

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE:	Discussion of the 2020 Recology Annual Report
DEPARTMENT:	Recreation, Cultural and Community Services
PRESENTED BY:	Autumn Salamack, Environmental Services Coordinator
ACTION:	<input type="checkbox"/> Ordinance <input type="checkbox"/> Resolution <input type="checkbox"/> Motion <input checked="" type="checkbox"/> Discussion <input type="checkbox"/> Public Hearing

PROBLEM/ISSUE STATEMENT:

In 2016, the City Council entered into a 10-year contract for the City's 2017 – 2027 Comprehensive Garbage, Recyclables, and Compostables Collection Services with Recology CleanScapes Inc. (Recology). The contract was adopted on May 2, 2016 and amended on June 3, 2019. The contract specifies that Recology will submit an annual report to the City.

Tonight, Erin Gagnon, Government Affairs and Community Relations Manager and Brooke Stroomsa, Waste Zero Specialist from Recology, will share an overview of the 2020 Recology Annual Report (Attachment A), including an update on Recology's response to the COVID-19 pandemic, the 2019 amendment requirement for an annual contamination monitoring protocol and enforcement procedure for commercial and multifamily customers, and efforts to provide additional education, outreach and incentives for properties subject to a potential Fee for the Collection of Contaminated Recycling or Compost Containers as Garbage.

RESOURCE/FINANCIAL IMPACT:

There is no financial impact to the City of Shoreline associated with the Recology Annual Report.

RECOMMENDATION

This is a discussion item only; no formal action is required. Staff recommends that Council review the 2020 Recology Annual Report and ask questions of Recology regarding their report. Please note that staff can provide any of the appendices referenced in the report to Council upon request.

Approved By: City Manager **DT** City Attorney **MK**

BACKGROUND

In 2016, the City Council entered into a 10-year contract (2017 – 2027) for the City's Comprehensive Garbage, Recyclables, and Compostables Collection Services with Recology CleanScapes Inc. (Recology). The contract was adopted on May 2, 2016. The staff report for the contract adoption can be found at the following link: <http://cosweb.ci.shoreline.wa.us/uploads/attachments/cck/council/staffreports/2016/staffreport050216-8a.pdf>.

Subsequently, the Recology contract was amended on June 3, 2019 upon a request from Recology due to changes in market conditions that adversely affecting recycling economics which relied on marketing most materials to Chinese and other Asian companies. The staff report from the June 3, 2019 Council meeting can be found at the following link: <http://cosweb.ci.shoreline.wa.us/uploads/attachments/cck/council/staffreports/2019/staffreport060319-8a.pdf>.

The Recology contract includes a requirement for an annual report from Recology to the City. The 2019 contract amendment included a requirement for an annual Contamination Monitoring Protocol and Enforcement Procedure (Contamination Reduction Program) for commercial and multifamily customers to include the following elements: regular contamination monitoring and documentation; timely customer notification of contamination occurrences; and progressive enforcement, including warning letters or phone calls, fees for collection of contaminated recycling or compost containers as garbage, and the potential removal of services. The 2019 amendment also established a Fee for Collection of Contaminated Recycling or Compost Containers at a rate of \$25.00 per cubic yard of container size for Multifamily Complex or Commercial customers.

While an overarching inbound contamination level goal of no greater than five percent (5%) by volume for collected Recyclables and no greater than three percent (3%) by volume for collected Compostables is outlined in the contract, the 2020 Contamination Reduction Program was focused on recycling given both the urgent need to reduce contamination with global changes to recycling markets and the small number of multifamily and commercial customers with compost service.

To provide additional education, outreach and incentives for properties subject to the Contamination Reduction Program, and the potential for associated fees for the collection of contaminated recycling containers as garbage, Recology and the City also launched the Waste Wise program in the summer of 2020.

DISCUSSION

Recology's 2020 Annual Report (Attachment A) outlines how Recology adapted to the COVID-19 pandemic and how local waste characteristics have changed with the pandemic. Shoreline residents and businesses generated over 37,958 tons of waste in

2020, which was 1,203 tons (3%) more waste than measured in 2019. Approximately 50% of that waste was recycled or composted in 2020, with diversion rates varying greatly by customer class: 64% diversion rate for single-family households, 25% diversion rate for multifamily customers, and 27% diversion rate for commercial customers.

