



Welcome to Northeast Resource Recovery Association's

Summer Webinar Series

Need Professional Credits?



- Receive 1 hour of professional development credit from NRRRA for viewing this webinar.
- Webinars are recorded and made available for those who registered.
- Complete the survey at the end and connect with NRRRA.
- Continue your learning with webinars all summer long!
- Visit our new website at: nrrarecycles.org

For Registration:
nrrarecycles.org

Operator Track - Wednesdays 9:00 am - 10:00 am		
Date	Webinar	Presenters
September 2, 2020	Tricks of the Trade	Joan Cudworth, Hollis; Ed Walsh, Rollinsford; Brian Patnoe, Littleton, NH
September 9, 2020	MA Mattress Recycling Incentive Grant Program	Rachel Smith, MADEP



For Registration:
nrrarecycles.org

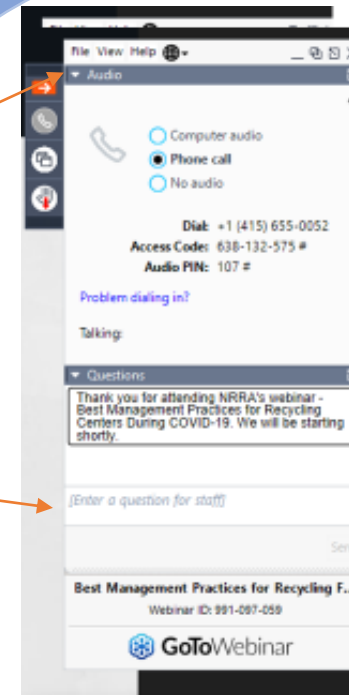
Educator/Community Track - Fridays 12:00 - 1:00 pm

Date	Webinar	Presenters
September 11, 2020	<u>Event Waste Reduction: Styling Your Event Recycling Plan</u>	Cindy Sterling, NRRA



GoToWebinar Setting the Table

- You will not be able to be heard by the presenters or other participants on GTW.
- If you cannot hear the presenters, click on audio and computer audio. If that does not work, try clicking on phone call.
- We hope you ask questions and the presenters will answer them if time allows. Click on Questions and keep it short!



About NRRA

- Recycling nonprofit
- 400+ members,
primarily municipalities
- Founded nearly 40 years
ago



Cooperative Marketing & Purchasing



- Enable communities to manage their own recycling programs
- 40 programs, including single stream and municipal solid waste
- Connect sellers of recyclables to purchasers



Education & Technical Assistance

- Workshops
- Facility tours
- Annual conference, webinars
- Technical assistance
- School Club programs





The webinar will begin soon!



Tricks of the Trade

Sept 2, 2020

Joanie Cudworth- Hollis Director of Public Works



Hollis, NH

Payable Items

Stickers

New \$2 Each

Re issue \$1 Each need to see the old one

Tires

Without Rims \$3 Each

With Rims \$5 Each

TV's/Monitors

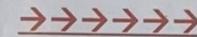
Under 36" \$12 Each

Over 36" \$24 Each

Laptops \$6 Each

Consoles \$24 Each

**All Payable Item
Transactions Are
Done Through This
Window**



**Exact Change or
Check Preferred**

Thank You

**STAFF ONLY
DO NOT ENTER
THANK YOU**

Position Open

**AT THE DPW
FOR A FULLTIME
EQUIPMENT OPERATOR
CDL B LICENSE REQUIRED**

**IF INTERSTED PLEASE SEE
AMANDA FOR DETAILS**



Recyclables |



Public Education

Where does
my recycling
go?

Property
of
Hollis Transfer
Station

Glass Jars &
Bottles Only
Why?



Hollis Transfer Station



Heading to Keene



Dumped at

The Keene Facility



Meets Inspection

Off To Canada 2M
resources



At The 2M Facility



Glass is Washed



Glass is Crushed



Glass Melted

Spun into thread from spinners
like cotton candy is spun out of
a drum.



