



TO: Roland Williams, General Manager
FROM: Naomi Lue, Solid Waste Supervisor
SUBJECT: Canyonlands Survey Results - Updated
DATE: November 5, 2014

Subject: 558 letters and an accompanying Survey for Potential Annexation were mailed on September 23, 2014 to parcel owners in the Castro Valley/Palomares Canyonlands (Canyonlands). CVSan received 123 surveys on behalf of 174 parcels by the October 10, 2014 due date.

An additional 12 surveys on behalf of 17 parcels were received after the due date (135 surveys on behalf of 191 parcels total), and these responses have been integrated into the summarized data shown below (*Survey Results*). This memo serves to provide an updated summary following my original memo to the Board dated October 14, 2014, and will be provided to Supervisor Nate Miley's office for the November 17, 2014 Municipal Advisory Committee (MAC) meeting.

Background to Survey: Approximately 260 properties in the Canyonlands currently subscribe to garbage collection, processing, and disposal services from Waste Management of Alameda County, Inc. (WMAC). Monthly cart rates currently range from \$26.92 (20 gal.) to \$52.70 (96 gal.), with average service collection the equivalent of a 32-gallon cart per week. After a rate adjustment from WMAC in Summer 2014, some customers of the area voiced their displeasure with the rates, and WMAC was invited to a MAC meeting. Following the MAC meeting, WMAC authored a letter to customers on August 22, 2014 which agreed to lower their rate increases by approximately half, and announced that WMAC would stop providing service effective December 31, 2014.

CVSan staff met with County of Alameda and Alameda County Local Agency Formation Commission (LAFCo) to discuss the possibility of CVSan pursuing annexation again for solid waste services. CVSan's Solid Waste Committee directed staff on August 7, 2014 to compose and mail a survey to property owners of the Canyonlands to determine support and concern over a potential annexation. In the best interest of customers in the area and assisting Supervisor Nate Miley and the County of Alameda, CVSan staff has been looking into additional options and met with California Waste Solutions to explain the current situation and direct the hauler to communicate with Supervisor Miley should they have interest in servicing the area starting in 2015. County of Alameda, LAFCo, Supervisor Miley, and CVSan met on October 30, 2014 to discuss next steps of a potential annexation.

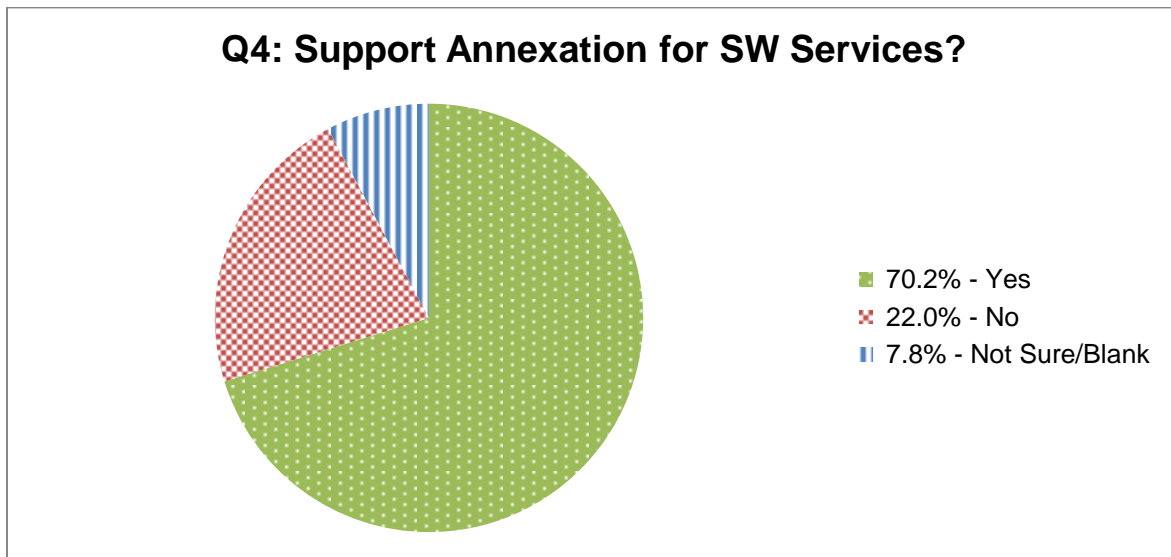
Recommendation: This updated memo is for informational purposes and will be presented at November 17th MAC meeting.

