

# RECYCLING RESILIENCE: DEFENDING RECYCLING

**FREE  
WEBINAR**

**AUGUST 11  
1-2:30PM**



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Division of Environmental Assistance and Customer Service (DEACS)



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**Mary McClellan**  
CRA

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# Housekeeping items

- You are muted in listen only mode.
- This event will be recorded.
- Participant Surveys
- Questions will be answered at the end of the webinar but please share questions throughout.
- A recording of this webinar will be available by early next week



# Q&A

The screenshot displays the GoToWebinar control panel. At the top, there's a menu with 'File', 'View', and 'Help'. Below that, the 'Audio' section is visible, showing 'Sound Check' with a green indicator, 'Computer audio' selected, and a 'MUTED' status. The microphone is set to 'Microphone Array (Realtek High Defi...)' and the speaker to 'Speaker/HP (Realtek High Definition...'. Below the audio settings, there's a 'Handouts: 2' section with two PDF files: '2020-CRA-CandidateFlyer-final.pdf' and 'CRA 2020 Proposed By-Law Amendments\_web...'. A 'Questions' section is highlighted with a red box, containing the text: 'Information, please visit [www.cra-recycle.org/2020elections](http://www.cra-recycle.org/2020elections). If you have questions, please enter them in the Question/Chat Box on your meeting control panel.' Below the question box is a text input field with the placeholder '[Enter a question for staff]' and a 'Send' button. At the bottom, the meeting title 'CRA Annual Meeting & Town Hall 2020' and Webinar ID '266-589-587' are displayed, along with the GoToWebinar logo.

1. Greeting from moderator: Matt James, NC DEACS
2. Panelist Introductions
3. Participant Survey
4. Moderated Q&A
5. Audience Q&A



# Agenda

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## Panelists:

Tori Carle – Waste Reduction Supervisor, City of Greensboro

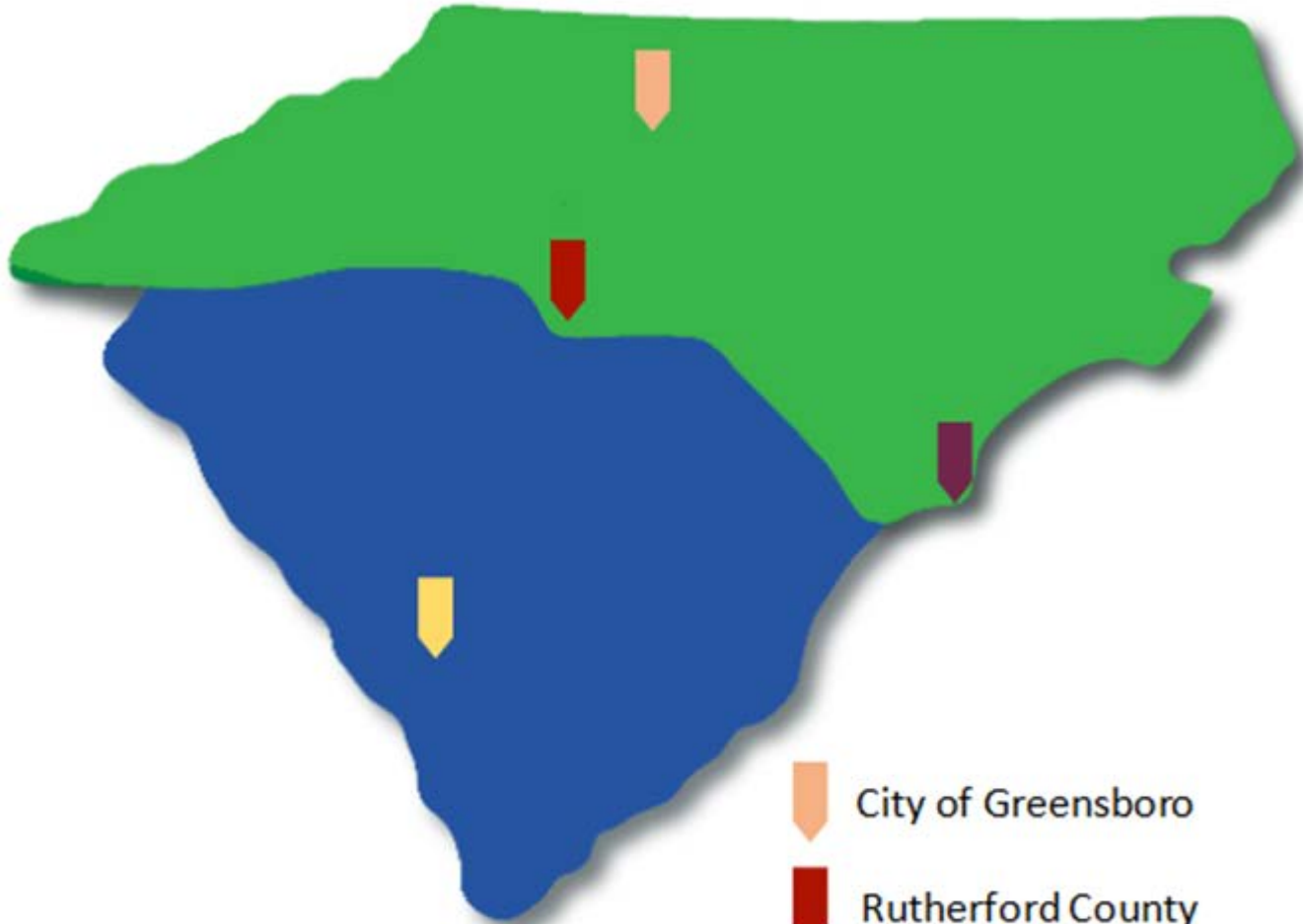
Tony Krasienko – Municipal Sales Manager, Republic Services

Alma H. Resendiz – Recycling Coordinator, Rutherford County Solid Waste

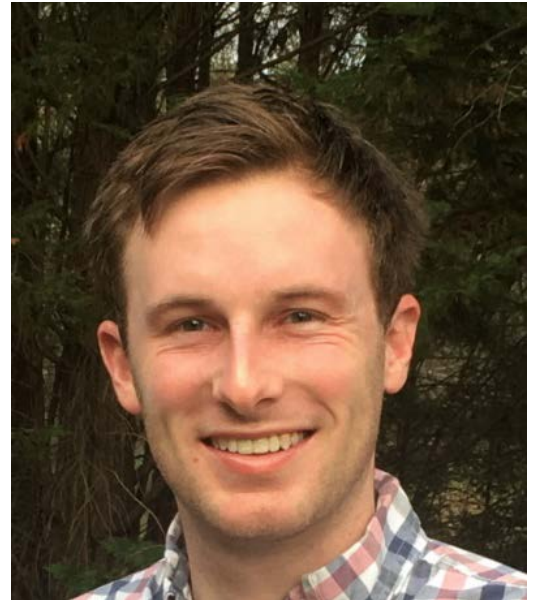
Traude Sander – Recycling Coordinator, Lexington County Dept. of Solid Waste Mgmt.

