

# Cleaning Up the Stream: "Going Rogue"

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We do that!™

# The Reality of Contamination



# TIMELINE

Oct-17

- Press Release - Global Recycling Crisis Hits Home - Possibility of Landfilling Recyclables



Dec-17

- 6 Glass Depots Established
- Press Release - Glass depots and changes coming to curbside program



Jan-Mar 2018

- Waste Audit of Commingle
- Direct Mail announcing changes to each service address
- Changes to Collection Depot
- Creation of lid sticker-began installation of over 30,000 carts
- Creation of informational fliers- English & Spanish
- Creation of internal protocol dealing with contamination found
- Updates to New Acct Packet and Website
- Created Segregated Commercial routes for glass & HG Paper



# Four Strike Protocol

## TRASH

0x - MT = OBC, NOTE "trash" (nice) Katie  
complete

1x - NOT MT = OBC contaminated Katie  
skip  
• NO next week

2x - NOT MT (driver had wo ✓)  
OBC = contaminated  
• NO next week  
• Send letter + flier Heather

3x - NOT MT (driver had wo ✓)  
• NO next week  
• call to cust = remove next time!  
dispatch Heather-LL

4x - NOT MT  
• NO RC (remove)  
• NO DO (notify)

## OLDCG

Starts April 14 → 0x - MT = OBC, NOTE "oldeg" (nice) Katie  
complete

Starts April 23 → 1x - NOT MT = OBC contaminated Katie  
skip  
• NO next week

2x - NOT MT (driver had wo ✓)  
OBC = oldeg contaminated  
• NO next week  
• Send letter + flier Heather

3x - NOT MT (driver had wo ✓)  
OBC = oldeg contaminated  
• NO next week  
• call cust "HEY..." remove  
dispatch Heather-LL

4x - NOT MT  
• NO RC (remove)  
• NO DO (notify)

Driver takes photo of contents:



Logged:



Customer: 05-152102  
Timestamp: 2018-05-02 10:28:08

Location: (42.316704, -122.839700)

# External Communication



**OOPS**  
LOOKS LIKE THERE WAS A PROBLEM WITH YOUR PICKUP TODAY.

Black/Trash  Red/Recycling  Green/Yard Debris

**DO NOT PUT IN THE RED LID RECYCLING CART!**

go in your cart.

- Newspaper and Inserts (no magazines)
- Tin and Aluminum Cans (rinsed out, no lids)

...it CAN'T go!



rogedisposal.com

May 24, 2019

Dear Valued Customer:

On your most recent recycle collection day, as your red lid cart was weighed, we noticed items that are not accepted in our recycle program.

Just a friendly reminder, and for continuing education for all our customers, the red lid commingle cart is for accepted recyclable materials only. Please see the enclosed flyer for approved recycling materials in our curbside program. If it's not on the "YES List" then please do not put it in the cart. Please notice the recycling options available Beyond the Curb referenced on the flyer, and take advantage of these opportunities as you are able.

**READY TO RECYCLE RIGHT? KEEP IT SIMPLE!**

**YES! These CAN go in your cart.**

-   
**CORRUGATED CARDBOARD**  
the kind with the wavy center
-   
**MILK JUG STYLE CONTAINERS**  
clear or white, rinsed out, no lids
-   
**NEWSPAPER AND INSERTS**  
no magazines
-   
**TIN AND ALUMINUM CANS**  
rinsed out, no lids

**NO! If it's not on the YES List, it's a NO and it can't go in your cart.**

**KEEP IT LOOSE!**  
Please do NOT bag your recyclables. Just toss them directly into the cart.

**YARD DEBRIS CONTAMINATION**

- No bark, dirt, rocks or sod
- No plastic bags or nursery pots
- No trash
- Other \_\_\_\_\_

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**BIG CHANGES ARE COMING TO CURBSIDE RECYCLING STARTING MARCH 5!**



# Educational Material

## RECYCLING RIGHT JUST GOT EASIER

Sorting keeps recycling clean

Your recycling area has now been equipped with different carts and containers for each type of recyclable. Please sort the materials below into separate containers.

