



# 2024 Annual Update



# 2023 IN REVIEW

- Total Customers
  - Residential: 5,917
  - Commercial: 232
- Residential Cart Count
  - Garbage: 6,304
  - Recycle: 7,375
  - Organics: 7,602
- Recycle and Organics Compliance
  - AB 341 Compliance: 100%
    - 231 businesses out of 231 businesses
  - SB 1383 Compliance:
    - Residential – 100% compliant w/ EOW service
    - Comm./Multi-Family - 98% compliant
      - 228 businesses out of 232 businesses
- Diversion Metrics
  - Organics Tons: 4,275
  - Trash Tons: 9,386
  - Recycle Tons: 2,726



# COMMUNITY ENGAGEMENT

Sponsorship – Support – Education - Outreach

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- Outreach & Education

- Summer Spectacular
- Family Fest
- Community Appreciation Event
- Props, Cops, & Rodder's
- Thunder in the Park
- Boo Bash – Trunk or Treat
- Fire Safety Council

- Philanthropy

- Cameron Park Chamber of Commerce
- Safety and Wellness Fair
- Big Brothers Big Sisters



# PERFORMANCE STANDARDS – 2023



Cameron Park CSD Performance Standards														TOTAL	Annual Results
	January	February	March	April	May	June	July	August	September	October	November	December			
<b>Residential Outreach</b>															PASS
Three billing inserts per year	0	2	0	1	0	1	0	1	0	2	0	1	8		
New resident packet	40	16	32	30	33	41	31	45	24	23	26	14	355		
Six bi-monthly updates for the CSD website	0	1	0	1	0	0	1	1	1	0	1	0	6		
Special removal(batteries,bulky,oil)	110	68	105	124	92	103	148	132	118	111	153	109	1373		
<b>Commercial Outreach</b>															PASS
Meet with 4 commercial businesses per quarter	14	11	3	5	1	1	1	56	18	43	1	7	161		
Three printed outreach pieces sent to businesses per year	0	0	0	1	0	0	1	0	0	0	0	1	3		
Three billing inserts per year	1	1	0	1	0	1	1	0	0	1	0	1	7		
<b>Community Event Outreach</b>															PASS
Attend 4 events per year	0	0	0	0	1	2	0	0	1	1	0	0	5		
<b>Call Answer Rate</b>															PASS
Total calls	1186	794	1117	930	990	976	975	867	871	866	860	791	11,223		
Average hold time in seconds	106	69	107	86	82	92	134	67	90	62	60	52	83.9 - AVG		
Average call length	4:19	4:04	3:59	4:06	4:28	5:24	4:12	4:24	5:25	4:06	4:35	3:08	4:20 - AVG		
<b>Complaints</b>															PASS
Total complaints - General, litter and missed pick-ups	2	0	8	10	13	15	25	6	1	2	3	3	88		

## Special Removal

- Total Items Removed: 1,373
- Haz-Mat Processed: 31,227 customers
- Vouchers Used: 944

## Call Metrics

- Total Calls: 11,223
- Avg. Hold Time: 83 seconds (Standard 180 seconds)

## Commercial Outreach

- Met with 161 commercial businesses (Standard is 16)

# Annual CPI Change Request

## Consumer Price Index – California

- 319.224 (2022 Annual Avg.)
- 331.804 (2023 Annual Avg.)
- 12.58 (Year Over Year Change)
- 3.941% Adjustment

## Fuel Component

- -2.212% adjustment for 24'

## 2024 CPI Request: **1.729%**

- CPI Index + Fuel Component
- Based on 100/100 pts. in performance standards
- Effective July 1<sup>st</sup>, 2024

### CONSUMER PRICE INDEX – CALIFORNIA

Los Angeles-Long Beach-Anaheim, San Francisco-Oakland-Hayward, San Diego-Carlsbad, Riverside-San Bernardino-Ontario, United States City Average, 2022-2023

