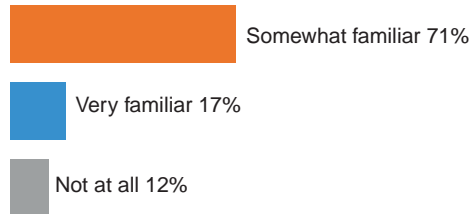


Above: Sewer collection maintenance; garbage, green waste, and recycling pickup; seedbeds for natural levee; plant at night

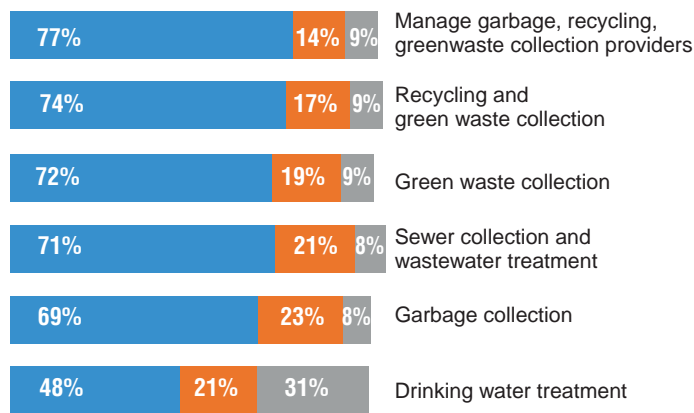


Oro Loma Customer Satisfaction Survey Results

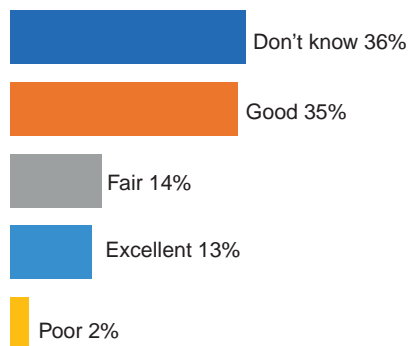
1. How familiar are you with Oro Loma Sanitary District and what it does?



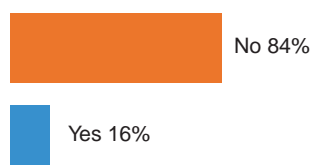
2. Which of the following services do you believe Oro Loma Sanitary District is responsible for?



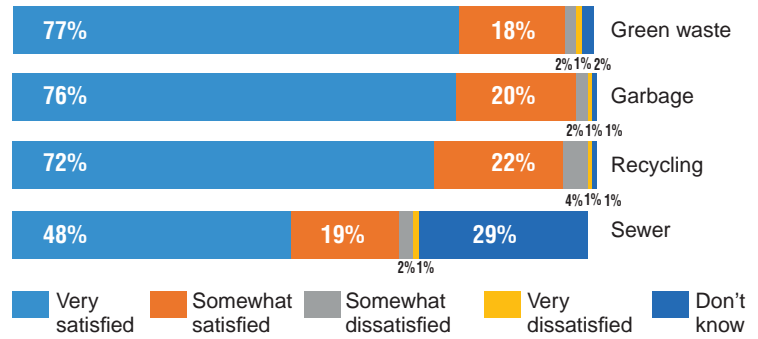
3. How well are your sewer and wastewater pipelines, facilities, and equipment being maintained?



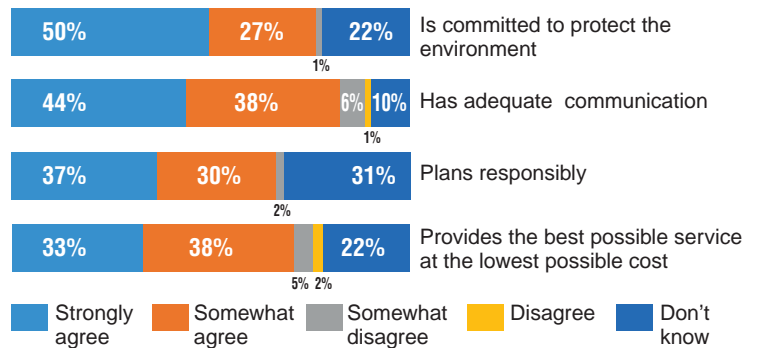
4. Would you want weekly recycling service at a cost of \$3-5 more per month?



