WHAT’S IN ARLINGTON’S TRASH?

- Paper, Plastic, Metal, Glass: 22%
- Yard Trimings: 5%
- Inert Materials: 5%
- Food Scraps: 19%
- E-waste: 1%
- Plastic Bags/Film: 6%
- Nonrecyclable and Noncompostable Materials: 32%
- Household Hazardous Materials: 2%

Every three months, the Solid Waste Bureau sorts a sample of the materials taken from residential black trash carts to find out what materials residents disposed in the trash that could have been recycled. These are the results of the April 2017 - January 2018 audits.

RESIDENTIAL

- TRASH: 371 POUNDS
- RECYCLE: 198 POUNDS
- ORGANICS: 233 POUNDS

Solid waste collected per household in Arlington County (3rd QTR FY18)

CHANGE OVER 3rd QTR FY17

- TRASH: 3.2%
- RECYCLE: 4.5%
- ORGANICS: 22.9%

MULTI-FAMILY COMMERCIAL

GRADE

<table>
<thead>
<tr>
<th>Grade</th>
<th>Compliance Report Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>39%</td>
</tr>
<tr>
<td>B</td>
<td>21%</td>
</tr>
<tr>
<td>C</td>
<td>24%</td>
</tr>
<tr>
<td>D</td>
<td>9%</td>
</tr>
<tr>
<td>E</td>
<td>6%</td>
</tr>
</tbody>
</table>

Grades are based on seven compliance requirements and range from Grade A (7/7) to Grade F (0/7). (CY16)

The Solid Waste Bureau Customer Service Call Center handles calls from the Arlington County community regarding services, issues, billing and general information. (3rd QTR FY18)

*Caller disconnects before speaking with a representative.

Leaves and brush are collected throughout the year from residents with trash and recycling service. The SWB also provides vacuum collection during leaf season in November and December. Leaves are recycled into leaf mulch which is made available for residents and used for County landscaping projects.

OPERATIONS

- Tons of leaves collected during leaf season: 5,861
- Cubic yards of mulch produced from recycled leaves: 16,418

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Arlington’s official recycling rate measures the percentage of solid waste recycled or diverted from disposal from all generators including residences, businesses, multi-family properties and County facilities and schools. It is calculated annually and reported to the Virginia Department of Environmental Quality (DEQ). DEQ is currently evaluating the County’s reported rate for 2017.

Customer Service

- Customer Service: 97%
- Residential Metal (Appliances, E-Services): 94%
- Residential Brush Collection: 95%
- Residential Yard Waste Service: 95%
- Residential Mulch Delivery: 98%
- Residential Trash Service: 87%
- Residential Cart Services: 89%
- RF, C Recycling Inspections: 92%
- NC Recycling Inspections: 88%

The Solid Waste Bureau conducts surveys of customers receiving solid waste services and strives for 90% customer satisfaction in all service categories. (YTD FY18)