Gifford Stack – Retired Recycling Industry Professional, Caswell Beach, NC

Alex Miller, Local Government Liaison, SC DHEC



-  City of Greensboro
-  Rutherford County
-  Town of Caswell Beach
-  Lexington County



**Matt James, Moderator**  
Industrial Development Specialist  
NC DEQ



**Tori Carle**

Waste Reduction Supervisor

Field Operations Dept. City of Greensboro, NC



**Tony Krasienko**

Municipal Sales Manager

Republic Services



**Alma H. Resendiz**

Recycle Coordinator

Rutherford County Solid Waste



**E. Gifford Stack**

Retired Recycling Industry Professional

Caswell Beach, NC



**Traude Sander**

Recycling Coordinator

Lexington County, SC



**Alex Miller**

Local Government Liaison

SC DHEC



**Alex Miller**  
Local Government Liaison  
SC DHEC







**Tony Krasienko**  
Municipal Sales Manager,  
Republic Services



***REPUBLIC***  
***SERVICES***



**Tori Carle**

Waste Reduction Supervisor  
Field Operations Dept.  
City of Greensboro, NC



**Alma H. Resendiz**  
Recycle Coordinator  
Rutherford County Solid Waste

# Rutherford County

## Organization/ Program

\*Is a local government enterprise fund. We serve about 65,000 residents.

\*We run a single stream (Commingle) recycle program.

We accept:

\*Paper and Cardboard

\*Aluminum/Steel cans

\*Glass (Brown, Clear and Green)

\*Plastics (1-7)

# Rutherford County

## Organization/ Program

\*We run 10- manned Convenience Centers and haul those ourselves to the recycle transfer station.

\*Residents can also bring their recycle to the transfer station.

\*Municipalities have their own curbside programs and haul their own.

\*We accept out of county recycle.

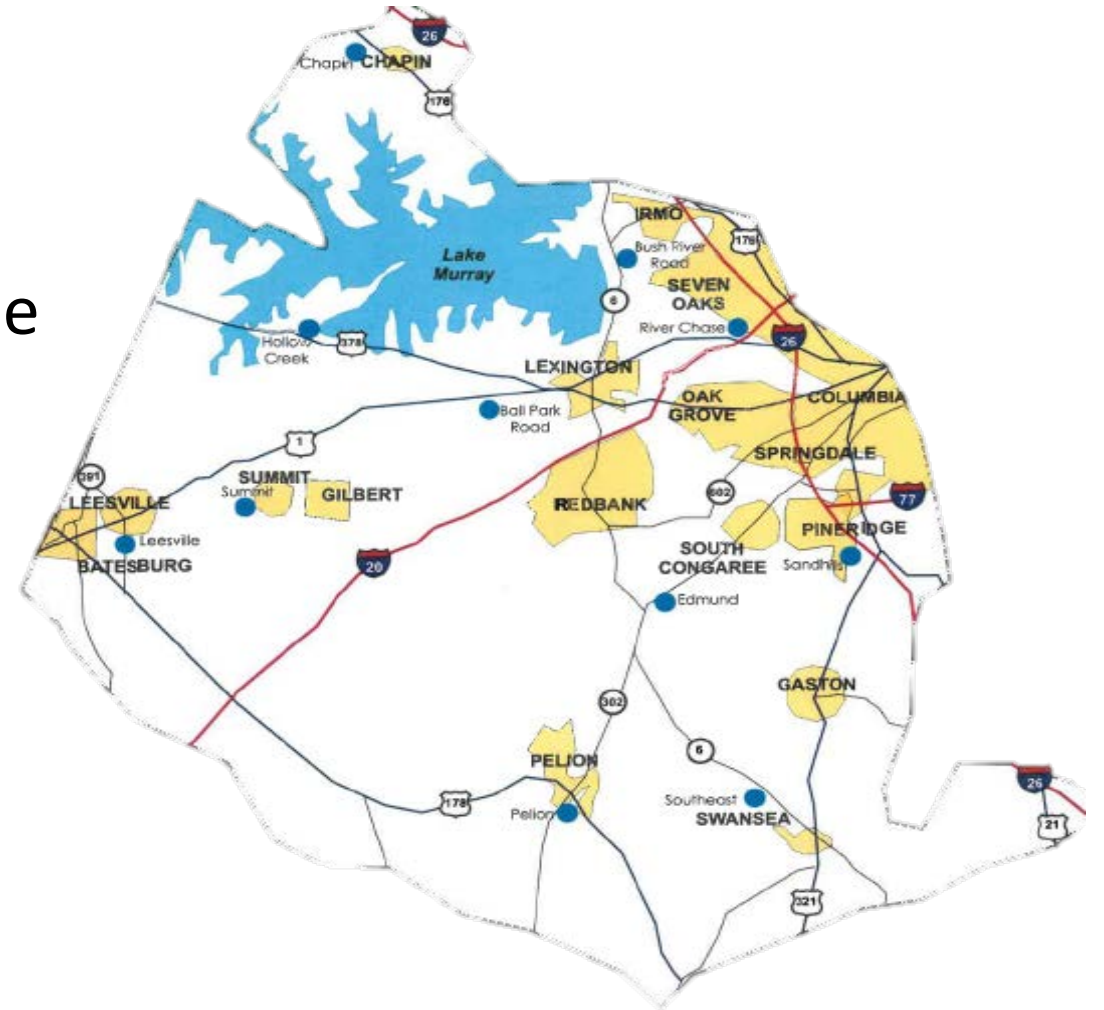


**Traude Sander**  
Recycling Coordinator  
Dept. of Solid Waste Mgmt.



# Traude Sander – Lexington County

- 300,000 residents in 126,200 homes
- 10 incorporated towns and cities provide curbside service for ~36,200 homes
  - E.g. Cayce (~5,500 homes)
- Contract with 3 companies to provide curbside service for ~30,000 homes
- 11 Drop-off Sites
  - Used regularly by ~60,000 homes
  - Visited by ~2 million vehicles / year



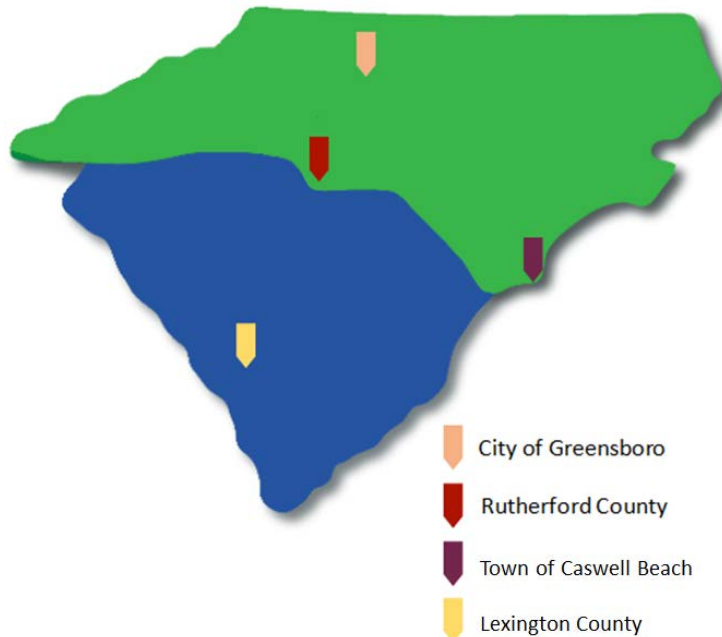


**E. Gifford Stack**

Retired Recycling Industry Professional  
Caswell Beach, NC

# Town of Caswell Beach, NC

- Operates curbside recycling
- Collects 185 tons per year
- 567 households serviced





**E. Gifford Stack**

Retired Recycling Industry Professional  
Caswell Beach, NC

## Caswell Beach Yearly Recycling Tonnages (June-July)

2011/12 — 109 tons

2012/13 — 96 tons

2013/14 — 114 tons

2014/15 — 122 tons

2015/16 — 113 tons

2016/17 — 115 tons

2017/18 — 164 tons

2018/19 — 185 tons

2019/20 — Expected in August 2020



# Participant Survey

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What changes have you considered making or have made in the past two years in your recycling program?