Recology worked with the City and local properties to promote waste reduction and enhanced recycling and composting efforts, including virtual workshops, enhanced social media and graphics, and customized tenant messaging via the Waste Wise Program.

Waste Wise Pilot Program

Multifamily apartment and condominium complexes frequently experience recycling challenges with high levels of non-recyclable materials ending up in recycling containers. In July 2020, the City and Recology launched a Waste Wise pilot program to reduce recycling contamination at multifamily complexes. This program provides free tools and resources to make it easy and convenient for both residents and property managers to recycle right, which could help them avoid future fees for contaminated recycling containers.

Residents at participating properties received customized educational tools, including instructional videos and tote bags to carry recyclables, replacing plastic bag liners which are one of the main contaminants in recycling containers. Three properties participated in Waste Wise in 2020 and several more signed up for 2021. Recology staff are assessing the amount of recycling contamination before and after properties join the program to measure effectiveness. The City received a grant from the Washington State Department of Ecology to provide this program – with support from Recology – from June 2020 – June 2021.

Contamination Reduction Program

The 2020 Contamination Reduction Program was originally scheduled to begin in early 2020 but was delayed until August due to the COVID-19 pandemic. The 2020 Contamination Reduction Program was also amended in July in response to the pandemic as follows: visual audits were limited to properties with 50% or more material by volume present in the recycling cart/container at the time of a visual audit, and City approval was required for the application of any contamination fees resulting from three or more failed visual audits at commercial and multifamily properties.

From July 2020 to March 2021, Recology conducted 1,645 audits. A total of six (6) properties have joined the Waste Wise program as a result. The first fees for the collection of contaminated recycling containers as garbage were assessed in December 2020 at eight (8) properties. The 2021 Recology Contamination Reduction Plan is attached to this staff report Attachment B.

Tonight's Council Presentation

Tonight, Erin Gagnon, Government Affairs and Community Relations Manager and Brooke Stroomsa, Waste Zero Specialist from Recology, will share an overview of the 2020 Recology Annual Report, including an update on Recology's response to the COVID-19 pandemic, the 2019 amendment requirement for an annual contamination monitoring protocol and enforcement procedure for commercial and multifamily customers, and efforts to provide additional education, outreach and incentives for properties subject to a potential Fee for the Collection of Contaminated Recycling or Compost Containers as Garbage.

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ATTACHMENT

Attachment A: 2020 Recology Annual Report

Attachment B: 2021 Recology Contamination Reduction Plan



To our Partners at the City of Shoreline,

2020 was a year defined by a series of unprecedented events set against a backdrop of the worst pandemic the world has seen in more than a century. Despite overwhelming challenges, this past year has also been marked by communities coming together in countless ways – large and small, heroic and mundane – to support one another.

As one of the City of Shoreline's essential service providers, Recology King County's frontline employee-owners and support staff have been honored to play a role in the community's response to the COVID-19 pandemic. Early this past year Recology quickly made significant, fundamental changes to our business and field operation that allowed for continuity of service to be provided throughout the Governor's "Stay Home, Stay Healthy" economic shutdown and later phased reopening. During this time our frontline workers were cheered on by housebound children and families, received notes of gratitude placed on recycle carts, and were recipients of countless acts of appreciation as they continued to provide essential collection services to Shoreline residents and businesses.

Despite the many challenges brought by COVID-19, in 2020 Recology continued to make progress on regional sustainability goals and our company's vision of achieving "a world without waste." In partnership with Shoreline businesses and residents, Recology diverted 7,934 tons of recyclable materials from the landfill through our curbside recycling programs.

Prior to COVID-19, Recology's Outreach and Education team hosted more than 102 community members at our Education Center and provided tours of our Material Recovery Facility where attendees learned about the recycling process. After the COVID-19 outbreak, the Education and Outreach team quickly pivoted to providing virtual outreach programs to maintain engaged community involvement.