Survey Results: Completed and returned surveys represented 191 of 558 parcels (34.2% reply rate). Staff is showing results on behalf of total parcels because it is likely

that LAFCo would call for a vote of registered voters and landowners. It was important to CVSan to receive feedback in this survey from all property owners, not just owners of developed properties.

Q4: Do you support annexation of your property into CVSan for solid waste (garbage & recycling) services?

- 134 of 191 (70.2%) answered “Yes”
- 42 of 191 (22.0%) answered “No”
- 15 of 191 (7.8%) answered “Not sure”, “?”, “No opinion”, or did not answer



Q5: If no, please share a reason or concern. The following comments were received regardless of the response to Q4 (some respondents provided an answer other than “No” to Q4).

- I would like to know the Pro's and Con's
- Maybe, what's the cost?
- Some sort of service is needed
- Depending on cost of services
- Property currently not in use
- Don't need
- Don't need service, don't want service, will never use service
- Don't really need your services!
- By doing this will homes be required to have garbage service? Depends on cost.
- Narrow and curvy roads for trucks to turn around

- Believe this is method to coerce vote for annexation
- Undeveloped
- Happy with present service, not need duplicate services.
- Depends on cost
- Provided monthly service is not mandatory
- Not really interested in recycling. I deal with this personally.
- Depending on fair price. I expect to pay a reasonable fee
- Curious of cost
- No intelligent response can be made to a question like this without a full disclosure of the cost of such service. After all, costs are what got us to this point in the first place.
- If we are not going to be paying double the price for the same service everyone else gets.
- CVSan is substantially more expensive than Oro Loma for the same service.
- Absolutely not! Vacant land will never use garbage service.
- We were happy with waste management. What does annexation entail as well as garbage recycling services?
- How can you propose something without cost? Poor leadership. Cost? If you want to help provide information.
- Like Status of "Unincorporated"
- I would like to know the cost
- It depends on the cost per year in taxes
- Waste management does not pick up my garbage. I recycle cans, bottles, paper, cardboard and have a compost pile and I go to the dump like once a year
- We are too far from the road to set cans out and to have trucks come up our driveway. Thanks anyway!
- It would increase taxes
- Costs (x2)
- Annexation is not our first choice. We would prefer that a service provider could be sought after and found and basically continue service as per the status quo. We have not been fully informed of the pros and cons of annexation. We would not want to force everyone to have garbage service that being said, if we do get annexed we would willingly participate in that new garbage service program
- Unable to make a realistic choice without any idea of what the costs might be.
- As long as services & fees are fair and comparable to other CV San customers.
- Just so long as we continue service

