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 travel. As much as possible, they perform scheduled sewer system maintenance work or work in response to a customer call. Oro Loma collection workers servicing a sewer main.

Helpful Reminders

• A Backflow Prevention System can keep raw sewage out of your home or business. They will never ask you to open your drains or manhole.

• If you live in an apartment, townhome, or business, always check the manhole in your area to ensure that it is not blocked.

• Collection crews drive District vehicles, wear uniforms, and carry identification. Check with the driver of any vehicle you do not recognize.

Spotlight on Excellence

On September 8, 2017, 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 in a design firm developing commercial and residential subdivisions, including underground utilities. Among other tasks, the Engineering Department is responsible for overseeing the design, building, and construction of Oro Loma Sanitary District’s new wastewater treatment plant, the Collection System Improvements project, and the 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.

Industry Leadership

Leonny Rather
Christopher Brown

Three Oro Loma employees are officers of trade and local sections of the California Water Environment Association. Leonny Rather, Oro Loma Collection System Manager, is 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 OSEA (State Laboratory Training Committee). Selection of these Oro Loma employees is evidence of their knowledge, expertise, and professionalism.

Important Phone Numbers to Keep Handy

Oro Loma Sanitary District Office and
24/7 Emergency Response: (510) 270-4700
Waste Management: (510) 613-8710
Alameda County Household Hazardous Waste: (510) 980-9800

Thank You for Your Feedback

As part of the District’s ongoing commitment to the community it serves, Oro Loma recently sent out a Customer Satisfaction Survey to 2,100 of its 47,000 customers. The survey asked whether or not they were satisfied with the garbage, recycling, and green waste collection services they were receiving. Customers were asked to rate their satisfaction with the 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 offers, that they do not get information about the District through its newsletter, and that they do not want additional recycling pickup if it means an increase in cost. By improving the newsletter’s reach and 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 organizers program.

The survey feedback is very valuable, as it provides information that will help the Board to advance its mission to provide the best possible service at the lowest possible cost. The Board, leadership, and the Board’s work on the men and women of Oro Loma, continues with community involvement, provides the best possible service, and continues to improve its services. The number of sewer connections in Oro Loma continues to be one of the lowest in the state, and the treatment plant has had only one permit violation in over 12 years. Recently, the Board completed an innovative project that made it easier to keep our drain and sewer system clean and clear of debris. This natural barrier is designed to protect the community from both rain, run-off natural habitat along the edge of the Bay, and further inland wastewater treatment.

Customer Survey Results

Thank you for your feedback. The complete survey results are listed on the next page.

Oro Loma Sanitary District
2015 Grant Avenue
San Lorenzo, CA 94580
(510) 270-4700
www.oroloma.org
Fall 2017 Issue 69

Oro Loma Sanitary District
2015 Grant Avenue
San Lorenzo, CA 94580
(510) 270-4700
www.oroloma.org
Fall 2017 Issue 69
Oro Loma Customer Satisfaction Survey Results

1. How familiar are you with the Oro Loma Sanitary District and what do you think?
   - Poor 2%
   - Fair 14%
   - Good 48%
   - Very good 21%
   - Excellent 31%

2. Which of the following services do you believe Oro Loma Sanitary District is responsible for?
   - Garbage collection and recycling 71%
   - Sewer collection and maintenance 72%
   - Stormwater collection and maintenance 71%
   - Recycling and green waste/organics programs and recycling programs make reducing trash easier 72%

3. How do you make sure that your recycling is collected at the lowest possible cost?
   - Don't know 50%
   - Good 38%
   - Excellent 12%

4. Would you prefer to receive information about services?
   - E-Newsletter 67%
   - Tours 20%
   - Emails 13%
   - Printed newsletter 10%
   - YouTube 4%
   - Website 1%
   - Social media 2%

5. Overall, how satisfied are you with services?
   - Not at all 12%
   - Somewhat 71%
   - Very 48%
   - Extremely 26%

6. How many students were winners, but they didn't find out until notified on Earth Day, April 22, that they were?
   - Winners of First Place, Second Place, Third Place, Honorable Mention, and Recycling Star winners of the 2016 poster contest received cash awards, with Grand Prizes awarded to students attending grades K-12.

7. Which issues are most important to you:
   - Prevent trash dumping 72%
   - Recycling and green waste/organics programs and recycling programs make reducing trash easier 72%
   - Plans responsibly 33%
   - Proactively 32%
   - Has adequate communication 29%
   - Provides the best possible service 27%
   - Protects the environment 26%
   - Provides the most possible service of the Direct Service cost 21%
   - Provides the most possible service of the Indirect Service cost 17%

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 of trash each year. That’s a lot of trash.

For the Oro Loma/Waste Management Earth Day 2017 Poster Contest, students are invited to show how they know it is possible to reduce trash through local recycling. The contest’s green waste/organics and recycling programs make reducing trash easier.

Information about the District’s recycling and green waste/organics programs and the correct ways to dispose of batteries, electronic waste, pharmaceuticals, andлюдewaste 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.

