The Recycling Partnership

Strategies to Support Drop-off Recycling &

Anti-contamination Messaging

August 25, 2022



We mobilize people, data, and solutions across the value chain to unlock the environmental and economic benefits of recycling and a circular economy.

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Agenda

Intro to The Recycling
Partnership

Communication

Behavior Change

Strategies to Support

Drop-off

™ Tools







Community Impacts



2451 communities impacted



514M lbs of recyclables kept out of landfill



1M new recycling carts placed



570Kmetric tons of GHG avoided



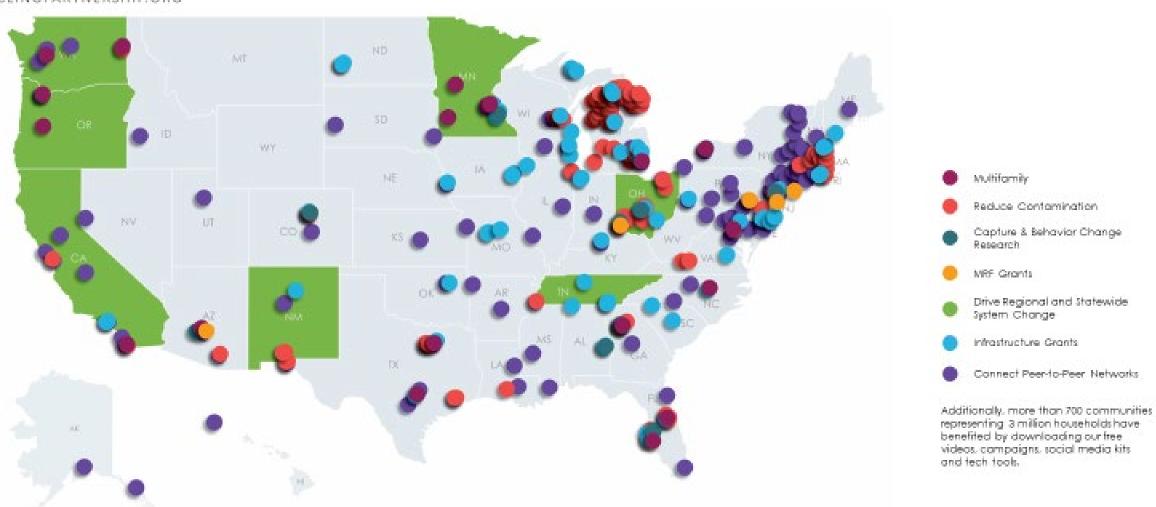
51% recycling boost with infrastructure projects



114M households impacted



Partnering with Communities across the Nation







Strategies to Support Drop-off



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- Staffed Sites
- Clear Signage
- Comingled collection
- Compaction
- Optimized movement
- Proximity to transfer station / MRF





Access to transfer station / sorting capacity is integral





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- Commingled processing unlocks key benefits:
 - Eliminates "inconvenience" associated with source separation
 - Enables significant collection efficiencies





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- Commingled processing unlocks key benefits:
 - Eliminates "inconvenience" associated with source separation
 - Enables significant collection efficiencies
- Comingled processing comes with key challenges:
 - Requires large capital investment and scale to enable efficiency
 - MRFs bring processing costs (new normal)
 - Requires outreach investment to control contamination





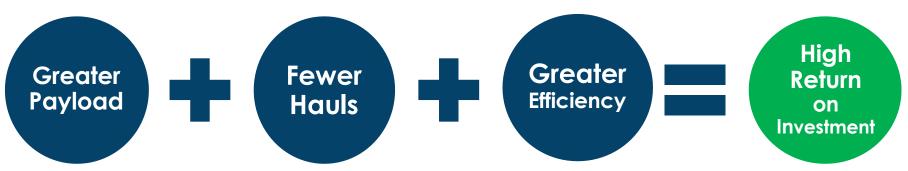
Impact of Commingled on Tonnage

| Annual Drop-off Recycling Program Tonnage | | | | |
|---|------------------------------|-----------------------|--------|--|
| NC County | Before (Source Separated) | After (Commingled) | Change | |
| Franklin County | 996 | 1,560 | +56% | |
| Moore County | 1,035 | 1,356 | +31% | |
| Rutherford County | 764 | 1,192 | +56% | |





