



# SANDY CITY

## Every Other Week Recycling

It has been a pleasure serving your community. We have enjoyed our working relationship with Sandy City and we look forward to the opportunity to continue our long-term partnership.

Waste Management is committed to continuing to provide superior quality services that are convenient, reliable and responsive for Sandy City residents.

Below is an outline of our proposed service changes that will provide residents a sustainable recycle program, while allowing the City to manage its costs.

### Recycle Service

#### Audit Findings:

The dramatic shift in recycling over the past two years has caused many municipalities across the country to evaluate their recycling programs - Sandy City is no different. As a valued partner, Waste Management and Sandy City have been working together to look for opportunities to reduce the recycle program costs, while maintaining a service that is very important to your constituents.

One of the first areas of opportunity is evaluating the current services to ensure they are relevant based on customer usage. Currently Sandy City provides a weekly residential curbside recycling program, although this program provides for ease of use, it is costlier than a more typical every other week curbside recycling program.

#### The Customer Audit Included:

- Approximately 200 Homes, and over 400 containers audited
- Geographically distinct parts of the City
- Week over week participation comparison

#### Audit Findings:

- Customer participation fluctuates from week to week. Some weeks participation is as high as 85%, and other weeks as low as 50%. Residents who put out one week are likely not to set out the following week
- 50% of the recycle containers set out were ½ full or less
- Of the recycle carts that were full, 42% contained boxes not broken down
- 87.5% of overloaded carts had large cardboard boxes not broken down
- Roughly 49% of all the containers audited were visibly contaminated with items such as plastic bags, food, pizza boxes, wood

#### Of Note:

- Throughout the Wasatch Front, most cities provide every other week recycle service.

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- City examples include: Riverton, Draper, Midvale, West Valley, Bluffdale
  - Reasons Cities prefer Every Other Week Recycling: reduced carbon footprint, reduction in wear and tear on the streets

In conclusion, our audit showed there is strong participation in the recycle program, approximately 90% of households utilize the recycle service. However, utilization of the recycle service varies from week to week and can have a set-out rate of less than 50%. Of those setting out containers, 50% of the containers were half-full or less; containers that were full, had large boxes not broken down.

These findings correlate with the tonnage of recyclables being collected in Sandy City. On average, Waste Management collects 439 tons of recyclables per month. Based on the total number of recycle carts collected each week, the average cart contains 9lbs of recyclables, a 64 gallon recycle container can hold approximately 45lbs of recycling material.

Based on the audit and tonnage information, implementing an every other week recycling program would provide enough capacity to meet your constituents' needs, while allowing the City to realize a significant cost savings.

If a resident needs a larger recycle container, Waste Management will deliver a 96-gallon cart at no charge - a hassle free option for heavy recyclers.

In addition to the cost savings, there are environmental and infrastructure benefits from going to an every other week program.

Waste Management will partner with Sandy City to develop a robust communication strategy that will allow for a smooth transition.

### Benefits of Every Other Week Services

Having two less collection vehicles in Sandy City each day means reduced greenhouse gas emissions, and less wear and tear on roads.

Lower contamination because less available space in containers means users will be more judicious on what they put in their carts. Lower contamination also results in lower processing costs to City.

New trash service customers will automatically receive 96-gallon recycle container.

Cost savings from every other week service will allow funds to be allocated to other critical City needs.

Waste Management's communication team will provide a comprehensive recycling campaign dedicated to Sandy City and its residents including social media and bill inserts.

Swift 4 week implementation.

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#### *Unit Price per single family household for every other week recycle:*

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- Reduce rate from \$3.44 to \$2.99
  - City savings of \$11,041 per month, annually \$132,492

# Sample Communications

## PHONE/DIAL OUT MESSAGE

Hello, starting **DATE** your recycling will be picked up every other week by Waste Management. For more information, please call WM at 888-496-8824 or go to your WM account online. Thank you for helping us keep your community clean and green.

## EMAIL UPDATE:

Subject: Changes to your Waste Management Recycling Service

Dear Residents of Sandy City,

As you may be aware, the cost to recycle is continuing to rise nationwide. Sandy City and Waste Management are working together to keep your waste and recycling services affordable while maintaining excellent service.