We are grateful for our partnership with the City of Shoreline and look forward to a brighter 2021.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kevin Kelly'.

Kevin Kelly
General Manager



Operating During a Global Pandemic

In 2020 Recology made significant operational and administrative adjustments in response to COVID-19 that allowed our team to continue safely serving City of Shoreline customers. Over the course of one week in March, more than 30 Recology customer service, finance, and administrative staff transitioned to remote work. Additional laptops, headsets, and IT equipment were quickly procured to set up these employees for success. Customer Service call software, Shortel, was reconfigured to allow staff to respond to calls from remote locations. The transition was not without challenges, as Recology Customer Service continued to operate through the transition and during the testing and implementation of new systems. Home internet bandwidth capacity challenges, resulting from new demands on regional infrastructure, contributed to connectivity issues for many of our employees.

Customer Service and administrative employees will continue to work remotely until at least July 2021, or until new return-to-work recommendations are published by public health agencies. In 2021, Recology will continue to invest in and prioritize IT projects to improve remote Customer Service performance, such as transitioning to a cloud-based phone system and implementing new software to improve call and email response time.

Over 250 Recology drivers and other frontline employees worked without interruption through this period of uncertainty. In March, Recology modified driver processes to minimize contact with others and decrease the risk of exposure. Pre-route team huddles were replaced with drivers reporting directly to their trucks in the morning. Virtual messages via onboard tablets, printed flyers, and radio messages replaced in-person communication. An outdoor checkout system was created for employees to submit paperwork while limiting contact. Signage was quickly developed and installed throughout the truck yard and facilities communicating new mask requirements and social distancing procedures.

As Recology rushed to acquire additional inventories of personal protective equipment for our frontline workers, so did countless other organizations, resulting in a temporary disruption in global supply chains. During this time, Recology was able to acquire and distribute reusable cotton masks. Bleach and water solutions were procured for disinfecting high touch areas. Bags of soap and expandable paper towels were provided to drivers when hand sanitizer was not readily available. Innovation is a trait Recology employs daily,



Social distancing placards were distributed to Recology route drivers

but it became especially valuable in the early days of the pandemic and throughout a continuously changing environment as the pandemic wore on.

The Changing Waste Stream

As workers and students across King County transitioned to working and learning remotely, many commercial buildings were left vacant while household occupancy reached an all-time high. At the same time, consumer behavior shifted quickly to online shopping. The combined impact resulted in a dramatic shift in the composition and volume of the commercial and residential waste streams. Across all Recology King County's service areas, commercial tonnage decreased an average of 18% while residential tonnage increased 17% year-over-year. You can read more on 2020 waste generation trends in the appendices of this report.

With more residents reliant on online shopping for basic needs, the demand for the collection of excess amounts of cardboard and packaging materials increased. To address emerging needs, Recology reallocated resources where possible to support the shift in volume to the residential sector. New safety messages were developed and distributed to increase awareness of emerging safety concerns and operational needs associated with the collection of extra materials. To help customers properly prepare excess volumes of cardboard for collection, an outreach campaign was quickly developed and distributed via social media and direct mailing.

Public Outreach & Community Engagement

Striving to achieve "a world without waste," Recology has historically offered a full range of in-person public education programs and services with the goal of achieving maximum diversion of waste from the landfill. When COVID-19 restrictions halted in-person outreach, Recology's Outreach and Education team rapidly transitioned to offer virtual presentations, workshops, and increased social media content to support Shoreline residents in their waste reduction and recycling efforts. Reimagined virtual presentations were well received, with over 50 residents logging on to attend "The Story of Plastic Screening and Discussion" hosted in partnership with the City of Shoreline in November.



A Waste Zero Specialist virtually educates customers on proper recycling techniques.

At the start of 2020, the Outreach and Education team visited schools, businesses, multi-family complexes, and community groups to provide education on waste reduction and highlight opportunities to increase recycling rates. For example, a partnership was developed with Trader Joe's to educate staff about proper recycling and implement best management practices at their Shoreline location. Staff received Recology's Recycling 101 training and new educational posters were placed on containers throughout the store to reduce confusion and increase access.