-  Corrugated Cardboard  
Use flat to fit any cart.
-  Milk Jug Styre Containers  
Cap off when you're done.
-  Newspaper and Inserts  
No magazines.
-  Tin and Aluminum Cans  
Must not be dented.

**If there's no container for it, please put it in the trash.**  
Question? Please contact your waste manager.



## AHORA RECICLAR ES MÁS FÁCIL

Separar ayuda a reciclar correctamente

En las nuevas áreas de reciclaje se han equipado con diferentes tipos de contenedores para cada uno de los tipos de materiales que se pueden reciclar. Por favor, separe los materiales de la manera que se indica en el contenedor que le corresponde.

-  Corrugated Cardboard  
Utilízalo plano para que quepa en cualquier tipo de contenedor.
-  Latas de aluminio y botes de plástico  
No aplastarlos.
-  Periódicos e insertos  
Sin revistas.
-  Latas de aluminio y botes de plástico  
No aplastarlos.

**No contenedor para tus objetos, ponlos en la basura.**  
Pregunta: Por favor, contacta a tu gerente de residuos.



## GLASS RECYCLING

can recycle your glass at depots across the area

Glass Bottles and Jars Only  
Any color, up to one gallon in size  
Rinsed out, no lids — labels are OK.

OTHER GLASS BOTTLES AND JARS AT PARKING LOT DEPOTS HERE:

- 
- 
- 

Call 503-338-7272 for more information.



## HIGH-GRADE OFFICE PAPER RECYCLING

What you CAN put in the high-grade recycling bin

-  Computer Printer Paper
-  Computer Printout
-  Printer & Multi-Purpose Paper
-  Card Stock (no glossy)

What you CANNOT put in the high-grade recycling bin:

- Plastic
- Staples
- String
- Stapler
- Other office equipment



## GIVING PLASTICS A SECOND CHANCE

Certain plastic bottles and jugs can be dropped off here for recycling.



Only your plastic bottles and jugs will be accepted, and they must follow these simple steps:

- BE RINSED:** Rinse out the bottle or jug so that no liquid remains.
- BE SEPARATE:** Do not mix with other types of plastic.
- BE CLEAN:** Bottles must be capped and jugs must be closed. Do not mix with other types of plastic.

Do not mix with other types of plastic, such as milk jugs, detergent bottles, or other plastic containers.



## ELECTRONICS RECYCLING CHANGES

TRANSFER & RECYCLING participates in Oregon's state-wide program that provides no-cost recycling of computers, monitors and TVs.

Starting on AUGUST 6, the list of e-waste items we accept for recycling is changing in order to align with the state program. Items you can bring to the Transfer & Recycling include:

- TV Sets
- Desktop Computers
- Laptop Computers & Tablets
- Computer Monitors
- Computer Peripherals: Mice, Keyboards
- Desktop Printers

Household electronics per visit at no cost.



