

City of San José
**Transforming the
Commercial Solid Waste System
to Achieve Zero Waste**

Metropolitan Washington Council of Governments
Webinar – May 22, 2014

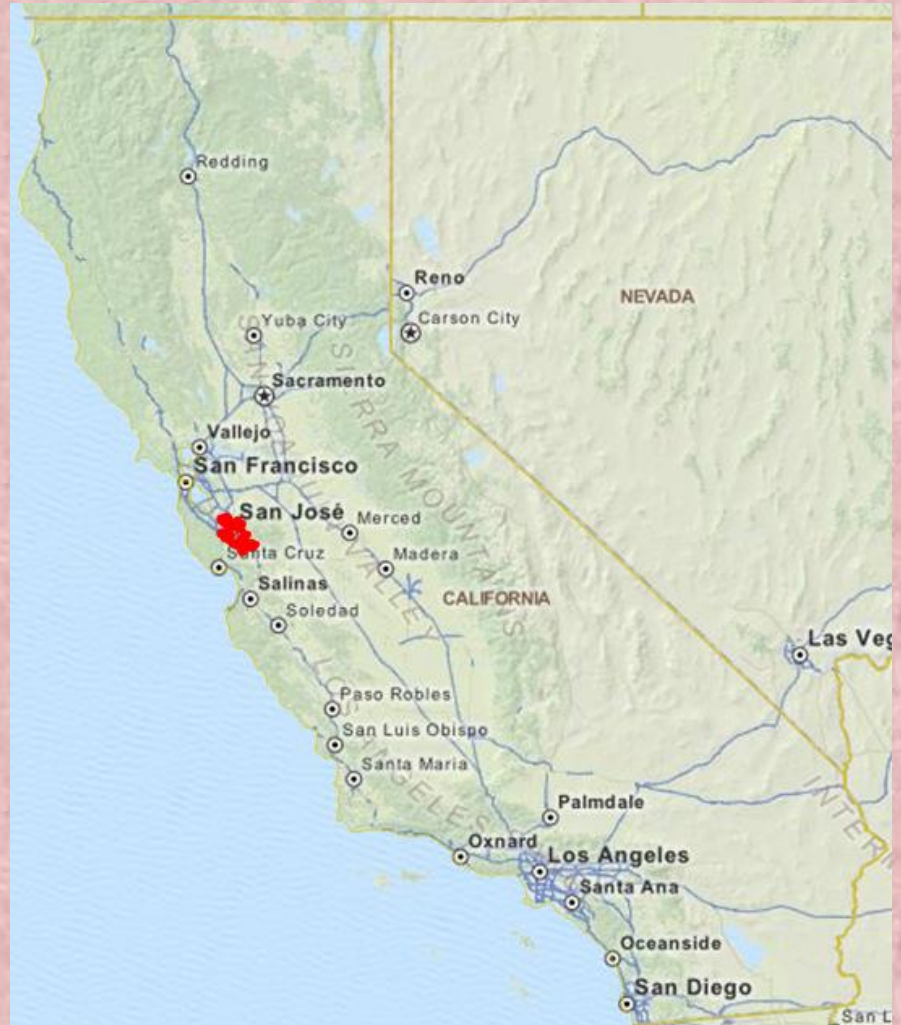


Environmental Services

*Delivering world class utility services and programs
to improve our health, environment and economy*