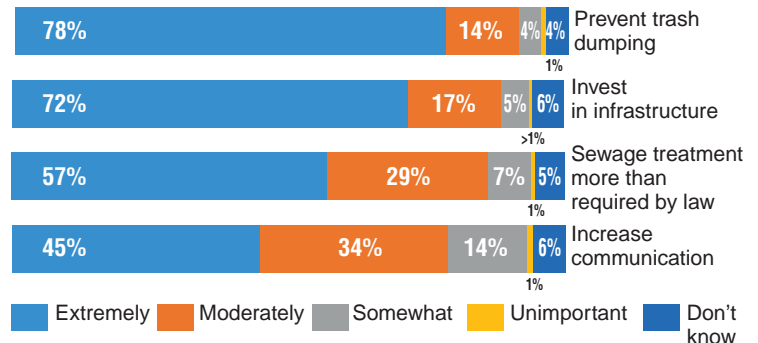
5. Overall, how satisfied are you with services?



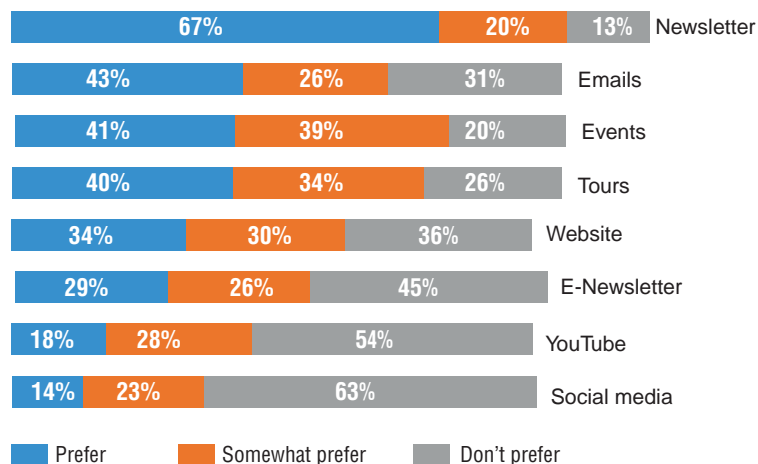
6. How much do you agree or disagree that Oro Loma Sanitary District:



7. Which issues are most important to you:



8. How would you prefer to receive information about services?



Note: Percentages given are of those who responded to individual questions.

Earth Day 2016 Poster Contest Winners Honored at Awards Ceremony

A ceremony honoring the winners of the 22nd annual Oro Loma/Waste Management Earth Day Poster Contest was held on Wednesday, May 25, 2016 in the Titan 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, "All-In-One ORGANICS! Oro Loma Food Scraps Program," asked students to show why the program was important, and how they could participate in it at home and at school.

Winners of First Place, Second Place, Third Place, and Honorable Mention prizes were notified on Earth Day, April 22, that they were winners, but they didn't find out until the awards ceremony which prizes they had won.

A total of \$12,800 was awarded to students in the Oro Loma/Waste Management 2016 Earth Day Poster contest, and an additional \$12,400 was given to schools in the form of matching prizes and Participation Awards.

In all, Oro Loma and Waste Management

provided \$25,200 in support of students and schools throughout Oro Loma.

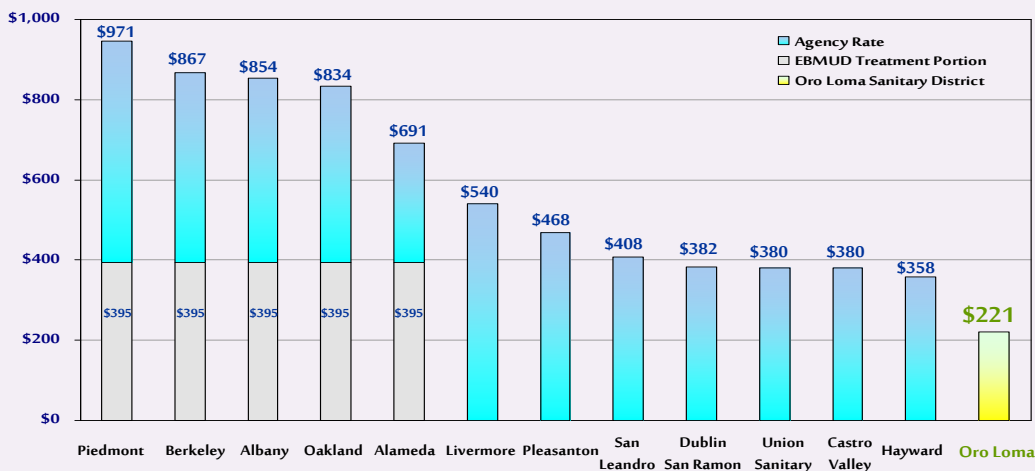
A complete list of winners with links to Recycling Star, First Place, Second Place, Third Place, and Honorable Mention posters can be found on www.oroloma.org.