Glass needs to be clean so that it
doesn't clog the spinners. Each
spinner costs over \$2,000 to
replace and a room full of them
are used to make insulation.

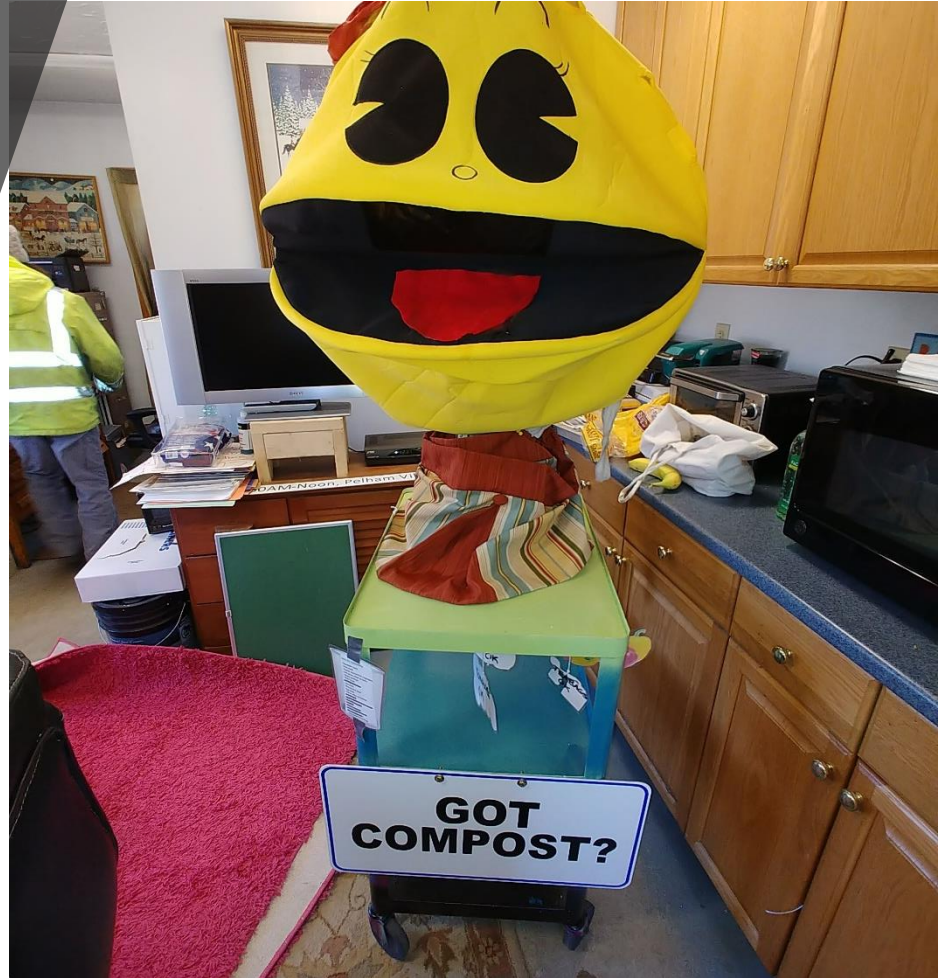
Please throw away ANY
contaminates such as:
ANY DISHWARE
COFFEE MUGS
WINDOW GLASS
REGULAR LIGHTBULBS





Food Scraps

Fun with advertising





Transparency

Tricks of the Trade

Sept 2, 2020

Ed Walsh- Transfer Station Manager, Rollinsford, NH





Rollinsford, NH

Loading plastic





Safety

MSW baler



Cardboard baler



COVID-19 Changes



Tricks of the Trade
NRRA
Sept 2, 2020

Brian Patnoe – Littleton Solid Waste Manager



About:

- Manager since 2013
- Chairman – Pemi-Baker District (19 Towns)
- Over 20 years experience
- Co-Owner of RPC Stables in Lancaster



Littleton Transfer Station



- One of Top Recycling Centers in NH
- Constantly over 50% diversion rate
- Currently accept recyclables from residents from over 15 towns
- Host Site for NRRA PGA program

Tricks of the Trade

- Public Relations is Key
- Data, Stats, & Other Geekiness
- Things We Have/Do
- Businesses are key
- Covid Changes



The background of the slide features a photograph of a vast, snow-covered mountain range under a clear blue sky. A prominent, dark, horizontal band, possibly a shadow or a stylized graphic element, stretches across the middle of the image, creating a strong contrast with the white snow and blue sky. The text "Public Relations is Key" is centered within this dark band.