In April, the Outreach and Education team began creating innovative and engaging virtual programs, such as modifying our award-winning multi-family outreach program, "Waste Wise" to include 3-4 customized videos per property and a virtual pledge with a QR code as the replacement engagement strategy for door-to-door outreach. In 2020, five properties participated in

the new virtual “Waste Wise” program. Recology is excited to continue offering this new format in 2021.



A Waste Zero Specialist conducts recycling contamination audits.

2020 marked the first year of Recology's Shoreline Contamination Reduction program. To help reduce recycling contamination and increase program participation, Recology's Outreach and Education team completed over 1,000 visual audits at Shoreline commercial and multi-family properties. During site visits contamination data was gathered and shared with individual properties, as well as educational resources, to help encourage improved participation in curbside recycling programs.

In 2021, Recology will continue to focus on enhancing virtual education and outreach programs as well as reducing recycling contamination at commercial and multi-family properties. A video resource library is currently under development and will include a tour of Recology's South Seattle recycling facility. Our popular quarterly virtual workshops covering recycling 101 topics and live Q&A with our recycling experts will continue to be offered. Transcreated versions of educational videos will help reach a broader and more diverse audience.

We look forward to another year of partnership with the City of Shoreline as we continue our path to waste zero.



Appendices

Appendix A.	Shoreline Subscribers by Commodity 2020
Appendix B.	Service Levels by Service Type and Frequency
Appendix C.	Residential Sites and Service Levels
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2021 Recology Contamination Reduction Plan for the City of Shoreline

Introduction

The goal of this plan is to reduce the contamination in Commercial and Multifamily Customers' Recyclables Containers to a level of no greater than five percent (5%) by volume of collected Recyclables. During this period, no on-site audits will be conducted in Commercial and Multifamily Customers' Compost Containers. The draft plan below is in addition to the promotion and education activities in the current contract.

This plan refers to two types of processes to evaluate contamination levels in recycle containers specifically for Commercial and Multifamily customers:

- **Route-Level Pad Inspections:** Truck contents are emptied onto the floor of Recology's Material Recovery Facility and a Recology representative will visually inspect load contents to document types and levels of recycling contamination.
- **On-Site Customer Audits:** A Recology outreach representative will conduct an on-site visual audit of customer carts/containers by lifting the cart/container lid and visually assessing the top layer of contents to document types and levels of recycling contamination.

Recycling Contamination Reduction Program Outline

1. Ongoing Monthly Route-Level Pad Inspections Procedure:

- Recology will conduct monthly pad inspections of each Commercial and Multifamily route at Recology's Material Recovery Facility in Seattle. All pad inspections will be based on collection day/route and each route will be inspected at least once per month.
- Pad inspections will be conducted by Material Recovery Facility staff to determine if recycling contamination in the load by volume is five percent or more (5+%). This process includes:
 - A commercial recycling truck arriving at the Material Recovery Facility
 - Load of recycling is dumped in a designated area to conduct pad inspection
 - Pad inspection is conducted by Recology staff
 - *If contamination is not present (less than 5%):*
 - Recology staff will document that the route did not exceed contamination levels in digital format with photos
 - Report is shared with Waste Zero Coordinator (outreach staff) to track acceptable routes/collection days
 - *If contamination is present (5% or more contaminated material by volume):*
 - Recology staff will document the contaminants and information in digital format with photos
 - Report is shared with Waste Zero Coordinator (outreach staff) to track contamination levels month-to-month
 - Waste Zero Coordinator will create priority list of routes to target for on-site audits based on monthly contamination percent by route/collection day