First Place, Second Place, Third Place, Honorable Mention, and Recycling Star winners of the 2016 poster contest

ANNUAL SEWER SERVICE CHARGES FOR SINGLE FAMILY RESIDENCE IN ALAMEDA COUNTY

For Fiscal Year 2016-17



Oro Loma Sanitary District's Rate is 61% less than the average rate of \$566

Oro Loma—Still the Best Service

An increase to the Oro Loma Sanitary District sewer service charges went into effect July 1, 2016. The increase reflects changes in the estimated cost to collect, transport, and treat wastewater from District users. The cost increase includes inflationary adjustments and a 50% increase in the replacement rate of worn-out sewer pipes, many of which are over 70 years old.

The District's current charges are 63% below the average in Alameda County. The charges are expected to remain the lowest in the county at the end of five years.

For a complete list of sewer service charges through 2020, visit www.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 they know why it is important to reduce trash, and how the District'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 attending grades K-12 in Oro Loma that use Waste Management for recycling.



Prizes:

Kindergarten:

Recycling Star (5) \$100

Grade Groups

1-2, 3-4, 5-6, 7-8, 9-10, 11-12

First Place \$700

Second Place \$500

Third Place \$300

Honorable Mention (2) \$150

Certificates of Merit (10) \$ 25

Schools will receive matching cash prizes for Kindergarten Recycling Star awards,

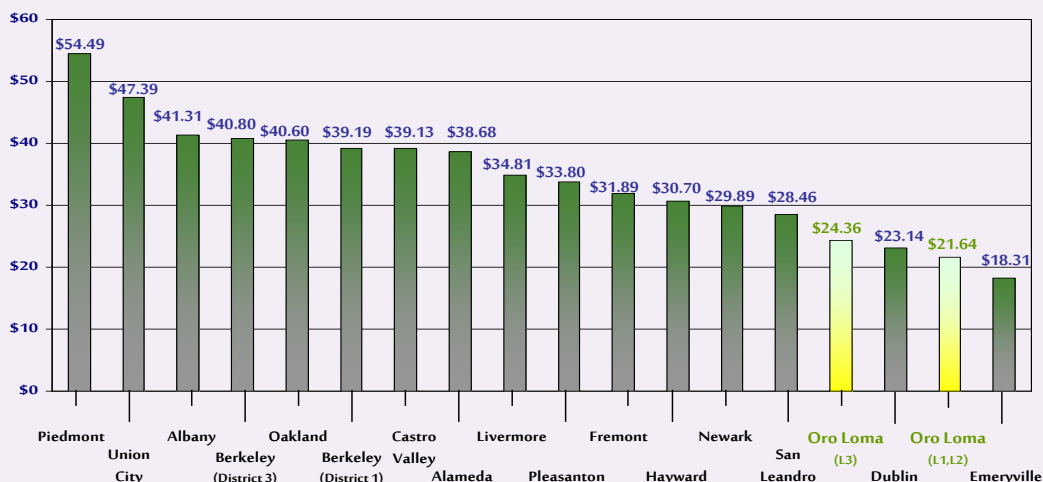
and Grades 1-12 First Place, Second Place, Third Place, and Honorable Mention awards. Schools that do not have student winners in these categories, but have an eligible entry, will receive a \$100 Participation Award. A ceremony honoring contest winners will be held on May 24, 2017.

Free poster paper with an entry form printed on the back will be available at schools, Oro Loma, and Waste Management starting January 17, 2017. More information is on www.oroloma.org.

Garbage at the Lowest Possible Cost

MONTHLY GARBAGE & RECYCLING RATES FOR 30-35 GALLON CAN, IN ALAMEDA COUNTY

As of October 2016



Oro Loma Sanitary District's (L1, L2) rate is 37.10% less than the average rate of \$34.37

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 charges are unchanged. Oro Loma garbage rates remain among the lowest in Alameda County.