Public Relations is Key


What We Do

- Help most people with trash bags
- Help a lot with recycling
- Help unload metal, brush, demo, etc
- Visit when have time
- Ask people their thoughts
- Joke around
- Feed Dogs





Help Them

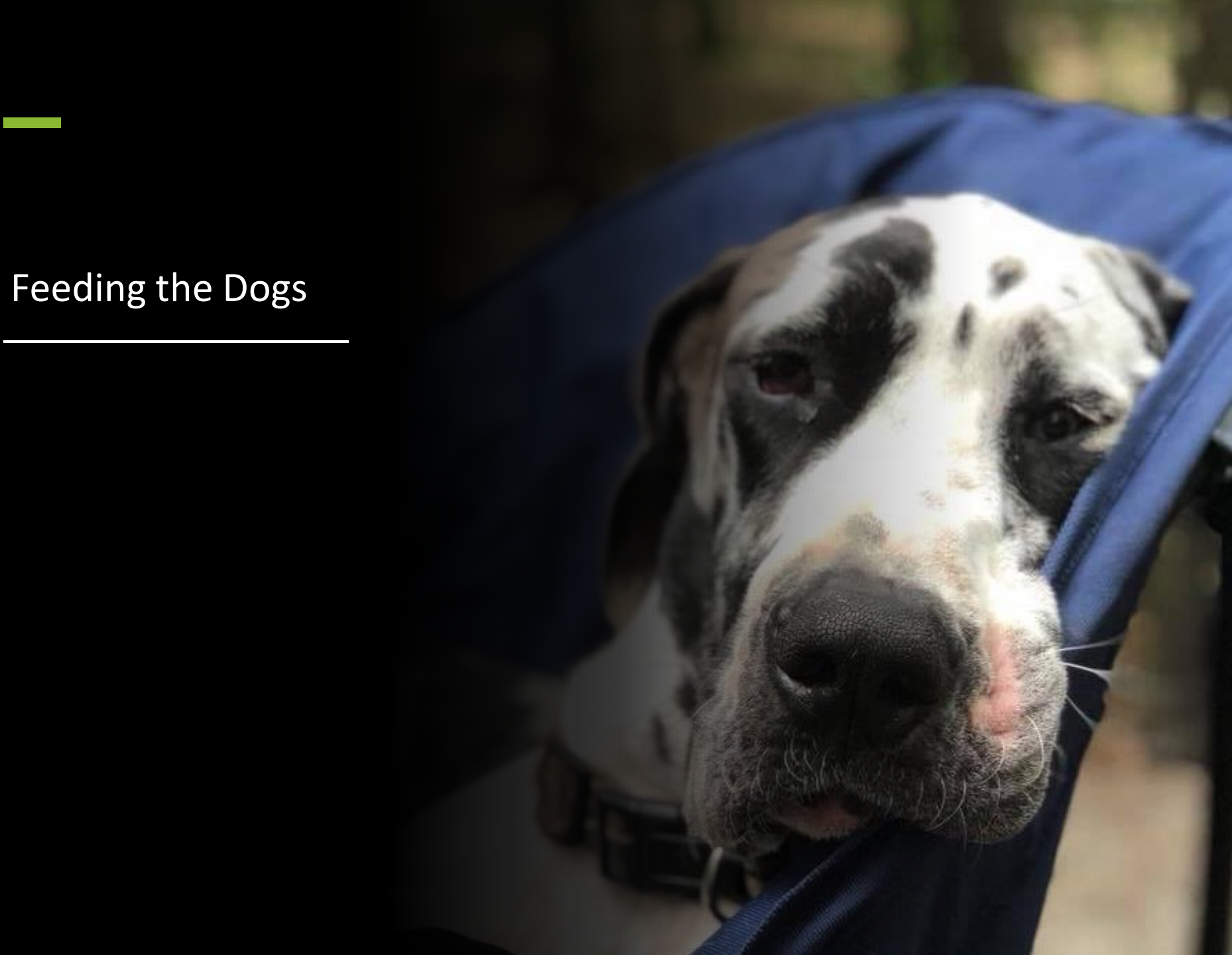
- One of our biggest compliments
 - Feel like getting a lot from their money
 - They appreciate it
 - Good excuse to say hi and talk
 - BUT THERE IS ANOTHER REASON...
 - We see what they have and helps to make sure things are placed in right place
- 