- a. Prioritization process will identify which route/collection day will receive on-site visual audits
 - i. The higher the contamination level for a route, the higher the placement of that route on the priority list
 - ii. Each week a new route will be selected from the priority list based on the previous month's pad inspections to target the first on-site visual audit as described below.
 1. If a route is consistently the most contaminated route for subsequent months, Recology will move through priority list selecting a new route each week. Once all routes have gone through the first on-site audit (approximately two or three months). Recology will start process below.
 - iii. For the second and subsequent on-site visual audit: Each month a new route will be selected from the priority list based on previous month's pad inspections to target on-site visual audits as described below
 1. If a route is consistently the most contaminated route for subsequent months, Recology will move through the priority list selecting a new route each month. Once all routes have gone through on-site audit process highlighted below, Recology will restart the process in iii (approximately six-months).
2. Weekly On-Site Visual Recycling Audits Procedure:
- Based on route prioritization described above, Recology will conduct targeted on-site visual recycling audits at each site along the selected route to determine if contamination by volume is above five percent (5%).
 - On-site visual audits consist of a Waste Zero Coordinator lifting the recycle cart/container lid and visually assessing the contents in the top layer. This process includes:
 - 1st On-Site Visual Audit
 - *If contamination is not present (less than 5%):* Customer is serviced by collection truck as recycling. Customer will continue to receive on-site visual audits in the subsequent weeks, until a new route is selected based on route prioritization the following month.
 - *If contamination is present (5% or more contaminated material by volume):*
 - a. Cart/Container will be tagged with 'Oops Tag' (see Attachment 1 section below) and be collected as recycle. Recology disposes contents as garbage at no cost to customer.
 - b. Waste Zero Coordinator will document customer's level and types of contamination in digital format with photos. Documentation of the face of the dumpster(s) with the 'Oops Tag' will also be taken in digital format and included in the contamination report.



- c. Waste Zero Coordinator will call and/or email customer within four business days of the on-site visual audit date. Calls will bring attention to the non-recyclable material(s) in the recycling cart/container and offer educational resources such as, but not limited to: a presentation, waste audit, signage, stickers, trainings.
 - d. Waste Zero Coordinator will develop and mail a site-specific contamination report and Notification Letter to the customer within one business day of the call and/or email. Letters will offer education resources to correct contamination as described above. Letters will also state potential fee if contamination continues.
- 2nd On-site Visual Audit – audit will occur after all Commercial and Multi-Family routes have been completed. (approximately two to three months)
 - *If contamination is not present (less than 5%):* Customer is serviced by collection truck as recycling. Customer will continue to receive on-site visual audits in the subsequent weeks, until a new route from pad inspections is selected based on route prioritization the following month.
 - *If contamination is present (5% or more contaminated material by volume):*
 - a. Cart/Container will be tagged with ‘Oops Tag’ (see Attachment 1 section below) and be collected as recycle. Recology disposes contents as garbage at no cost to customer.
 - b. Waste Zero Coordinator will document customer’s level and types of contamination in digital format with photos. Documentation of the face of the dumpster(s) with the ‘Oops Tag’ will also be taken in digital format and included in the contamination report.
 - c. Waste Zero Coordinator will call and/or email customer within four business days of the on-site visual audit date. Calls will bring attention to the non-recyclable material(s) in the recycling cart/container and offer educational resources such as, but not limited to: a presentation, waste audit, signage, stickers, trainings.
 - d. Waste Zero Coordinator will develop and mail a site-specific contamination report and Notification or Warning Letter to the customer within one business day of the call and/or email. Letters will offer education resources to correct contamination as described above. Letters will also state potential fee if contamination continues.
- 3rd On-site Visual Audit – audit will occur at least a week after 2nd visual audit date
 - *If contamination is not present (less than 5%):* Customer is serviced by collection truck as recycling. Customer will continue to receive on-site visual audits in the subsequent weeks, until a new route is selected based on route prioritization the following month.
 - a. If a customer does not have three instances of documented contamination, the customer will not be audited again until all other collection days/routes are audited based on pad-inspections (~ six months)