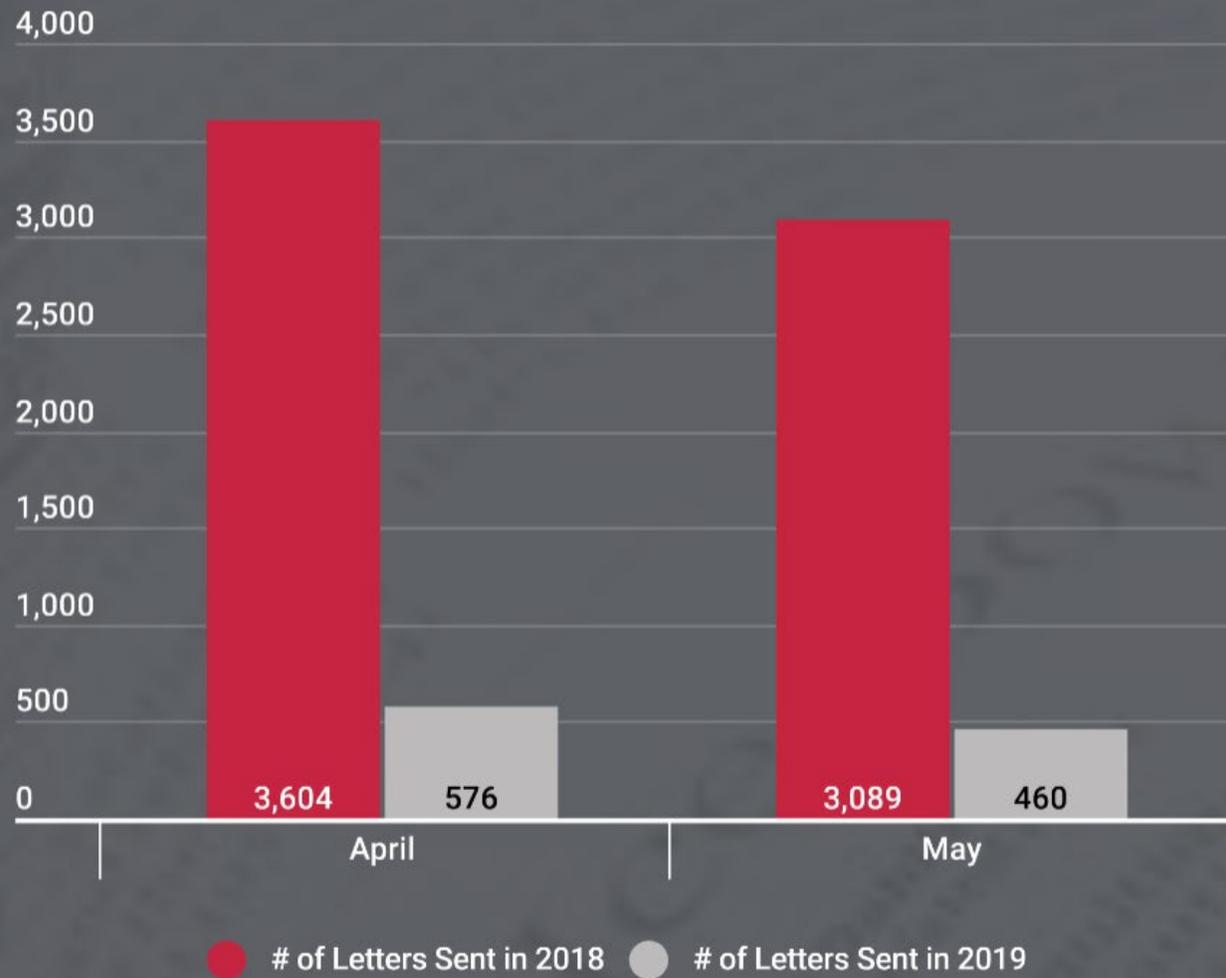
## CHANGES TO DEBRIS RECYCLING AT THE TRANSFER STATION



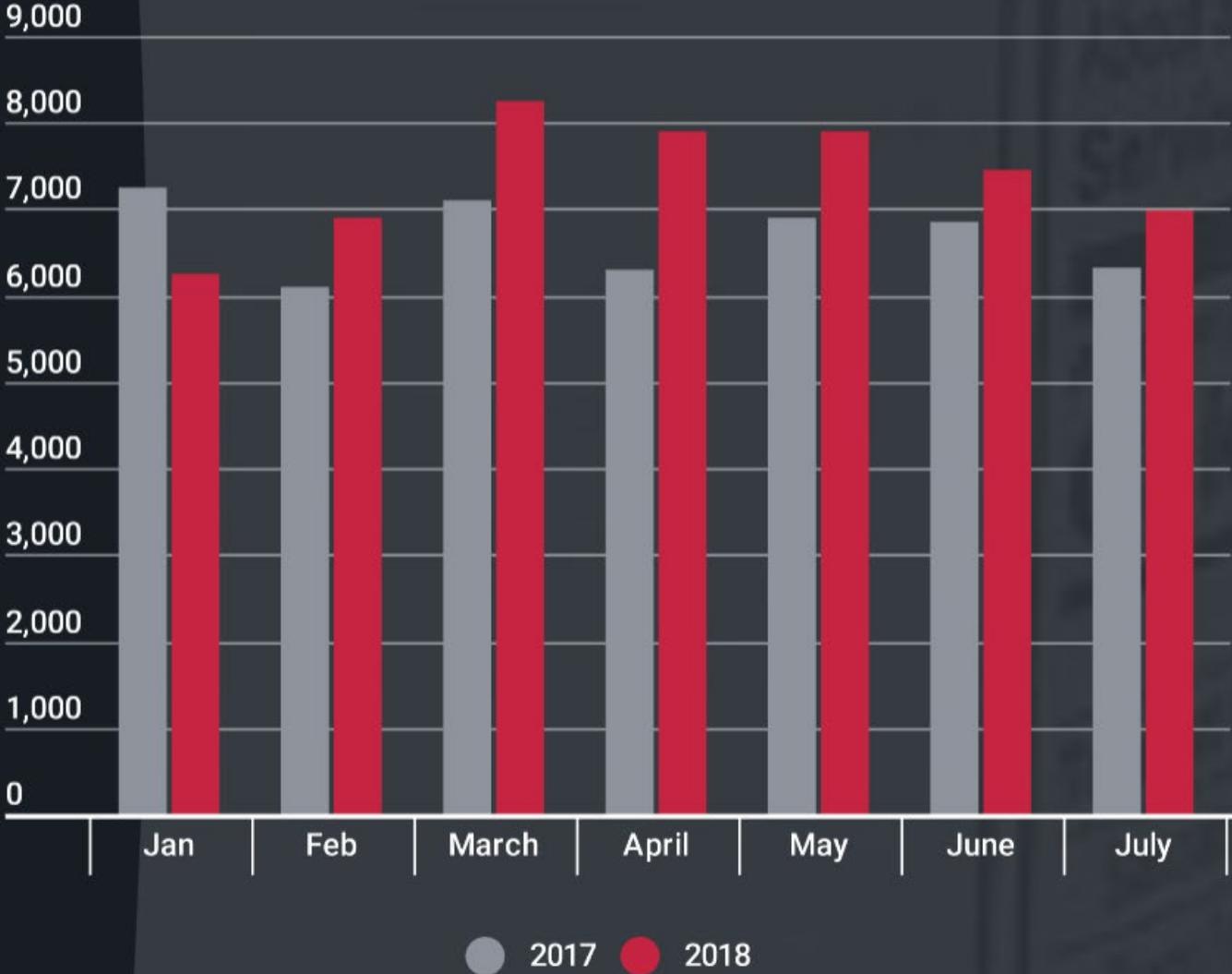
Starting on September 1, there will be a minimum fee for debris loads coming to the Transfer Station. The fee covers one cubic yard — roughly the amount that fills half the bed of a full-size pickup. An additional cubic yard is \$7.