Talk to Them

- You get to know them
- Ask their opinions/thoughts
- Customers have favorite person
 - Cars, military, animals, etc
- More likely to ask questions
- Learn town complaints
- Joking can add enjoyment to a not so fun job or task



Feeding the Dogs



So Why such a big deal?

- We have never had anything voted down.. Usually one of highest % yes items
- People respect you...less likely to screw you
- They enjoy going there...want to show off to friends/family...get donations, treats...
- Not Afraid to Ask Questions...Knowledge is key



Data, Stats, & Geekiness

- More You Know...
 - Easier at budget time
 - Quicker Reports
 - WOW Factor
 - Biggest Money Hogs

- Know The Numbers...
 - Trends
 - DES Compliance
 - Can respond quickly to abnormalities
 - Know when to change pricing

AutoSave On 2020 STATS - Last Modified: 3m ago Search Brian Patnoe

File Home Insert Draw Page Layout Formulas Data Review View Help

Clipboard Font Alignment Number Styles Cells Editing Ideas

Calibri 11 A A Wrap Text Accounting \$ % .00 .00 Conditional Formatting Format as Table Cell Styles Insert Delete Format Sort & Filter Find & Select Ideas

Z18 X ✓ fx =(M5/(R4/M11))

	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA
1	\$0.045		Crusher:	23														
2	\$0.049		Total:	72														
3	\$0.053																	
4	\$0.046																	
5	\$0.044																	
6	\$0.033		MSW:	395.25	790,500	\$26,244.60	\$8,919.90	\$35,164.50	11.63	23,250	\$ 771.90	\$ 262.35	\$ 1,034.25	1.87	3,746	\$ 124.38	\$ 42.27	\$ 166.66
7	\$0.045		OPEN TOP:	119.56	239,120	\$7,986.61	\$3,935.25	\$11,921.86	7.97	15,941	\$ 532.44	\$ 262.35	\$ 794.79	0.57	1,133	\$ 37.85	\$ 18.65	\$ 56.50
8	\$0.050		CRUSHER:	177.85	355,700	\$12,353.46	\$6,034.05	\$18,387.51	7.73	15,465	\$ 537.11	\$ 262.35	\$ 799.46	0.86	1,727	\$ 59.97	\$ 29.29	\$ 89.26
9	\$0.043		TOTAL:	692.66	1,385,320	\$46,584.67	\$18,889.20	\$65,473.87	9.62	19,241	\$ 647.38	\$ 262.35	\$ 909.73	3.30	6,606	\$ 222.20	\$ 90.22	\$ 312.42
0	\$0.053																	
1	\$0.044																	
2	\$0.045																	
3	\$0.050																	
4	\$0.044																	
5	\$0.051		MSW	685.60	1,371,199	\$45,523.81	\$15,472.43	\$ 60,996.24		\$88.97	\$0.044							
6	\$0.044		OPEN TOP:	207.39	414,777	\$13,853.55	\$ 6,826.07	\$ 20,679.62		\$99.71	\$0.050							
7	\$0.055		CRUSHER:	315.99	631,972	\$21,948.38	\$10,720.69	\$ 32,669.07		\$103.39	\$0.052							
8	\$0.046		TOTAL:	1,208.97	2,417,948	\$81,325.74	\$33,019.20	\$114,344.94		\$94.53	\$0.047							
9	\$0.050																	
0	\$0.048																	
1	\$0.049																	
2	\$0.045																	
3	\$0.042																	