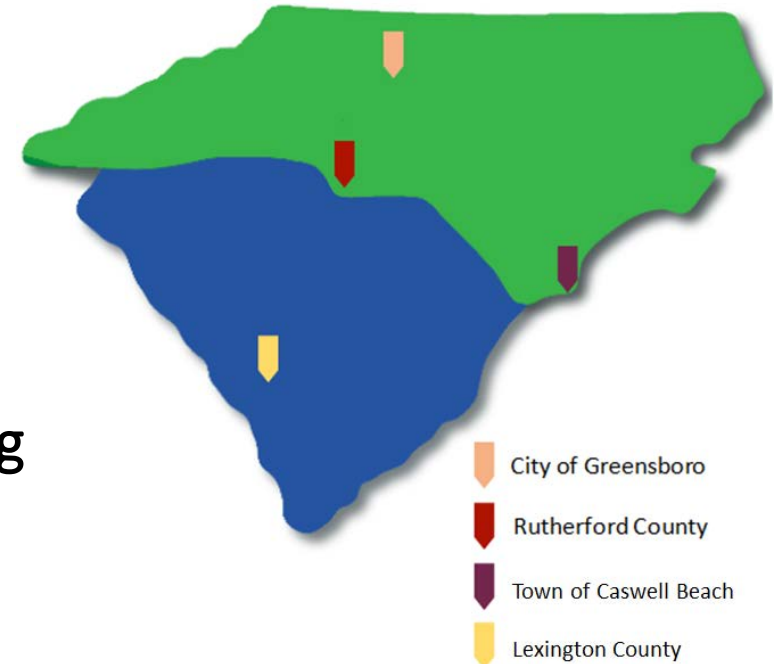
# Moderated Q&A

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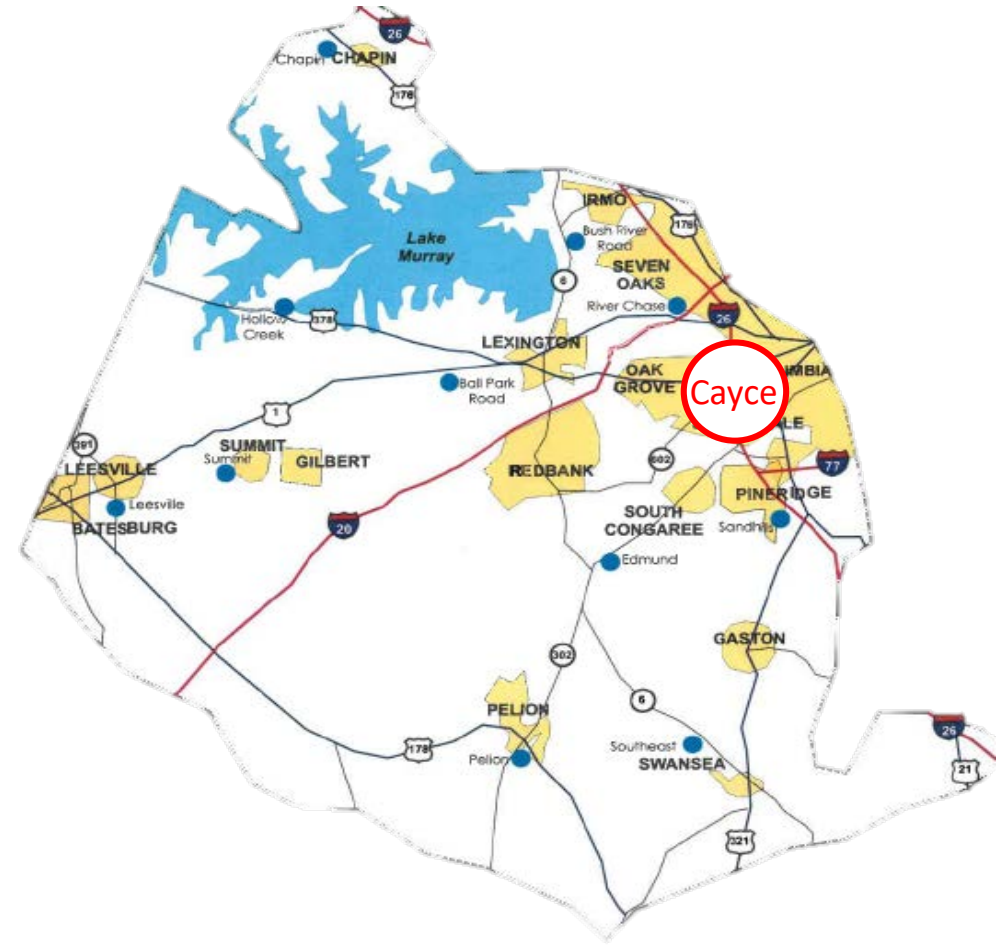
Question 1:

Describe what type of changes have been made or proposed to your recycling program?

Private Perspective: What are some examples of changes to recycling programs you have seen in your customer base over the past year?



- City of Cayce
  - Removed glass from curbside bins
  - Encouraged residents to recycle glass at Collection and Recycling Centers



- Lexington County (unincorporated area)
  - Increased prices in all 7 service districts
  - Divided 2 service districts into “rural” and “urban” areas
    - Removed recycling pickup from the new “rural” areas of those 2 service districts