All Items  
 1982 - 1984 = 100

All Urban Consumers

Year	Month	California <sup>a</sup>	Los Angeles Long Beach Anaheim <sup>b</sup>	San Francisco Oakland Hayward <sup>b</sup>	San Diego Carlsbad <sup>b</sup>	Riverside San Bernardino Ontario <sup>b</sup>	U.S. City Average <sup>b</sup>
2022	January		301.209		332.990	118.963	281.148
2022	February	311.048	302.164	320.195			283.716
2022	March		306.679		339.852	122.127	287.504
2022	April	316.847	308.302	324.878			289.109
2022	May		310.649		343.502	123.893	292.296
2022	June	322.043	314.072	330.539			296.311
2022	July		313.415		347.462	125.262	296.276
2022	August	322.275	313.608	328.871			296.171
2022	September		315.033		350.721	125.272	296.808
2022	October	324.819	317.014	332.062			298.012
2022	November		314.633		348.145	125.983	297.711
2022	December	323.148	312.601	331.222			296.797
2022	Annual Average	319.224	310.782	327.060	344.416	123.784	292.655
2023	January		318.591		354.453	127.683	299.170
2023	February	327.819	317.571	337.173			300.840
2023	March		317.873		358.026	127.707	301.836
2023	April	330.049	320.089	338.496			303.363
2023	May		320.514		361.339	128.768	304.127
2023	June	332.035	322.055	340.056			305.109
2023	July		321.931		362.412	129.525	305.691
2023	August	334.027	324.050	340.094			307.026
2023	September		324.984		367.185	131.372	307.789
2023	October	335.150	324.545	341.219			307.671
2023	November		323.341		366.343	131.372	307.051
2023	December	334.395	323.456	339.915			306.746
2023	Annual Average	331.804	321.583	339.050	362.022	129.545	304.702

Date of last update: 2/14/2024

# COMMON RESIDENTIAL RATES

SERVICE LEVEL	CURRENT MONTHLY RATE	CPI W/FUEL ADJ.	NEW MONTHLY RATE
35G SENIOR	\$ 28.06	\$ 0.47	\$ 28.54
35G	\$ 37.27	\$ 0.63	\$ 37.90
64G	\$ 41.25	\$ 0.70	\$ 41.95
96G	\$ 51.25	\$ 0.87	\$ 52.11

## ADDITIONAL SERVICE CHARGES –

- Extra Trash: \$5.63 (per 32-gallon bag)
- Contamination: \$20.34 (per container)



# LOOKING FORWARD – 2024 INITIATIVES

## Recycling

### Acceptable Materials

Paper and Cardboard  
Plastic Bottles & Cups  
Plastic Tubs & Jugs  
Metal Cans  
Glass Bottles and Jars



## Organics

\*Where Available

### Acceptable Materials

Fruits & Vegetables  
Bread & Grains  
Meat, Bones & Shells  
Dairy Products  
Food Soiled Paper  
Wax Paper  
Lawn Cuttings  
Leaves  
Small Sticks and Trimmings  
BPI Compostable Bags



## Garbage

### Acceptable Materials

Plastic Bags  
Styrofoam  
Plastic Straws & Utensils  
Broken Glass  
Ceramics  
Plastic Wrappers  
Pet Waste  
Diapers  
Clothing & Fabric



**NO** Plastic Bags • Styrofoam • Scrap Metal  
Food • Cartons • Liquids • Electronics  
Hot Ashes • Construction Materials  
Batteries • Hazardous Materials

**NO** Plastic • Glass • Diapers • Pet Waste  
Lumber • Branches Bigger than 3"  
Hot Ashes • Construction Materials  
Hazardous Materials

**NO** Batteries • Recyclables  
Food & Yard Waste • Oils/Liquids  
Hot Ashes • Construction Materials  
Hazardous Materials



## Textile collection

- Textile drop off located at BBC
- Currently material normally found in trash



## Contamination Reduction and Education

- Currently avg. 25% residual in comingle recycle stream
- Updated service & waste guide for all customers
- Sustainability dept. focusing on “re-education”



## Free compost

- Exploring locations with CSD for compost site
- Full circle process for curbside organics



## MRF Renovation Completion

- Upgraded HHW facility with larger capacity
- Larger scale E-waste processing
- Improved safety/efficiency through revised traffic flow



# ELECTRIC VEHICLES

## *WHAT'S TO COME?*

- California Air Resources Board (CARB) zero emissions regulations launches in 2024
- Conversion to EV must be completed by 2041
- Initial conversion costs, extremely expensive
  - Current cost to purchase EV truck is 300% more than normal refuse truck
  - Charging infrastructure 50-100k per vehicle
- WC currently piloting Electric trucks in urban markets



# THANK YOU!



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