## Contamination Letters Sent



# Customer Service Phone Calls



## Changes in Trash Service | March–June 2018



**35 GALLON ▶ 65 GALLON**  
1156 Customers  
(2.6% of total amount)



**65 GALLON ▶ 95 GALLON**  
64 Customers  
(.1% of total amount)



**35 GALLON ▶ 95 GALLON**  
12 Customers  
(% not significant)



**ADDITIONAL 35 GALLON  
CART REQUESTED**  
40 Customers



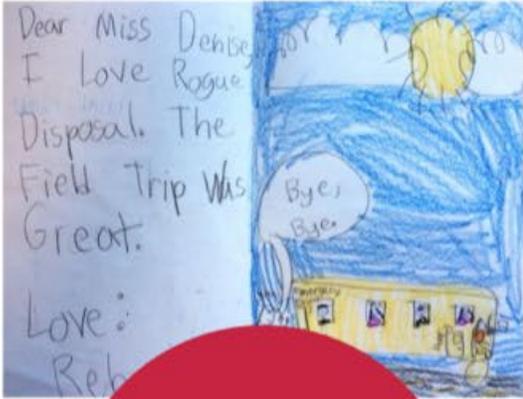
**ADDITIONAL 65 GALLON  
CART REQUESTED**  
14 Customers