# RFP or Amendment?

CURRENT CONTRACT & RFP	TIME FRAME	PROPOSED AMENDMENT
$(\$15)(6,000 \text{ TONS}) =$ $(\$ 90,000)$	APRIL 1-JUNE 30, 2019	$(\$0/\text{TON})(6,000 \text{ TONS}) =$ \$0
$(\$15)(25,000 \text{ TONS}) =$ $(\$375,000)$	JULY 1, 2019-JUNE 30, 2020	$(\$30/\text{TON})(25,000 \text{ TONS}) =$ \$750,000
$(\$125/\text{TON})(25,000 \text{ TONS}) =$ \$3,125,000	JULY 1, 2020-JUNE 30, 2021	$(\$60/\text{TON})(25,000 \text{ TONS}) =$ \$1,500,000
$(\$125/\text{TON})(25,000 \text{ TONS}) =$ \$3,125,000	JULY 1, 2021-JUNE 30, 2022	$(\$90/\text{TON})(25,000 \text{ TONS}) =$ \$2,250,000
$(\$125/\text{TON})(25,000 \text{ TONS}) =$ \$3,125,000	JULY 1, 2022-JUNE 30, 2023	$(\$90/\text{TON})(25,000 \text{ TONS}) =$ \$2,250,000
$(\$125/\text{TON})(25,000 \text{ TONS}) =$ \$3,125,000	JULY 1, 2023-JUNE 30, 2024	$(\$90/\text{TON})(25,000 \text{ TONS}) =$ \$2,250,000
$(\$125/\text{TON})(25,000 \text{ TONS}) =$ \$3,125,000	JULY 1, 2024-JUNE 30, 2025	$(\$90/\text{TON})(25,000 \text{ TONS}) =$ \$2,250,000
<b>TOTAL = \$15,160,000</b> <b>(\$97.18 per ton)</b>		<b>*TOTAL = \$11,250,000</b> <b>(\$72.11 per ton)</b>

# Modified Processing Fee

- No further revenue effective immediately
- Effective July 1, 2019: \$30 per ton fee
- Effective July 1, 2020: \$60 per ton fee with revenue share (over \$125 per ton costs)
- Effective July 1, 2021: \$90 per ton fee with revenue share (over \$125 per ton costs)
- \$90 per ton fee with revenue share through June 30, 2025



# Revised Accepted Recyclables

- Newsprint (ONP): Old newspaper
- Mixed Paper: all grades of paper and paperboard
- Office and Computer Paper
- Corrugated Containers (OCC): cardboard containers with ruffled liners
- ~~Bottle Glass~~
- Aluminum and Steel Cans
- Plastic Containers: PET, HDPE, LDPE, PP, PS, Resin Codes #1-7
- ~~Bulky Rigid Plastics~~
- ~~Polycoated and Aseptic Containers~~
- ~~Pots and Pans~~



# Rutherford County

Changes

\*Previous contract expired 6/30/2020

\*Fall 2019 RFP's were sent out to start taking bids for a new contract to start 7/1/2020

\*Expired Contract  
\$0 per ton

( Transport and  
Processing Fees )

\*New Contract  
\$103.12 per ton



# Rutherford County

## Changes

With the new contract that started July 1<sup>st</sup>, 2020  
Transport and Processing fees \$103.12

We are guaranteed to receive \$15 per ton no matter the market value.

With an 85% profit sharing based on the RISI price index.

County Commissioners approved an \$8 Recycling Fee to all improved properties  
within the county.

All out of county recycle has a tipping fee of \$130.00 per ton.





# Rutherford County

## Changes

When the contract expired on June 30, 2020 and entered the new contract July 1, 2020 a new revenue stream had to be created to cover recycling expenses creating the \$8.00 recycling fee.



# Recycling Program Economics Over Time

	Collection	Processing	Commodity	Residual					
									
	Household cost artificially low to foster adoption	Costs lower due to inbound material being cleaner and heavier	Commodity values strong, due to Supply & Demand and cleaner material	Low contamination averages, attributed to focus on basics and no diversion mandates					
1990s									
Industry Avg	\$2.00/Mo	\$60/Ton	\$200/Ton	\$25/Ton					
Net Position	(\$3.00/Mo)	+	(\$1.50/Mo)	+	\$4.60/Mo	+	(\$0.10/Mo)	=	\$0.00
2018	Still artificially low but with higher costs to run collection service	Dramatically higher costs from labor, technology and equipment, along with lighter material	Average values down significantly, further impacted by China Sword	Contamination average up to 30%, requiring more transport and disposal					
Industry Avg	\$3.00/Mo	\$100/Ton	\$100/Ton	\$50/Ton					
Net Position	(\$4.00/Mo)	+	(\$2.50/Mo)	+	\$1.50/Mo	+	(\$0.50/Mo)	=	(\$5.50)
2019	No change to increased costs	Continued cost escalation from labor, technology and equipment	Further value decline due to saturated markets	Public Education offers opportunity, but no change yet					
Industry Avg	\$3.00/Mo	\$120/Ton	\$70/Ton	\$50/Ton					
Net Position	(\$4.00/Mo)	+	(\$3.00/Mo)	+	\$1.25/Mo	+	(\$0.50/Mo)	=	(\$6.25)

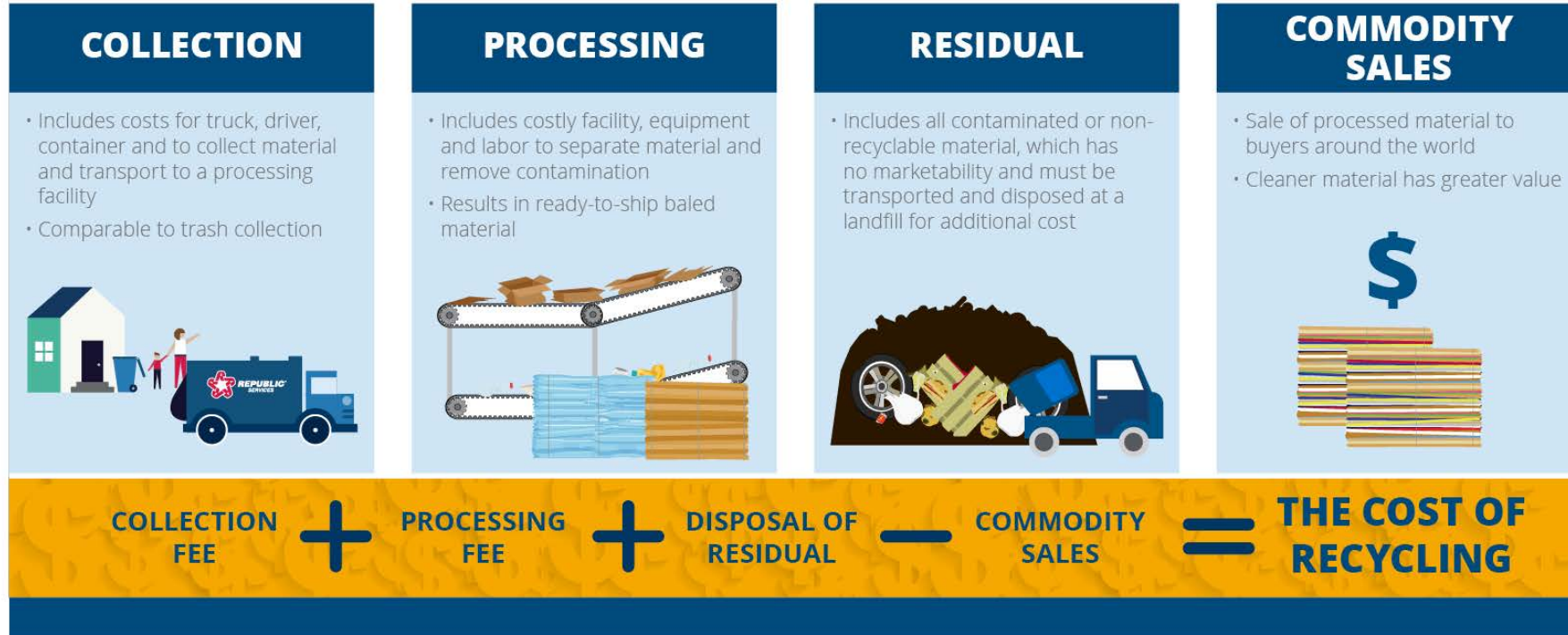
China Sword exposed a \$5.50/month average gap in 2018. With further market and value declines, that gap is now **\$6.25/month** on average.