Dissatisfied 2%
Dissatisfied at least 1%
Satisfied 76%
Satisfied at least 71%
Very satisfied 17%
Total at least 79%
Oro Loma Customer Satisfaction Survey Results

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

<table>
<thead>
<tr>
<th>Highly Not Familiar</th>
<th>Somewhat Not Familiar</th>
<th>Somewhat Familiar</th>
<th>Very Familiar</th>
</tr>
</thead>
<tbody>
<tr>
<td>14%</td>
<td>42%</td>
<td>36%</td>
<td>8%</td>
</tr>
</tbody>
</table>

2. Of those services do you believe Oro Loma Sanitary District is responsible for?

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drinking water treatment</td>
<td>Somewhat familiar</td>
</tr>
<tr>
<td>Sewer collection and green waste collection</td>
<td>Don't know</td>
</tr>
<tr>
<td>Recycling and greenwaste collection programs</td>
<td>Somewhat familiar</td>
</tr>
<tr>
<td>Sanitary District sewer service charges</td>
<td>Somewhat familiar</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Agreement Level</th>
<th>Agree</th>
<th>Somewhat Agree</th>
<th>Disagree</th>
<th>Somewhat Disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides the best possible service</td>
<td>35%</td>
<td>38%</td>
<td>17%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Plans responsibly</td>
<td>41%</td>
<td>34%</td>
<td>26%</td>
<td>9%</td>
<td>5%</td>
</tr>
<tr>
<td>Has adequate communication</td>
<td>44%</td>
<td>38%</td>
<td>6%</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>Provides the most possible service of the District's current charges</td>
<td>44%</td>
<td>38%</td>
<td>6%</td>
<td>4%</td>
<td>1%</td>
</tr>
</tbody>
</table>

4. Which issues are most important to you:

- Garbage collection
- Drinking water treatment
- Wastewater treatment
- Sewer collection and green waste collection
- Recycling and green waste collection programs

5. Overall, how satisfied are you with services?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Strongly Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Somewhat Dissatisfied</th>
<th>Strongly Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>40%</td>
<td>34%</td>
<td>26%</td>
<td>41%</td>
<td>39%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Information Format</th>
<th>Email</th>
<th>Newsletter</th>
<th>E-Newsletter</th>
<th>Social Media</th>
</tr>
</thead>
<tbody>
<tr>
<td>45%</td>
<td>14%</td>
<td>14%</td>
<td>12%</td>
<td>11%</td>
</tr>
</tbody>
</table>

7. Why is recycling important to you?

- To reduce trash
- To make the environment cleaner
- To save money on waste disposal

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

<table>
<thead>
<tr>
<th>Information Format</th>
<th>Email</th>
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</tbody>
</table>

Oro Loma/Waste Management Earth Day 2017 Poster Contest

The average person throws away over four pounds of trash each day, or about 1,300 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 Poster Contest, students are asked to show how they think it’s possible to reduce trash, with an emphasis on Oro Loma Sanitary District’s green waste/organics and recycling programs and making trash reduction easy.

Information about the District’s recycling and green waste/organics programs and the contest is available on the Oro Loma Sanitary District website at orolomacounty.org.

A ceremony honoring the winners of the Earth Day 2016 Poster Contest was held April 21, 2016 in the Titan Auditorium of the San Leandro Marina for Kindergarten Recycling Star awards, First Place, Second Place, Third Place, and Honorable Mention positions. Schools that do not have student winners in those categories, but have an eligible entry, will receive a $300 Participation Award.

A ceremony honoring the winners will be held May 25, 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 available on www.oronoma.org.

Prizes:
- Kindergarten Recycling Star (1) $100
- Grade Group 1-2, 3-4, 5-6, 7-8, 9-12
- First Place $750
- Second Place $500
- Honorable Mention (2) $150
- Certificate of Merit (10) $25

Sewer—Still the Best Service at the Lowest Possible Cost

An increase in the Oro Loma Sanitary District’s sewer service charges went into effect July 1, 2009. 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 10% increase in the replacement value 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 among the lowest in the county at the end of the five years. For a complete list of sewer service charges through 2030, visit www.oronoma.org.

A summary of changes in the estimated cost to collect, transport, and treat wastewater from District users is shown in the table below. The District's agreement with Waste Management provides for annual garbage rate adjustments for businesses, 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.oronoma.org.
Earth Day 2016 Poster Contest Winners Honored at Awards Ceremony

A total of $52,258 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 $64,658 in support of students and schools throughout Oro Loma.

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

The average person throws away over four pounds of trash each day, or about 1,300 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 Poster Contest, students are asked to show they know it is possible to reduce their waste by designing a recycling and green waste/organics and recycling programs make reducing trash easy.

The District’s Sanitary District’s Rate is 61% less than the average rate of $566.

The District’s agreement with Waste Management provides for 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.

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

An increase to the Oro Loma Sanitary District’s tariff service charges went into effect July 1, 2016. The increase affects changes in the estimated cost to collect, transport, and treat wastewater from District users. The cost increase includes inflationary adjustments and a 30% increase in the replacement rate of worn-out sewer pipes, many of which are over 70 years old. The District’s current charges are 67% below the average in Alameda County. The charges are among the lowest in Alameda County at the end of the five years.