- *If contamination is present (5% or more contaminated material by volume) – and customer has NOT received the first and/or second notice of violation*
 - a. Cart/Container will be tagged with ‘Oops Tag’ (see Attachment 1 section below) and be collected as recycle. Recology disposes contents as garbage at no cost to customer.
 - b. Waste Zero Coordinator will document customer’s level and types of contamination in digital format with photos. Documentation of the face of the dumpster(s) with the ‘Oops Tag’ will also be taken in digital format and included in the contamination report.
 - c. Waste Zero Coordinator will call and/or email customer within four business days of the on-site visual audit date. Calls will bring attention to the non-recyclable material(s) in the recycling cart/container and offer educational resources such as, but not limited to: a presentation, waste audit, signage, stickers, trainings.
 - d. Waste Zero Coordinator will develop and mail a site-specific contamination report and Notification or Warning Letter to the customer within one business day of the call and/or email. Letters will offer education resources to correct contamination as described above. Letters will also state potential fee if contamination continues.
- *If contamination is present (5% or more contaminated material by volume) – and it’s the third notice of violation for a customer:*
 - a. Cart/Container will be tagged with ‘Oops Tag’ (see Attachment 2 section below), be collected as garbage and may be charged a fee for collection of contaminated recycling as specified in the contract amendment (i.e. contamination fee).
 - b. Waste Zero Coordinator will document customer’s level and types of contamination in digital format with photos. Documentation of the face of the dumpster(s) with the ‘Oops Tag’ will also be taken in digital format and included in the contamination report.
 - c. Waste Zero Coordinator will assess corresponding monthly pad inspection of route to confirm contamination levels exceed the 5% by volume contamination threshold for that month.
 - d. Waste Zero Coordinator will call and/or email customer within four business days of the on-site visual audit date. Calls will bring attention to the non-recyclable material in the recycling cart/container and offer educational resources: presentation, waste audit, signage, stickers, trainings. Call will also state a contamination fee may be applied (if corresponding route-level pad inspection illustrates five percent or more (5+%) contaminated material).
 - e. Waste Zero Coordinator will develop and mail a site-specific contamination report and Final Warning Letter to the customer within one business day of the call and/or email. Letters will offer education resources to correct contamination as described above.



- f. Waste Zero Coordinator will apply contamination fee on customer account only when monthly pad inspection results for the route correlate with results of on-site visual audit.
 - g. Customers are flagged for reoccurring visual audits moving forward as described below.
3. Customers that have one or two instances of documented contamination during the audit month will not receive another on-site visual audit until all customers have received second and third audits (approximately six months). Future on-site visual audits will build on the previous contamination instances.
4. Customers that have three or more (3+) instances of documented contamination through on-site visual audits procedure:
 - Customers that are found to have three or more (3+) instances of documented contamination will be subject to every other week on-site visual audits, even after a new route is selected for on-site audits the following month.
 - Each time a customer is visually audited and found to have five percent or more (5+) contaminated material by volume:
 - Cart/Container will be tagged with ‘Oops Tag’ (see Attachment 2 section below), be collected as garbage and may be charged a fee for collection of contaminated recycling as specified in the contract amendment (i.e. contamination fee).
 - Waste Zero Coordinator will document customer’s level and types of contamination in digital format with photos. Documentation of the face of the dumpster(s) with the ‘Oops Tag’ will also be taken in digital format and included in the contamination report.
 - Waste Zero Coordinator will assess corresponding monthly pad inspection of route to confirm contamination levels exceed the 5% by volume contamination threshold for that month.
 - Waste Zero Coordinator may apply contamination fee and collect cart as garbage on customer specific account when route-level pad inspection results correlate with results of on-site visual audit.
 - Waste Zero Coordinator will call and/or email customer within four business days of the on-site visual audit date. Calls will bring attention to the non-recyclable material in the recycling cart/container and offer educational resources: presentation, waste audit, signage, stickers, trainings. Call will also state a contamination fee may be applied for the collection of contaminated recycling as garbage (if corresponding route-level pad inspection illustrates five percent (5%) or more contaminated material).
 - Waste Zero Coordinator will develop and mail a site-specific contamination report to the customer within one business day of the call and/or email.
5. Customers that have ten or more (10+) instances of documented contamination through on-site visual audits procedure:
 - Customers that are found to have ten or more (10+) instances (~ four months) of documented contamination from the start of the program will be subject to removal of recycling service.