# Recommended Business Model

## Republic Services

## Cities & Municipalities



The cost of a recycling program is the sum of fees for two services: the **Collection Fee** and the **Net Processing Fee**

# Participant Survey

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How have you communicated programmatic changes to your residents?

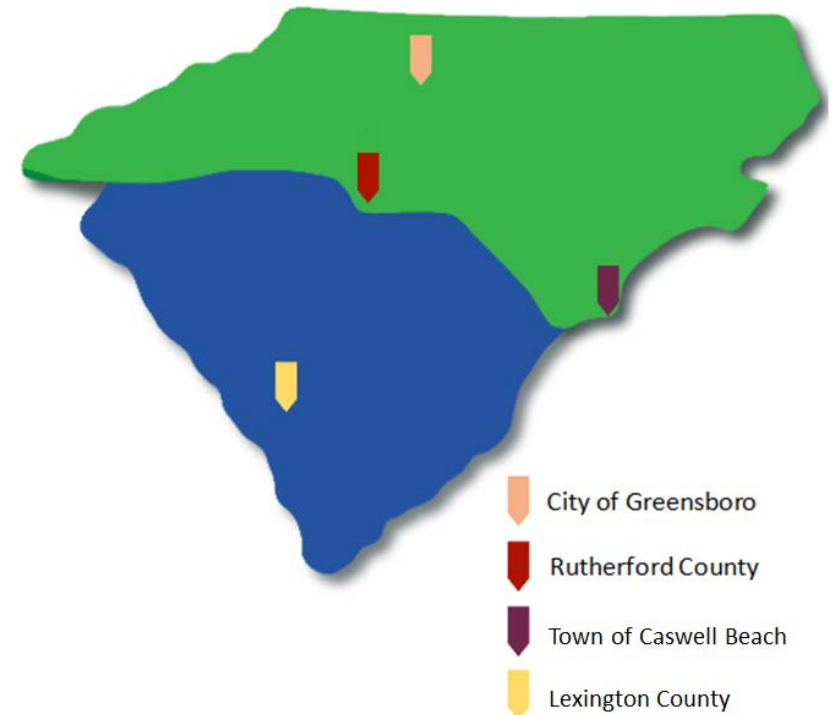
# Moderated Q&A

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## Question 2:

- How have you communicated programmatic changes to your residents?





The image shows three blue recycling bins lined up against a brick wall. A red circle highlights a broken glass plate wrapped in a plastic bag and secured with tape, which is placed on the ground next to the bins. The bins have identification numbers: RTN 121900, RTN 121898, and RTN 121896. In the top right corner, there is a logo for Greensboro Field Operations, featuring a stylized leaf inside a circle with the text "GREENSBORO FIELD OPERATIONS" below it.

**ONLY RECYCLE  
GLASS BOTTLES  
AND JARS**

**Contamination Alert!**

**NOT RECYCLABLE. Put in TRASH:  
plate glass, mirrors, windows, glassware, dishes**

# Reset. Recycle.



RECYCLING A WHOLE NEW WAY  
IN GREENSBORO!

## RECYCLE

Empty, clean and dry.  
Don't bag recycling.



Paper & Cardboard



Aluminum & Steel Cans



Plastic Bottles,  
Tubs & Jugs



## No Glass Items

Glass items are no longer  
accepted in residential  
recycling containers.

*Glass may be taken to one of  
these locations for recycling:*

**Fire Station 19**  
6900 Downwind Rd.

**Glenn McNairy Library**  
4860 Lake Jeanette Rd.

**Kathleen Clay  
Edwards Library**  
1420 Price Park Dr.

**McGirt-Horton Library**  
2501 Phillips Ave.

**Medford Service Center**  
401 Patton Ave.



## No Plastic Bags

Plastic bags should **NOT**  
be put in residential  
recycling containers.



*Plastic bags  
may be taken to  
grocery stores  
for recycling.*

For more information, visit [greensboro-nc.gov/recycle](https://greensboro-nc.gov/recycle).



GSOCollects App



336-373-CITY (2489)



[recycle@greensboro-nc.gov](mailto:recycle@greensboro-nc.gov)



# Rutherford County

## Communication

- Newspaper
  - Radio

# Rutherford County

## Decision Making/ Communication

The county used the RFP process that was placed on our website to obtain proposals for our new transportation and processing contract for recycling.



# How Changes Were Communicated to Residents

- City of Cayce
  - Double sided flyer attached to carts

**Guidelines for Recycling in Your Curbside Bin**

Guidelines	PAPER	PLASTIC	METAL	GLASS
<b>Examples of Items Acceptable in Curbside Bins</b>	<ul style="list-style-type: none"> <li>✓ Brown paper bags</li> <li>✓ Cardboard</li> <li>✓ Cartons (e.g. milk and juice)</li> <li>✓ Cereal boxes, shoe boxes</li> <li>✓ Envelopes</li> <li>✓ Magazines, catalogs</li> <li>✓ Manilla file folders</li> <li>✓ Newspaper, inserts, coupons</li> <li>✓ Paper, flyers</li> <li>✓ Unwanted mail</li> <li>✓ Pizza boxes (without pizza)</li> <li>✓ Soft covered books</li> <li>✓ Wrapping paper, plain</li> </ul>	<ul style="list-style-type: none"> <li>✓ All "containers" (#1 and #2 preferred)</li> <li>✓ Beverage bottles (e.g. water, milk, soft drinks)</li> <li>✓ Fruit and vegetable containers (spinach, berries)</li> <li>✓ Food containers (margarine, cottage cheese, mayonnaise)</li> <li>✓ Shampoo, soap, laundry detergent bottles</li> </ul>	<ul style="list-style-type: none"> <li>✓ Aluminum drink cans</li> <li>✓ Steel food cans (with lids attached or loose)</li> <li>✓ Aerosol cans (caps removed)</li> </ul>	<p><b>GLASS NO LONGER ACCEPTED</b></p>
<b>How to Prepare Material</b>	<ul style="list-style-type: none"> <li>✓ Flatten</li> <li>✓ Discard plastic screw on lids from cartons</li> <li>✓ Remove contaminates when easy</li> </ul>	<ul style="list-style-type: none"> <li>✓ Rinse</li> <li>✓ Reattach plastic screw-on lids to plastic bottles and jars</li> <li>✓ Discard pop-off lids and pumps</li> </ul>	<ul style="list-style-type: none"> <li>✓ Rinse</li> <li>✓ Leave food lids partially attached, insert lid and dent can or leave lid loose</li> <li>✓ Leave tabs attached to aluminum beverage cans</li> <li>✓ Remove and discard plastic caps and nozzles from aerosol cans</li> <li>✓ Paper labels</li> </ul>	
<b>Acceptable Contamination</b>	<ul style="list-style-type: none"> <li>✓ Clear view cover on envelopes</li> <li>✓ Metal clasps on envelopes</li> <li>✓ Tape on cardboard</li> </ul>	<ul style="list-style-type: none"> <li>✓ Paper labels</li> </ul>	<ul style="list-style-type: none"> <li>✓ Paper labels</li> </ul>	
<b>Contaminants to Remove and Discard</b>	<ul style="list-style-type: none"> <li>X Plastic lids on cardboard cartons</li> </ul>	<ul style="list-style-type: none"> <li>X Pop-off lids and pumps</li> </ul>	<ul style="list-style-type: none"> <li>X Food and beverages</li> </ul>	
<b>Examples of Items NOT Acceptable in Curbside Bins</b>	<ul style="list-style-type: none"> <li>X Any paper post-it note size or smaller</li> <li>X Diapers</li> <li>X Hard cover books</li> <li>X Padded envelopes</li> <li>X Paper plates, cups</li> <li>X Paper towels, napkins, tissues</li> <li>X Photographs</li> <li>X Shredded paper</li> <li>X Wrapping paper with foil or glitter</li> </ul>	<ul style="list-style-type: none"> <li>X Hangers, hoses and other long, thin items</li> <li>X Food storage bags</li> <li>X Pill bottles and other items palm size or smaller</li> <li>X Plastic grocery bags (empty or full)</li> <li>X Rigid plastics (e.g. kids' toys)</li> <li>X Single use cups, silverware, plates, straws</li> </ul>	<ul style="list-style-type: none"> <li>X Aluminum foil, pans, trays</li> <li>X Appliances</li> <li>X Automobile parts</li> <li>X Cookie sheets</li> <li>X Electronics</li> <li>X Hangers</li> <li>X Paper clips</li> <li>X Pots and pans</li> <li>X Scrap metal</li> <li>X Spiral binding</li> </ul>	