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

WASTEWATER COLLECTION CORNER

Fall means back-to-school for students and an increase in vehicle and pedestrian traffic on our streets. Streets are also where Oro Loma crews need to work in order to service and maintain sewer mains. There are many things our drivers do to ensure their work in the street does not cause undue delays to customers:

- As much as possible, they perform scheduled sewer system maintenance work in school areas during summer break or school holidays. (Emergency work or work in response to a customer call is performed immediately.)
- Crews schedule their routine work so as to stay off major routes during commute hours.
- In some cases, crews work pre-dawn in order to stay out of major intersections.
- Our drivers complete annual driver awareness/defensive driving training that include skills test courses and commentary driving exercises.
- Employees attend annual training provided by California Highway Patrol to review changes in traffic codes and refresh their knowledge of current regulations.

Working in the middle of the street is not ideal, but that is where the sewer mains are. Please use caution when driving around our crews. Please don't let one phone call or text ruin your day or your life; we all want to go home safely to our families every day. Oro Loma Sanitary District is committed to protect the environment, its customers and its employees.



Helpful Reminders

- A Backflow Prevention System can keep raw sewage out of your home or business in the event of a sewer blockage. For more information, visit oroloma.org.
- Slow drains? Sewer backed up? Water or worse coming out of a sewer cleanout or manhole? **Call Oro Loma 24/7 emergency response: (510) 276-4700.**
- **Your toilet is not a trash can!**
Here are some things that don't belong in your toilet: any "disposable" wipes, including disinfecting wipes, moist towelettes, and baby wipes; dental floss, hair, bandages, sanitary products.
- Fats, oil, and grease (FOG) can clog household drains and sewer mains. Don't pour FOG down the drain.
- Collection crews drive District vehicles, wear uniforms, and carry identification at all times. They will never ask to come into your home for any reason.



Oro Loma collection workers servicing a sewer main



Oro Loma Sanitary District
2655 Grant Avenue
San Lorenzo, CA 94580

PRSRT STD
US POSTAGE
PAID
OAKLAND CA
PERMIT NO. 544

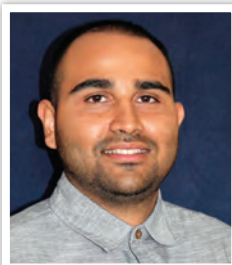
Customer Survey Results

Important Phone Numbers to Keep Handy

Oro Loma Sanitary District Office and
24/7 Emergency Response..... (510) 276-4700
Waste Management (510) 613-8710

Alameda County Recycling Hotline .. (877) STOPWASTE
Alameda County
Household Hazardous Waste (800) 606-6606

Spotlight on Excellence



José Rivas

On September 6, 2016, José Rivas became the newest member of the Oro Loma Sanitary District Engineering Department staff as Junior Engineer.

José received a degree in Civil Engineering from Cal Poly San Luis Obispo and has worked for a design firm developing commercial and residential subdivisions, including underground utilities.

The open, welcoming atmosphere of the Engineering Department, and the prospect of giving back to his community are important reasons why José sees a long future with Oro Loma. During the next two years, he plans on completing the requirements for his Professional Engineering License.

Among other tasks, the Engineering Department is responsible for overseeing the design, bidding, and construction of the District's Renewal and Replacement and Capital Improvement projects, and for inspecting the installation of collection system improvements of private development and construction projects. José particularly appreciates the opportunity to combine working on engineering design projects with actual in-the-field inspection and review.

Oro Loma 2016-2017 Calendar



Industry Leadership



Lenny Rather



Christopher Brown



Sara Burke

Three Oro Loma employees are officers of state and local sections of the California Water Environment Association (CWEA). Lenny Rather, Oro Loma Collection System Manager, serves as Chair of the State Collection System Committee; Christopher Brown, Oro Loma Lead Worker, serves as Chair of the San Francisco Bay Section Collection System Committee; and Sara Burke, Oro Loma Plant Chemist, is Vice-Chair for the CWEA State Laboratory Training Committee. Selection of these Oro Loma employees is evidence of their knowledge, expertise, and professionalism.

Free 15-month Oro Loma 2016-2017 calendars featuring winners in the 2016 Earth Day Poster Contest have been delivered to schools throughout the District. Calendars may also be picked up at the District office, 2655 Grant Avenue, San Lorenzo.



Printed on recycled paper