- Due to the variability, each customer account must be reviewed and discussed with the City to determine if removal of service is appropriate.
 - *If customer has been responsive to communication from Recology:*
 - Waste Zero Coordinator to review history of communication and response from customer
 - Waste Zero Coordinator to call customer to follow up on:
 - Implementation of best management practices and/or offer outreach; presentation, training, waste audit or signage if customer has yet to request.
 - Provide one month timeframe to implement and/or conduct outreach.
 - Provide notification about potential removal of service if contamination continues after one month period is over.
 - Customer must demonstrate effort has been made to decrease contamination on-site through requesting a site visit from Recology's outreach team to evaluate current recycling program.
 - a. If contamination levels above 5% continue after one month, Recology will contact the City to request removal of recycling service
 - i. Recology must provide history of communication and education conducted on site to the City.
 - b. City must approval removal of service.
 - *If customer has not been responsive throughout the communication from Recology:*
 - Waste Zero Coordinator will call customer in final attempt to:
 - Offer best management practices and/or outreach; presentation, training, waste audit or signage.
 - Provide one month timeframe to implement and/or conduct outreach.
 - Provide notification about potential removal of service if contamination continues after one month period is over.
 - Customer must demonstrate effort has been made to decrease contamination on-site through requesting site visit from Recology's outreach team to evaluate current recycling program.
 - a. If contamination levels above 5% continue after one month, Recology will contact the City to request removal of recycling service.
 - i. Recology must provide history of communication and education conducted on site to the City.
 - b. City must approval removal of service.
6. Repeat process (steps 3-6) every month after completing the first round of visual on-site audits. Selection of new route to target for on-site visual audits will be based on previous month's pad inspections until all Commercial and Multifamily customers have been audited (approximately six-months).
 7. After six-month process is completed: all routes will be re-audited using the same prioritization process (steps 3-7).



8. City Reporting

- Recology will provide a monthly report to the City regarding contamination monitoring efforts documenting:
 - Total number of route-level pad inspections completed (by type)
 - Total number of on-site customer audits completed
 - Total number of customers with contamination levels exceeding 5% by volume for recycling
 - Average monthly contamination by sector across all customers who receive visual on-site audits
 - Total number of customers charged the contamination fee
 - Total number of recycling customer cancellations
 - Total number of presentations conducted for customers that received a notice of contamination
 - Total number of educational site visits providing technical assistance for customers that received a notice of contamination
 - Total number of poster requests from customers that received a notice of contamination
 - Ranked list of common contaminants identified during the on-site visual audit
 - Call log from contamination outbound calls



Attachments

1. First and Second instance of contamination Oops Tag

RECOLOGY

OOPS!

Your materials do not meet collection requirements. Before the next collection, please remove the items that were found in the incorrect bin noted below.



RECYCLING



- ~~Black Bags~~
- ~~Loose Plastic Film~~
- ~~Styrofoam~~
- ~~Pizza Boxes~~
- ~~Food/Yard Waste~~
- ~~Electronics~~
- ~~Textiles/Clothing~~
- ~~_____~~

COMPOST



- ~~Plastic Bags~~
- ~~Glass~~
- ~~Metal~~
- ~~Pet Waste~~
- ~~Construction and Demolition Debris~~
- ~~Dirt, Rocks, Sand Dust~~
- ~~_____~~

GARBAGE



- ~~Electronics~~
- ~~Hazardous Waste~~
- ~~Loose Dog Waste, Please Bag~~
- ~~_____~~

Thank you for doing your part to place materials in the correct container



Para obtener información en español visite:
RECOLOGY.COM



2. Third and subsequent instance of contamination Oops Tag

Oops!

Your materials do not meet collection requirements. Prohibited materials (garbage and compostables) will impact recyclability. Continuing to place prohibited materials in your bin may result in a contamination fee.

We found the following prohibited item(s) in your recycling bin:

- Loose plastic bags
- Styrofoam™
- Liquids
- Yard waste
- Food waste
- Textiles / Clothing
- Latex gloves
- Electronics, small appliances
- Wax cardboard
- Paper towels
- Other: _____

Please remove the items identified above from your recycling bin to ensure consistent and on-time collection. Visit recology.com/store for drop off options for some of the items above.

Thank you for doing your part to keep materials **empty, clean and dry**, and recycling right in the Shoreline community!

Questions about what goes where?

recology.com/shoreline
206.763.4444