*Other Materials NOT accepted in Curbside Recycling Bins: Styrofoam, ceramics, hazardous materials (e.g. needles, chemicals, automotive fluids, fire extinguishers)*

## Glass Is No Longer Accepted in Your Curbside Recycling Bin

- When glass is combined and transported with other recyclable materials, it is easily broken.
- Bagging glass is not an option because plastic bags get caught in the sorting equipment, it is too time consuming to open the bags and bags often contain trash or hazardous materials.
- Glass pieces are easily contaminated with small pieces of paper, metal lids and other small, loose objects that should never be placed in curbside recycling containers.
- Glass from curbside bins looks like "mush." Only 60% can be recycled and it is very expensive.
- However, when glass is taken to Lexington County's 11 Collection and Recycling Centers or to the Edmund Landfill and is separated by color (clear, brown and other), the glass can easily be recycled into new glass products an infinite number of times and the County receives revenues to help cover the cost of other recyclables.

**Where to Recycle Glass Jars and Bottles**  
 Please put glass jars and bottles (without lids) in the "Glass" containers at any of the County's 11 Collection and Recycling Centers. Separate by color (clear, brown, other).

Continue to put other, non-recyclable treated and flat/plate glass materials (dishware, windows, mirrors, light fixtures, etc.) in your curbside trash or in the "Yard Waste" container at the Collection and Recycling Centers.

**Questions?**  
 Please contact Lexington County Solid Waste Mngt. (803) 755-3325 or [www.lex-co.sc.gov/solidwaste](http://www.lex-co.sc.gov/solidwaste)

You can still recycle glass at your nearest Lexington County Landfill located at: 3241 Charleston Hwy. Cayce, SC 29033

**Need to contact the City of Cayce Sanitation Department?**  
 Call Thomas White or Ricky Roof at 803-550-9527 or 803-739-5907

# How Changes Were Communicated to Residents

- County (unincorporated area)
  - Press release
  - County Facebook page
  - Letter sent to customers



**News Release**  
Lexington County Solid Waste Management  
498 Landfill Lane  
Lexington, S.C. 29073  
[www.lex-co.sc.gov/solidwaste](http://www.lex-co.sc.gov/solidwaste)  
(803) 755-3325 Fax (803) 755-3833



**Curbside waste collection subscribers in Lexington County to experience rate, service provider changes**  
Lexington, S.C. – Lexington County residents in unincorporated parts of the County who subscribe to curbside collection services will experience service provider and rate changes in the coming months.

Due to the impending expiration of contracts with curbside collections services, County officials submitted requests for competitive bids for new contracts through its procurement process. As a result, customers will experience rate and service provider changes. Here are the details regarding the first phase of these changes:

**District 3 (see map) effective October 1, 2018:**

- Service provider will remain Waste Industries
- Collection day will remain the same
- Customers will see a change in curbside collection rate from \$16.35 to \$15.98 per month
- Customers will see a change in backdoor collection rate from \$32.70 to \$31.96 per month
- Waste Industries will provide existing customers with a new service contract
- Waste Industries will use customers' existing household waste and recycling carts
- District 3 customers with questions can contact Waste Industries at (803) 935-0249

**District 7 (see map) effective October 1, 2018:**

- Service provider will change from Advanced Disposal to Waste Industries
- Customers in located in the area of Route 1 North to Lake Murray area of District 7 will see a change in curbside collection from \$20.25 to \$19.74 per month, while customers in the area of Route 1 South to Interstate 20 in District 7 will see a rate change from \$23.50 to \$19.74 per month
- Customers in located in the area of Route 1 North to Lake Murray area of District 7 will see a change in backdoor collection from \$40.50 to \$39.48 per month, while customers in the area of Route 1 South to Interstate 20 in District 7 will see a rate change from \$47 to \$39.48 per month
- Collection day is likely to be changed
- Waste Industries will use customers' existing household waste and recycling carts
- Existing customers will receive new service contracts and information about changes in collection days
- Quarterly invoices for this service will be mailed separately beginning in September
- District 7 customers with questions can contact Waste Industries at (803) 935-0249

Additionally, 1,900 households from District 3 will be incorporated into District 7, changing their monthly curbside collection rate from \$16.35 to \$19.74 per month. To find out if your household was redistricted, call Waste Industries at (803) 935-0249.

Further changes in rates and service providers for curbside collection customers in other parts of the County will be announced in November 2018 and March 2019. For information on solid waste franchise district boundaries, contact Lexington County Solid Waste Management at (803) 755-3325, or visit Lexington County's Solid Waste Management website at [www.lex-co.sc.gov/solidwaste](http://www.lex-co.sc.gov/solidwaste).