Starting **DATE**, your recycling collection will decrease to every other week service, and your waste and recycling bill will increase by **\$\$\$**. The frequency of trash services will not change. For your new recycling calendar and to find out when your recycling will be picked up, please go to your online account or call 888-496-8824.

Just follow these three simple rules when you recycle, and, remember, when in doubt, throw it out. Recycle all empty bottles, cans, paper, and cardboard. Keep food and liquids out of the recycling. Empty your recycling loose into the recycling bin. No plastic bags in your recycling. From our team in Utah, we are grateful to be your service provider.

## Service Details

Customer ID Number

00002-05721-85006

Service Address

123 TEST PL PERKIN IL 61554-6011

## Recycling in Sandy City

- On collection day, place your recycling and trash cans at the curb with wheels facing the curb by 6:00 a.m.
- Please ensure recyclables fit in your recycling cart with the lid closed. Do not bag your recyclables.
- If you have any questions regarding your service, please contact us at (888) 496-8824.

## What to Recycle



Clean and Dry Aluminum & Steel Cans



Clean and Dry Plastic Bottles, Jugs & Jars



Clean Cardboard & Beerboard



Clean Paper

## Do NOT Put These Items in Your Cart\*:

- Plastic bags, wrap or film (return bags to store)
- Glass
- Food, liquids
- Yard waste, wood
- Shredded paper
- Electronics
- Clothes, bedding, carpet
- Medical/hazardous waste
- Foam cups, take-out containers, packing material

\*Items are not limited to those above.

## 2020 Recycling Calendar

CHANGE NOTICE: Starting on May 1, recycling services will be every other week on your normal trash day.

May							June						
S	M	T	W	Th	F	Sa	S	M	T	W	Th	F	Sa
					1	2	1	2	3	4	5	6	7
8	9	10	11	12	13	14	14	15	16	17	18	19	20
17	18	19	20	21	22	23	21	22	23	24	25	26	27
24	25	26	27	28	29	30	28	29	30				
31													

  

July							August						
S	M	T	W	Th	F	Sa	S	M	T	W	Th	F	Sa
			1	2	3	4				1			
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28	29
							30	31					

  

September							October						
S	M	T	W	Th	F	Sa	S	M	T	W	Th	F	Sa
			1	2	3	4				1	2	3	
6	7	8	9	10	11	12	4	5	6	7	8	9	10
13	14	15	16	17	18	19	11	12	13	14	15	16	17
20	21	22	23	24	25	26	18	19	20	21	22	23	24
27	28	29	30				25	26	27	28	29	30	31

  

November							December						
S	M	T	W	Th	F	Sa	S	M	T	W	Th	F	Sa
1	2	3	4	5	6	7	1	2	3	4	5	6	7
8	9	10	11	12	13	14	8	9	10	11	12	13	14
15	16	17	18	19	20	21	15	16	17	18	19	20	21
22	23	24	25	26	27	28	22	23	24	25	26	27	28
29	30						29	30	31				

- Holiday**
- New Year's Day
  - Independence Day
  - Thanksgiving Day
  - Christmas Day
- Wednesday, Jan. 1  
Saturday, July 4  
Thursday, Nov. 26  
Friday, Dec. 25

**Observed Holiday Schedule:** Service will be delayed by one day for all days that fall on or after the holiday. Normal schedule resumes the following week.

Questions? Call (888) 496-8824



## CHANGES TO YOUR **RECYCLING** PROGRAM

Beginning **DATE**, your recycling will be collected every other week, instead of once a week.

When will my new collection day be? Learn your new scheduled collection day for recycling by logging into your WM account starting **DATE**, or go to **WEBSITE**.

Who is affected? This change applies to Sandy City residents with Waste Management services only.

What if my cart is too small? If you have a 64-gallon recycling cart, increase it to a 96-gallon cart at no additional cost to you. Just call Customer Service at (888) 496-8824. An extra 96-gallon recycling cart is **\$\$\$** per month.

We appreciate the opportunity to serve Sandy City!



**You have a new recycling pickup schedule. Learn more today.**