**ADDITIONAL 95 GALLON  
CART REQUESTED**  
15 Customers



# Community Involvement



**Facility Tours**  
Average of 50 per year



**Presentations**  
Average of 60 per year



**Customer Visits**  
1,000 commercial customers were visited in 2017



## Rogue Disposal & Recycling

July 10 at 9:00 AM · 🌐

One year after we rolled out our refocused curbside recycling program, the results are in. And thanks to you, it's working! We have been able to successfully find domestic markets for the materials we're collecting. So the corrugated cardboard, milk jug style containers, newspaper, and tin and aluminum cans you put in your red-lid roll cart are all being recycled. Learn more: <https://roguedisposal.com/.../thanks-to-you-curbside-recyclin...>



## Rogue Disposal & Recycling

Published by Todd Duvall [?] · July 28 at 9:00 AM · 🌐

Global markets for recyclable materials will likely remain unstable for years. But as long as our curbside commingled recycling stream stays as clean as possible, we will continue to find domestic markets for the materials we accept. That includes corrugated cardboard, milk jug style containers and newspaper, plus tin and aluminum cans. Thanks to you, our curbside recycling has gotten cleaner. Learn more: <https://roguedisposal.com/.../thanks-to-you-curbside-recyclin...>

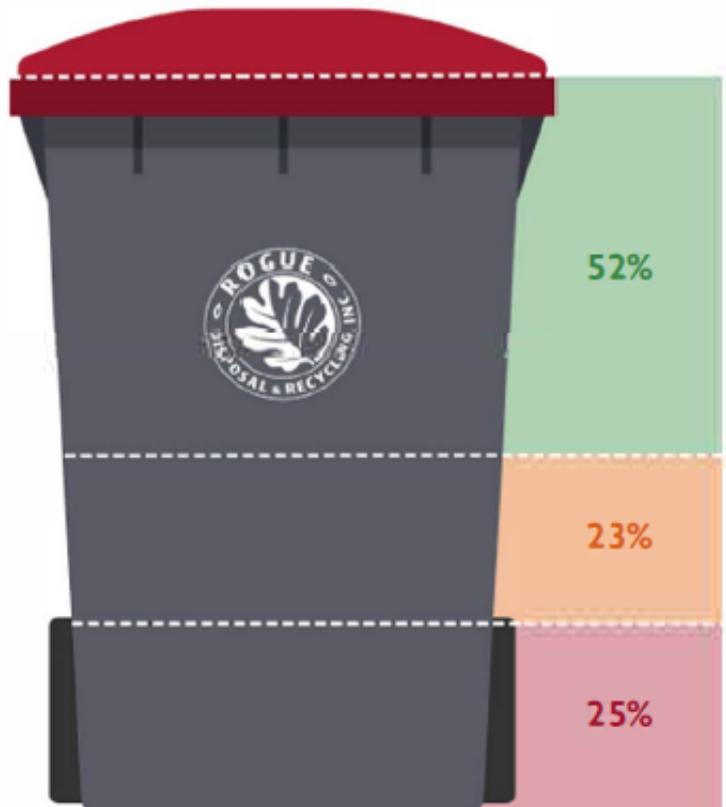


# Residential Commingle Recycling Composition Studies

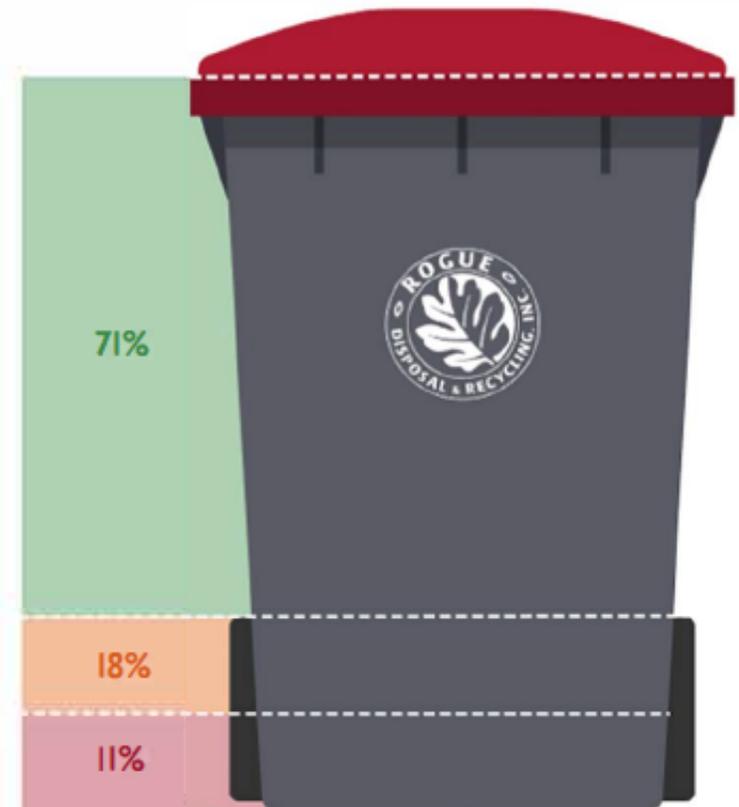
March 2018–September 2019



MARCH 2018



SEPTEMBER 2019



Contamination in Commercial and Multi-Family Recycling has also decreased over the same period.

**Rogue Disposal & Recycling**  
Published by Todd Duvall [?] · July 25 at 9:00 AM · 🌐

When doing our quarterly recycling audits, we noticed the same contaminants showing up in the roll carts — five materials that can really mess up the commingled recycling stream. Number five: NO TRASH. Sounds simple enough — trash goes in the trash cart. Yet 13% of what we find in the recycling cart is trash. When in doubt, throw it out rather than contaminating the recycling stream. Learn more: <https://roguedisposal.com/.../thanks-to-you-curb-side-recyclin...>