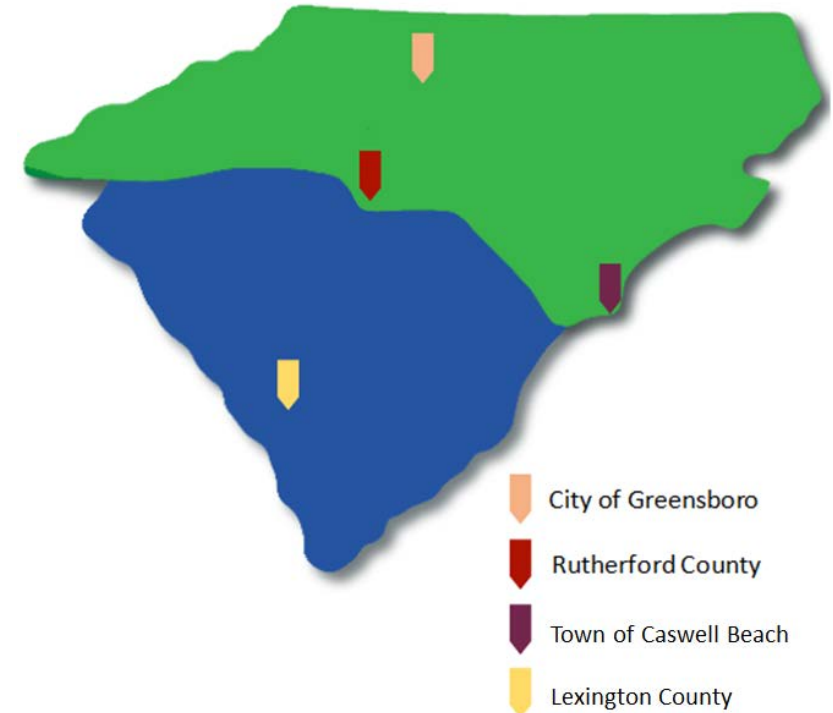
# Moderated Q&A

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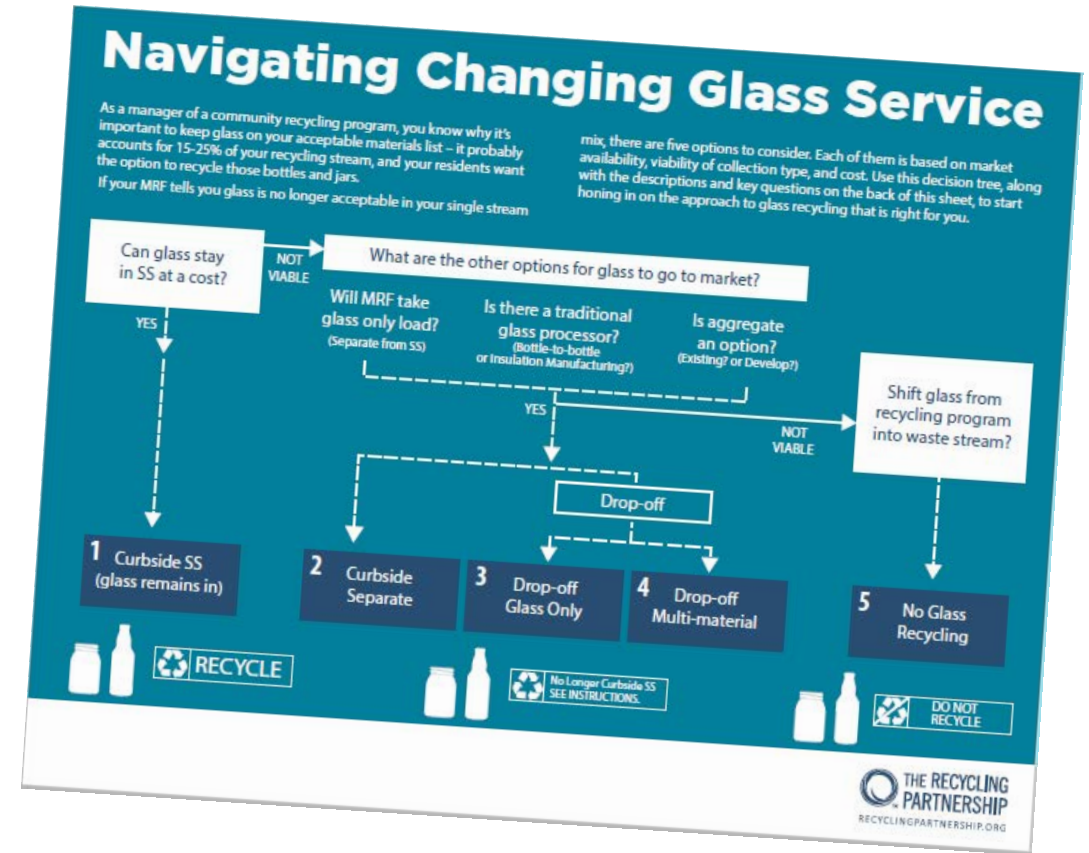
## Question 3:

- What resources did your community (or customers) use during the decision-making process?
- Citizen Perspective: How did the residents of Caswell Beach communicate their opinions with the town council?



# Resources Used

- City of Cayce
  - County Recycling Coordinator
  - Adapted County handout & cart tag
  - MRF Manager (Sonoco Recycling)
  - Recycling Partnership glass flowchart
- County
  - County's Public Information Officer (PIO)



# Caswell Beach, NC

E. Gifford Stack <egstack@cnspl.net>

Mon, Jun 8, 2020 at 7:22 AM

To: Deborah Ahlers <dahlers@caswellbeach.org>, Martyn Clarke <Clarkem5454@gmail.com>, Marti Hardy <martihardy@gmail.com>, Dan O'Neill <doneill@caswellbeach.org>, George Kassler <gkassler@caswellbeach.org>, khudson@caswellbeach.org  
Cc: Chad Hicks <chicks@caswellbeach.org>

Dear Mayor and Commissioners,

I am writing to urge you not to eliminate the curbside recycling program in the town's 2020-21 budget.

The blue cart system, the most efficient and convenient manner to collect recyclables, is a way of life for Caswell Beach residents who pay taxes to the town to provide both trash and recycling services. The advantages of this collection method, as well as the overall benefits of recycling, are highlighted in the attached "Recycle Right" fact sheet provided by the state's Department of Environmental Quality.

It is understood that GFL Environmental needs a 12.9% increase for servicing Caswell Beach's curbside recycling in 2020-21. That translates to \$7,000, or \$9 per year for each of the town's 762 homes. I suggest that the majority of residents would gladly pay an additional \$9 to continue the blue cart system.

There is a misconception that needs clarification regarding what happens to our recyclables. The cans, bottles and paper collected from Caswell Beach are not, repeat not, being landfilled! The head of recycling for Brunswick County has stated emphatically that our recyclables all go to the Sonoco Materials Recovery Facility in Hanover County. There is a small percentage of non-recyclable material (referred to as "outhrows"), such as plastic bags, porcelain, wire, etc, that is discarded. (Contamination in the blue bin decreases the quality and value of the recyclables.) Caswell Beach's recycling material helped Brunswick County rank as 12th best in the state for recycling, averaging 148 pounds per person per year. (See attached.)

Finally, I appreciate your challenge of balancing next year's budget, but would urge you not to lop off a successful, well liked curbside recycling program to reduce expenditures. Rather, why not spread the "belt tightening" across each of the town's 12 departments, thereby sharing the fiscal responsibility equally.

Thank you for your attention and I would welcome any questions or comments.