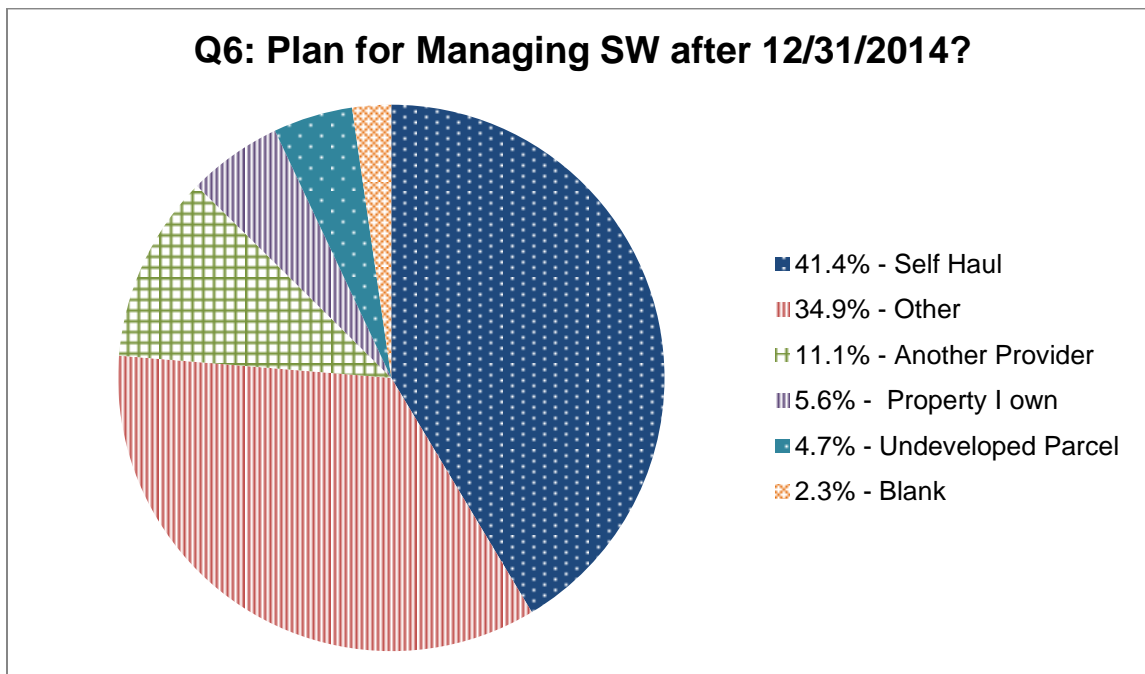
- As long as the cost is feasible! I will expect first a cost analysis.
- Need more information- cost / price controls/subcontractors if any.
- Probably yes, but do not understand potential negative impact
- The term annexation makes me nervous : I would require further abortion of its meaning in this context
- No say in terms of service
- Voluntary OK but not mandatory. If rates get too high, I don't want to be forced to pay
- Concerned about cost
- At a fair price
- Equipment is operated in an unsafe manner on our road and creates a hazardous condition during the busiest part of the day. Recent concerns stated by waste management indicate it is uneconomical to provide service to our area.
- Certainly the biggest issue is the undetermined costs, nor is there any indication that this would be voluntary or opt-out. Additionally there are no details if this service will be competitively bid. Essentially it seems as though this might be a "blank check" without this information. While it is advantageous to have some services available, we are making an effort to live in a "zero waste" manner and are looking for composting and other environmentally efforts as much as possible. I am concerned of a "single cost" solution that might only be 1 or 2 bags of garbage per month for a high rate. I would appreciate much more information prior to committing to supporting this action.
- No details on costs, nor services provided. 2nd parcel does not have any homes or structures, and am concerned that this parcel will require services as well, when none are needed.
- It will increase already high disposal costs
- I believe we will be paying for services. We will not receive and we can better solve our own waste disposal at a grass roots level
- I throw away my own waste
- I do my own garbage & recycling
- Rising costs, or looking for recycling only
- One more bill, not needed
- Another expense I neither want or can afford
- Annexation of the canyonlands into the CVSan district will not solve the costs associated with hauling trash. The canyonlands are not physically, economically or socially related to CVSan's current district. I don't need a district to tell me how to deal with my trash or force me to use their service - a monopoly is not necessary here. Extending the service area is going to increase costs; these costs will either be forced upon those within the extended area or be spread

throughout the district. I don't believe that the current CVSan customers want to subsidize trash pickup in the canyonlands. I don't want the cost of my trash requirements subsidized by the current customers of CVSan.

- At a fair price!!! Not more than in town

Q6: The annexation process, once initiated, may take 6 months – 1 year to complete. Waste Management has communicated that they will stop providing collection services on 12/31/2014. After 12/31/2014, how do you plan to manage your solid waste (garbage & recycling)? A few respondents gave more than one response; therefore 215 responses were received.