**Rogue Disposal & Recycling**  
Published by Todd Duvall [?] · July 23 · 🌐

When doing our quarterly recycling audits, we noticed the same contaminants showing up in the roll carts — five materials that can really mess up the commingled recycling stream. Number four: NO GLASS IN THE RECYCLING ROLL CART. Glass breaks — and can contaminate an entire load of recycling. You CAN recycle glass at the Transfer Station and in glass depots throughout the area. Learn more: <https://roguedisposal.com/.../thanks-to-you-curb-side-recyclin...>



**Rogue Disposal & Recycling**  
Published by Todd Duvall [?] · July 17 · 🌐

When doing our quarterly recycling audits, we noticed the same contaminants showing up in the roll carts — five materials that can really mess up the commingled recycling stream. Number one: NO PLASTIC BAGS. No loose plastic bags of any kind, and please don't put your recycling inside a plastic bag either. Plastic bags jam the recycling equipment. Thank you for recycling right — your efforts are paying off! Learn more: <https://roguedisposal.com/.../thanks-to-you-curb-side-recyclin...>



**Rogue Disposal & Recycling**  
Published by Todd Duvall [?] · July 19 · 🌐

When doing our quarterly recycling audits, we noticed the same contaminants showing up in the roll carts — five materials that can really mess up the commingled recycling stream. Number two: NO PIZZA BOXES. Pizza boxes contain food waste and grease, making them a contaminant. So they go in the trash. Small steps like this will make our curbside recycling even cleaner! Learn more: <https://roguedisposal.com/.../thanks-to-you-curb-side-recyclin...>



**Rogue Disposal & Recycling**  
Published by Todd Duvall [?] · July 21 · 🌐

When doing our quarterly recycling audits, we noticed the same contaminants showing up in the roll carts — five materials that can really mess up the commingled recycling stream. Number three: NO FREEZER BOXES. The chemical wax-like coating designed to protect the food inside these boxes means they can't be recycled, so they go in the trash. Thanks to you, commingled clean up is working! Learn more: <https://roguedisposal.com/.../thanks-to-you-curb-side-recyclin...>





QUESTIONS?