Daily Landfill 2019 msw Ewaste FIBER Plastic Metal

compare to 2019
msw
2020 \$35,164.50 395.25
2019 \$32,236.73 371.55
diff \$ 2,927.77 23.70
Diff/day \$ 13.88 0.11
224.6422

TRUE COST PER TON
Tipping + Trans:
Per Ton Per LBS
\$88.97 \$0.044
\$99.71 \$0.050
\$103.39 \$0.052
\$94.53 \$0.047

Type here to search 10:08 AM 8/24/2020

MSW & Demo/Bulky

Cost Avoidance Calculation

- Revenue + Avoided Disposal Cost
- Because it is a lot more than just revenue!

CARDBOARD EXAMPLE:

- Ship out 20 Tons at \$50/Ton
- Landfill Cost (w/Trans.) = \$100/Ton
- Revenue – $20 \times \$50 = \1000
- Avoided – $20 \times \$100 = \2000
- Cost Avoidance - $\$1000 + \$2000 = \$3000$
- $\$3000/20 = \150 per Ton



Things We Have
Made/Done To Make
Work Easier

UNIVERSAL WASTE
FOURESCENT BULBS FOR RECYCLING

START DATE: 7/21/19

Bulb Box

Self Dumping Bins



Other Items:

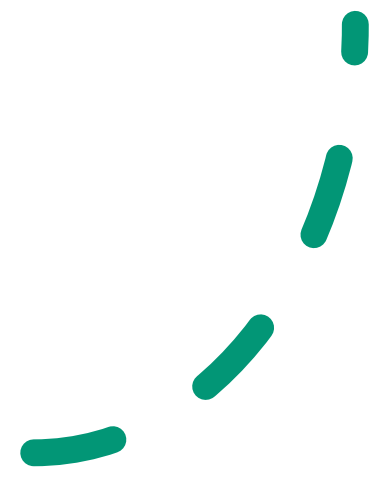
Wheeled cardboard carts
Pallet Racks
& More



Businesses Are
Important




Businesses Are Important

- What are they doing with their recycling?
 - How can you help them?
 - Could get some clean material in bulk
- 



Businesses Are Important

- 1 – 48 ft trailer per week from Tender Corp.
 - 1 – 48 ft Trailer per month from Genfoot
 - Footwear, stitching, furniture, fireworks, food, etc
- 



COVID Changes



Tried Different Things

Just Recycling Few Items
Waiting day to bale cardboard

What Worked

- Single Line
- Presorted Recycling
- Handed to Employees on Table

Why It Worked

- Didn't Overreact
 - Listened to data
 - Talked to Employees
 - Talked to Customers
-
- We Trying To Go Back To Normal
This Weekend





QUESTIONS?



INTERSTATE REFRIGERANT RECOVERY, INC.

"Protecting the Environment and Ozone Layer for the Future of Our Children"

Schnitzer



United States Department of Agriculture
Rural Development

Thank You to our Sponsors

Please take the survey at the end of the webinar.



**Northeast Resource
Recovery Association**

Summer Webinar Series- Coming Next



Massachusetts Mattress Recycling Incentive Grant Program

Presenter: Rachel Smith, Regional Planner at the MA Department of Environmental Protection.

Wednesday, Sept. 9

9:00-10:00 am



Event Waste Reduction: Styling Your Event Recycling Plan

Presenters: Cindy Sterling, Grants Manager and Senior Educator at NRRA; Ben Perham, Educational Assistant at NRRA.

Friday, Sept. 11

12:00-1:00 pm