- 24 of 215 (11.1%) answered “A – Contract with another service provider”
- 89 of 215 (41.4%) answered “B – Self-haul to a transfer station, landfill, or buyback center”
- 12 of 215 (5.6%) answered “C – Transport to another property I own”
- 75 of 215 (34.9%) answered “D – _____”
- 10 of 215 (4.7%) answered “E – n/a parcel is undeveloped”
- 5 of 215 (2.3%) did not answer



The following comments were received primarily to answer “D”, although some respondents selected an answer other than “D”:

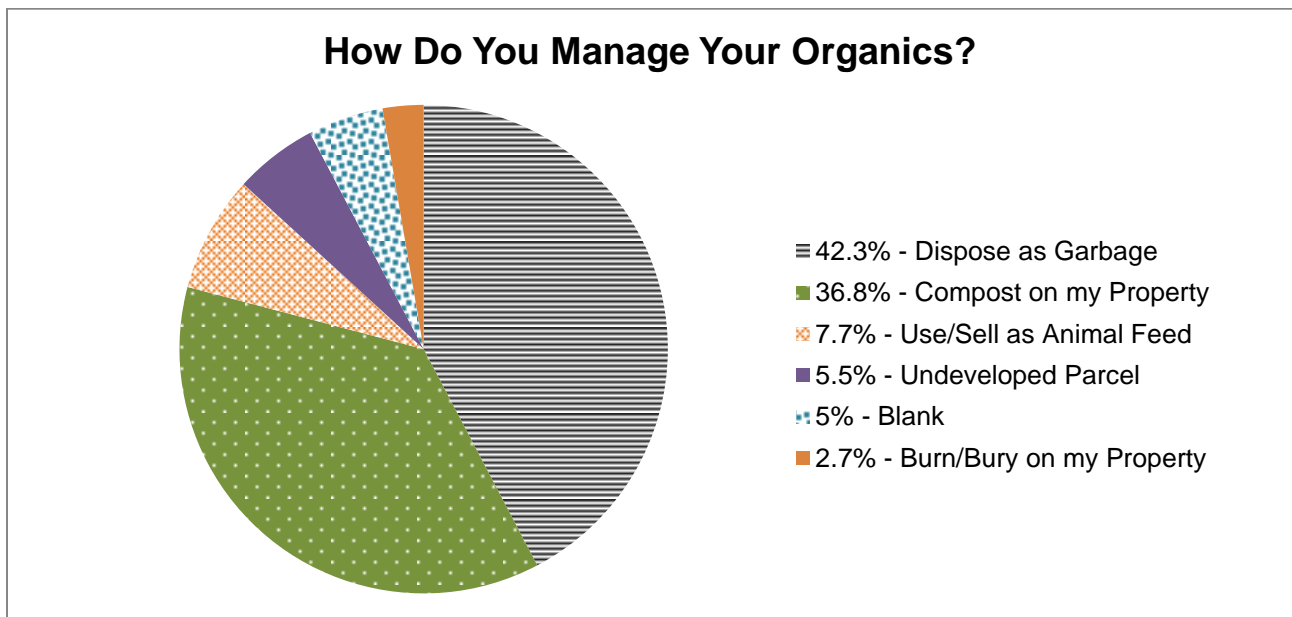
- Dump in the streets
- Prefer to have another provider by CVSan
- Not sure

- Other (x2)
- I'm not sure yet- either self-haul to transfer station or contract? I am hoping for continued service.
- Own 299 Park Str, San Leandro Norcal Waste Equip.co (Pick up by ACI)
- No solution yet. Please annex! If no annexation probably a) or b).
- I have no plan at this time
- Transport to a friends house. We already take recycling there.
- Drive it to mother's house temporarily. Don't have a good solution.
- Undecided probably b or c
- Transport to husbands business for disposal
- Don't know (x2)
- Make waste management supply service
- Take to CV San offices and leave it there? I don't really know.
- I am 72 years old/ Had 2 strokes/ I don't know what to do.
- Undecided
- No idea
- Unknown at this time
- What are the options for services?
- Pile it up on the street
- No idea yet
- Rental property, not sure what to do.
- We may try Pleasanton disposal or Calif. Waste Solutions . We will get it to a proper landfill. We take our recycling to a proper recycle disposal. Waste management will pick up in dumpster every week for six garbage cans. We may team with our neighbors.
- I do not know what I am going to do!
- We don't know what to do! Nate Miley's office told me if people left their garbage on the road, the county would be forced to pick it up for sanitation reasons. So we will leave our bagged garbage on the road. This is a ridiculous situation.
- I have absolutely no idea
- We are hoping another service provider would be found- long term or short term
- I don't know what I will do!! I am handicapped!
- ? (x2)
- Would like the county to be contract with a responsible provider
- Let it pile up