For a complete list of service charges through 2020, visit oroloma.org.

Oro Loma/Waste Management Earth Day 2017 Poster Contest

No. 1-2, 3-4, 5-6, 7-8, 9-10, 11-12

T

S

C

K-12, 13-14, 15-16, 17-18

F

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

T

S

C

K-12, 13-14, 15-16, 17-18

F

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WASTEWATER COLLECTION CORNER

Fall means back-to-school for students and an increase in vehicle and pedestrian traffic on our streets. Shoppers 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 during non-peak traffic times during school break or school holidays. (Emergency work or work in response to a customer call is performed remediably.)
• Trucks 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 off of major intersections.

Our drivers complete annual driver awareness/defensive driving training that includes skills courses and community driving exercises.

Employees attend annual training provided by California Highway Patrol to review changes in traffic codes and refresh their knowledge of current regulations.

Waking 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 honk your horn or do anything else that might scare them out of their work zone.

On September 6, 2016, José Rivas became the newest member of our Professional 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 pipes, sidewalks, atmospheres of the Engineering Department, and the prospect of going back to his community to fix important issues make Jose very long to work for Oro Loma. During the next two years, he plans on completing the requirements for his Professional Engineer License.

Among other tasks, the Engineering Department is responsible for maintaining the design, building, and construction of the District’s Replacement and Replacement and Capital Improvement projects.

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 down! Never parked in front of fire hydrant, fire gate, or otherwise block the hydrant.
• Your belief is a ‘trash can’ issue. There are many things that don’t belong in your toilet or any ‘disposable’ sink, including ducting wires, metal threaders, and baby wipes.
• Food, oil, and grease (FOG) can clog household drains and sewer mains. Don’t put 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.

Spotlight on Excellence

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Industry Leadership

Three Oro Loma employees are officers of statewide and local sections of the California Water Environment Association. As Director of Local Government Affairs; Oro Loma Collection System Manager; and Chair of State Collection System Committee; Christopher Brown, Oro Loma Lead Worker; serves as Chair of the San Francisco Bay Section Collection System Committee; and Sara Baker, Oro Loma Plant Chemist; as Vice-Chair for the ORESA State Laboratory Training Committee. Selections of these Oro Loma employees are evidence of their knowledge, expertise, and professionalism.

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Helpful Reminders

- A Backflow Prevention System can help keep any sewage out of your home or business in the event of a sewer blockage. For more information, visit oroloma.org.
- Slow down! Never locked out! Water or sewer coming out of a sewer drain? Call Oro Loma 24-hour emergency response: (510) 276-4700.
- Your help is not a ‘trash can’ and there are some things that don’t belong in your toilet any ‘disposable’ items, including dishwashing wrapers, metal fasteners, and baby wipes; dental floss, hair bands, sanitary products.
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Fall/Winter 2017

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Waste Management: (510) 873-0320

Alameda County Household Hazardous Waste: (510) 899-5000

San Lorenzo, CA 94580

Pacific of North America

San Lorenzo, CA 94580

Industry Leadership

Chris Brown

Three Oro Loma employees are finalists in the California Water Environment Association (CWEA) 2017 Leadership Awards Ceremony. Chris Brown, Oro Loma Collection System Manager, was selected 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. Selections of these Oro Loma employees are evidence of their knowledge, expertise, and professionalism.

Sara Burke

Year 15-months Oro Loma 2016–2017 Calendar featuring winners in the 2016 Early Day Poster Contest have been delivered to schools throughout the District. Calendars may also be picked up at the District office, 2055 Grant Avenue, San Lorenzo.

Thank You for Your Feedback

As part of our District’s ongoing commitment to the community it serves, Oro Loma recently sent out a Customer Satisfaction Survey to 2,109 of its 47,000 customers. The survey asked whether or not they paid an additional recycling pickup if it means an increase in cost. By an overwhelming majority, respondents either were very satisfied or somewhat satisfied with the garbage collection, and green waste collection services, but they were most pleased with the green waste/organics program.

We learned that some people are unsure what services Oro Loma provides, that they did not get information about the District through its newsletter, and that they do not want additional recycling pickup if it means an increase in cost. By an overwhelming majority, respondents either were very satisfied or somewhat satisfied with the garbage collection, 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 guide this Board in advancing our mission to provide the best possible service at the lowest possible cost.

This Roscetti, leadership and the Roscetti work of the men and women of Oro Loma, committed to community involvement, has resulted in a number of projects that have been given the District’s award for the lowest in the state, and the treatment plant has had the best performance in the state. The number of sewer overflows in Oro Loma continues to be one of the lowest in the state, and the treatment plant has been judged the best in the state for more than 2,100 of its 47,000 customers. The survey asked whether or not they paid an additional recycling pickup if it means an increase in cost. By an overwhelming majority, respondents either were very satisfied or somewhat satisfied with the garbage collection, and green waste collection services, but they were most pleased with the green waste/organics program.

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