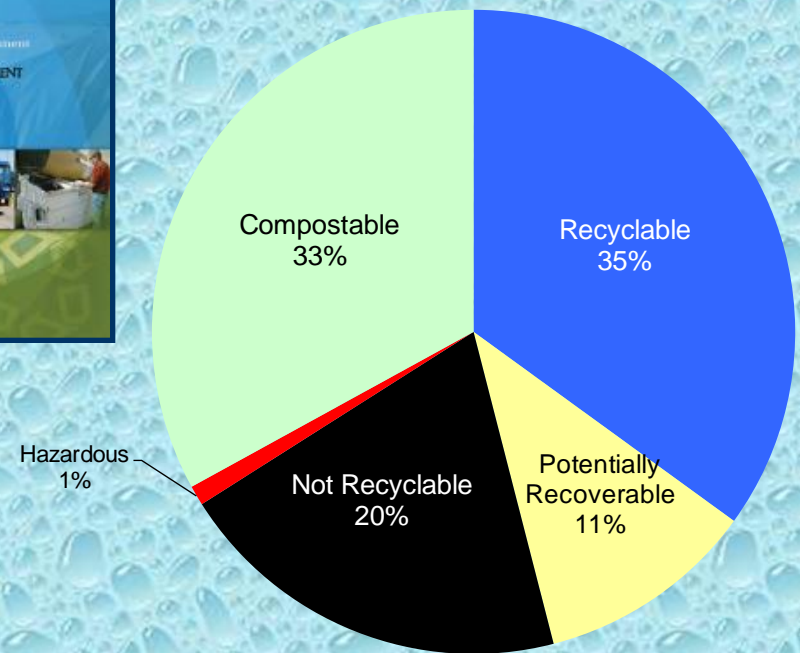
About San José

- 50 miles south of San Francisco
- 10th Largest City in U.S.
- 3rd Largest City in CA
- Population 1,000,000+
- Diverse Demographic Profile
- Generates 1.8 Million Tons Waste/Year
- Waste Diversion approx 75%
- 180 square miles



Time for Change

- 2007 Green Vision
 - Divert 100% of waste
 - Convert waste to energy
- 2008 City Waste Characterization Study
 - 79% disposed recoverable
 - 1/3 City's waste stream
 - Excludes MFD and C&D



Commercial System 1995-2012

- Non- Exclusive Competitive Marketplace with 20-25 Haulers
- City Fees Based on Volume of Solid Waste Collected
- 22% Diversion Rate
- Inconsistent Customer Rates & Services
- Negative Environmental Impacts



Procurement Process



Seven Years of Planning –

- RFPs released April 2010

Focus: Developing Infrastructure

- Exclusive System
- Guarantees Tons
- 15 year Contracts



Two RFPs

1. Collection & Recyclables Processing
2. Organics Processing



New Commercial System 2012-2027



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Newby Island Resource Recovery Park

- NIRRP = MRF, Organics, Gas-to Energy, C&D, CNG Fueling Station and Landfill
- Most Advanced Materials Recovery Facility in World
 - 110 tons per hour / 400,000 tons per year
 - 300 motors



REPUBLIC SERVICES





Zero Waste Energy Development Co.



Anaerobic Digestion Site

New Agreements

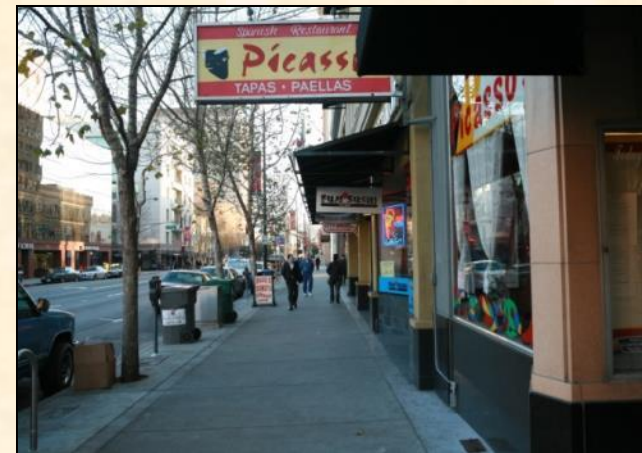
Terms

- High Diversion Targets
- Customer Service Standards
- City Sets Rates
- Non-delivery Penalties
- Exclusive Rights
- Specs For Organics To ZWED
- Processing Audits



Transition Challenges

- Facility Readiness
 - Temporary Utility Delay
 - Organic Line Modifications
 - AD Under Construction
- Customer Communications
- Rate Changes
- Day/Time/Container Changes
- Relationship Management



Customer Experience

- Customer Satisfaction: 58% favorable & 27% don't know
- 400 site visits per month
 - “Boots on the street”
 - Proper container set-up & use
- Quarterly Live Chats & Monthly Tours
- Newsletters, posters, adhesives, brochures
- Republic & City awards
- Rate Increases
- Field Inspection Program





What's Next For Commercial System?



What's next: bio-energy in San José

- Review Emerging Technologies
- Use City/Hauler Infrastructure For Pilots/Demonstrations
- CA Energy Commission Grant: Biosolids & Woodwaste
- BAB2E Coalition
- Bioenergy Association Of CA

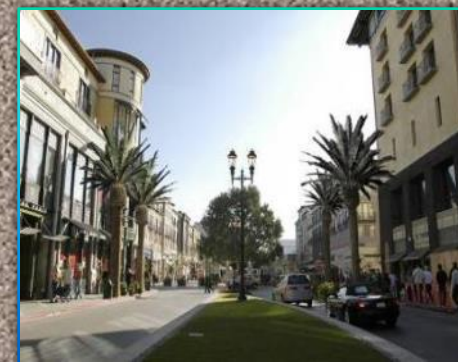


2014 Conference and Tradeshow

The Fairmont
Downtown San Jose

www.crra.us





Thank you

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