- Not a clue not happy with the situation
- Don't know. Expect our representatives to provide services for property taxes paid.
- That will depend on Alameda County and CV Sanitary District.
- I don't know
- I have no idea what i am going to do, but need a solution for trash pick up.
- No idea. Would be nice if the county which created the problem recommended or provided options. Hard to understand why they would have failed to make a deal with WM if they had no viable alternative for owners.
- We have no idea. As a tax payer I expect those elected and appointed officials of the county to support our area with the appropriate level of utilities. Maybe Nate's office is a good place to drop off my garbage. We've been talking about annexation for too long, let's finally take care of this.
- We do not know what we are going to do. Please help us!
- We have just taken possession of this property effective August 15th (your letter was forwarded to us by the previous owner) and are yet to occupy the property. At this time all cleanup work is being done on a self-haul basis. We are not signed up with any services at this time. It should be noted that we currently live in the City of Alameda and are very pleased with the level of services that Alameda County Industries provides us here. This ties back into competitive bidding situations and the expectation of cost associated with a general service.
- You leave us no open ended response here, so I'll add below. We may also do some burning, not ideal, however not giving me much choice here. We've already been paying full rate for inferior service. By inferior, I mean:
 - 1) No Green Waste- please of all places, the canyons need green waste, or fire fuel is created.
 - 2) No recycling has been offered, all our recycles go to the general landfill.
 - 3) No trash cans provided. The current company has broken two of my cans, and I'm replacing them often because of it.
- Don't know yet
- Take it to work and dispose
- Not Sure
- But will be difficult for an 88 & 87 year old to do!!!!
- N/A See #5 above
- I have no idea, no plan
- Recycle

Q7: How do you currently manage your organics (food scraps & food-soiled paper)? A few respondents gave more than one response; therefore 220 responses were received.

- 81 of 220 (36.8%) answered “A – Compost on my land/property”
- 17 of 220 (7.7%) answered “B – Use/sell as animal feed”
- 93 of 220 (42.3%) answered “C – Dispose as garbage”
- 6 of 220 (2.7%) answered “D – Burn or bury on my land/property”
- 12 of 220 (5.5%) answered “E – n/a parcel is undeveloped”
- 11 of 220 (5%) did not answer



The following comments were received:

- Transport to other property I own
- I compost in green bin for pickup. If I leave it on my land it attracts animals
- Self haul to a transfer station and dispose as garbage
- Use a combination
- Garbage disposal to septic tanks
- There has been no recycling offered
- I currently use waste management until December
- Non meat food scraps
- Our county better act fast to resolve this potentially serious problem! They have the power. The citizens do not!

- Thank you! We hope this will occur!
- Take to biofuel in Livermore
- Food Scraps - Give to animals to eat. Soiled paper - see #5 above
- And transfer station
- Agricultural land

Anticipated Costs: The following is an estimate of anticipated costs for pursuing an annexation of the Castro Valley/Palomares Canyonlands area into CVSan.

Annexation	
LAFCo & State Board of Equalization Fees, Election	\$ 18,050
Staff & Legal	\$ 20,250
	\$ 38,300
Agreement & Roll-Out	
Development of Service Arrangements & Rates	\$ 25,000 +
Staff & Legal, Public Education	\$ 22,000
	\$ 47,000
Assets	
Carts	\$100,000
Total	\$185,300

County Mapping for Annexation	
Alameda County Mapping	\$ 45,000

Background: In September 2006, CVSan mailed a survey to 250 properties receiving WMAC garbage collection, processing and disposal services entitled “Canyonlands Residential Curbside Recycling Collection Program Survey.” CVSan received 94/250 surveys (38% reply rate), and the purpose of that survey was to determine interest in a recycling program. CVSan previously pursued annexation starting in 2006, but efforts came to a standstill in 2009/10 due to a \$45,000 estimate from the County to provide required mapping per the State Board of Equalization.