E. Gifford Stack  
110 Flowering Bridge Path

# Caswell Beach, NC

## Deborah Ahlers

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**From:** Thomas Kehoe <tbkehoe@gmail.com>  
**Sent:** Wednesday, June 10, 2020 7:10 PM  
**To:** Deborah Ahlers  
**Subject:** Recycling *ycling pick up*

Dear Mayor Ahlers,

Barb & I believe that a town sponsored recycling program should continue to be part of our towns budget.

Being a progressive & forward looking town, the town sponsored recycling program is an important part of our

effort toward a better community & nation. We strongly encourage you to continue to include recycling in the town's budget.

Thank You,

Tom & Barb Kehoe  
606 Mimosa Place  
Caswell Beach, NC 28465



# Moderated Q&A

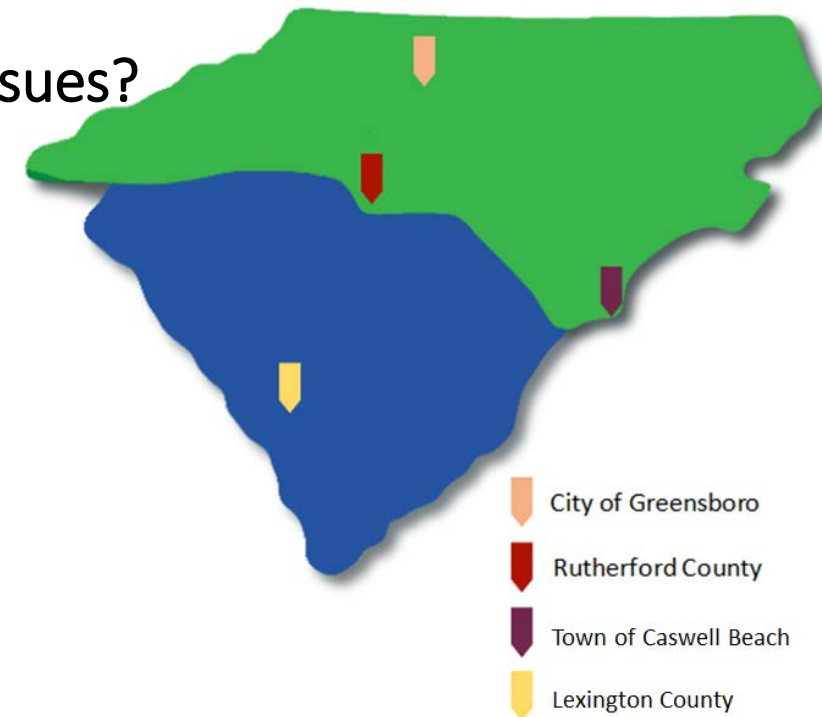
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Question 4:

How did residents/customers react to the changes to recycling?

Do you have recommendations for others going through similar issues?



# Rutherford County

## Reactions and Recommendations

Since entering the new contract, we kept our material acceptance the same. We did get more constant on performing recycle inspections per load. And feedback to towns and haulers about their contents and areas of improvement.

The only recommendations I can make is to keep a constant communication with the towns haulers and public. Don't expect the residents to know what we want from them, constantly be out there reminding them. If you see contamination let the originator aware and educate. If the loads were great also let them know and appreciate the work from everyone that works hard to send in the right materials.

# Reaction From Residents & Recommendations

- Reaction - City of Cayce
  - ***Minimal!***
  - Some called to ask ***why*** and were happy with the explanation.
  - Some called to verify ***where*** and ***how*** they could recycle their glass.
- Recommendations
  - Get help.
  - Clearly communicate the ***reasons*** and the ***alternatives***.
  - Provide contact information for those with concerns or questions.



# Reaction From Residents & Recommendations

- Reaction - County
  - Many residents were **very** upset and some cancelled their service.
- Recommendations
  - Give as much notice as possible (at least two or three months).
  - Explain WHY, not just WHAT.
  - Do not make drastic changes in December.
  - Raise prices gradually.
  - Educate everyone who will answer questions (telephone operators, PIO, council members, etc.) and provide a one-page **written** Q&A for them **before** announcing the change.



# Moderated Q&A

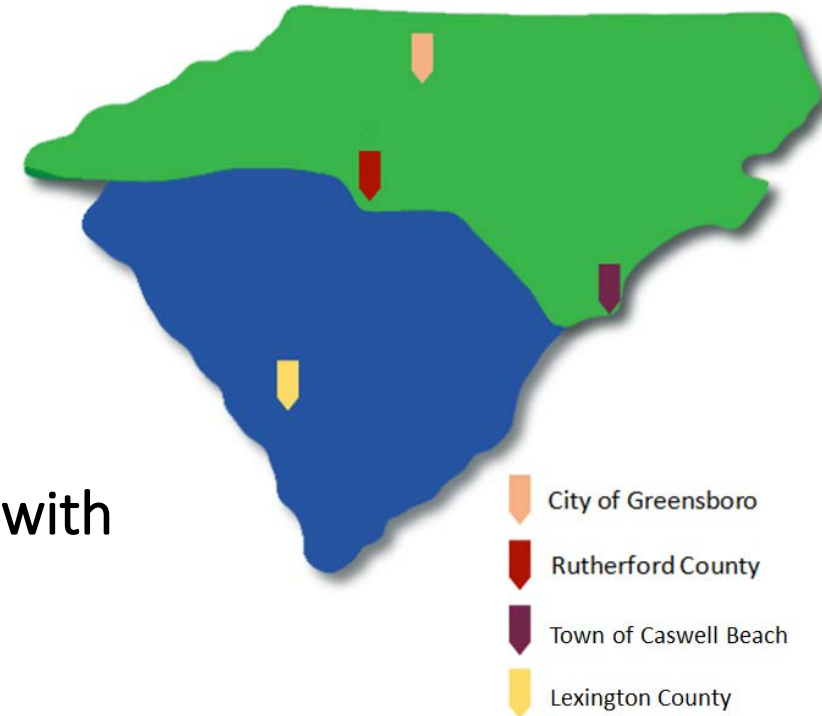
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Question 5:

How did you work with your MRF to make these changes?

Private Perspective: What should a community do when working with their MRF to make changes?





# Audience Q&A

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**A recording of this webinar will be available afterwards.**

# Panelist Contact Info



**Traude Sander**

[tsander@lex-co.com](mailto:tsander@lex-co.com)

**Tori Carle**

[Tori.Carle@greensboro-nc.gov](mailto:Tori.Carle@greensboro-nc.gov)

**Tony Krasienko**

[AKrasienko@republicservices.com](mailto:AKrasienko@republicservices.com)

**Gifford Stack**

[egstack@cnsr.net](mailto:egstack@cnsr.net)

**Alma Rasindez**

[alma.resendiz@rutherfordcountync.gov](mailto:alma.resendiz@rutherfordcountync.gov)

**Matt James**

[matt.james@ncdenr.gov](mailto:matt.james@ncdenr.gov)

**Alex Miller**

[milleram@dhec.sc.gov](mailto:milleram@dhec.sc.gov)

Thank you!



**Thank you for attending the webinar.**

**Be safe and be well!**