Impact of Compaction on Hauling



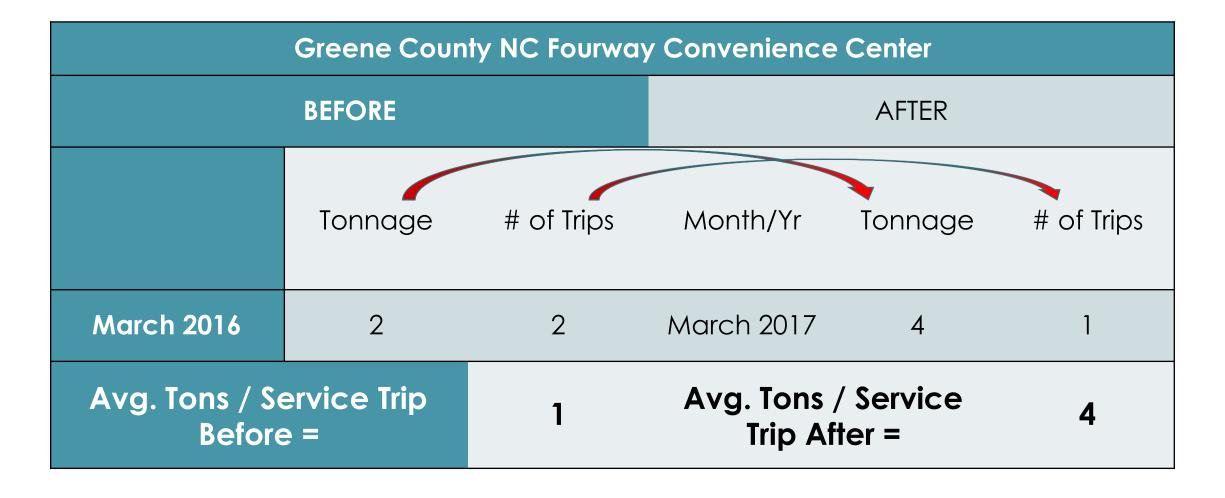








Impact of Compaction on Hauling







Impact of Compaction on Hauling

| Monthly Hauling Cost Per Site | | | |
|-------------------------------|------------------------------|-----------------------|--|
| NC County | Before (Source Separated) | After (Commingled) | |
| Richmond County | \$825 | \$450 | |
| Rutherford County | \$918 | \$126 | |





Drop off & Commingled Compaction

- Requires concrete pads, electrical service, and staff supervision
- Delivers quick payback from reduced hauling cost





- Stationary and Self-Contained systems cost about the same
- Stationary compactors allow for switching out of containers





Impact of Compaction on Site Improvements



Before: large # of containers for different materials



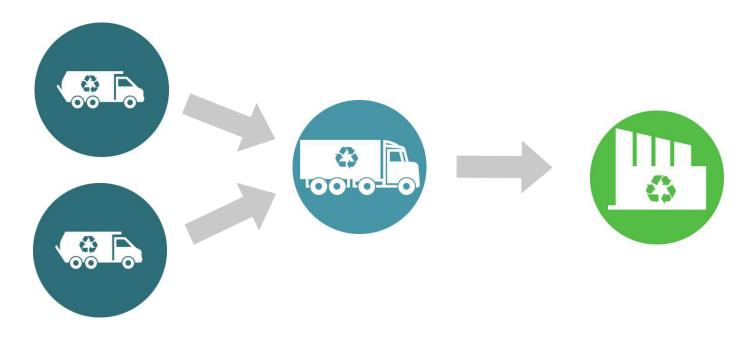


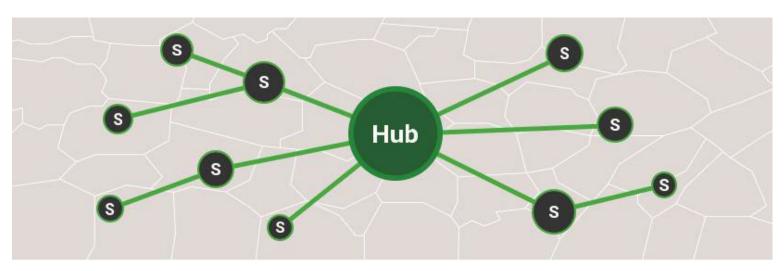


After:
one or two
centralized
containers
for mixed
materials

















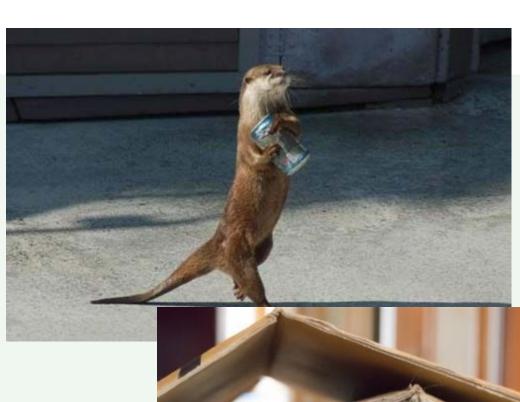






Let's talk for a sec





Communication = Anti-contamination



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HOW LONG IS THE AVERAGE ATTENTION SPAN TODAY?







HOW MANY THINGS CAN SOMEONE REMEMBER AS A SEQUENCE?

up to







TRY IT Start with 7

Fish Deer Cow Horse Dog Mouse **Eagle**





NAME THE





TRY IT Some like 12

Elephant Kangaroo

Jackal Shark

Monkey Peacock

Beaver Buffalo

Sloth Squirrel

Crane Gecko





NAME THE



TRY IT

We like no more than 5

Dog Cat Bird Horse Fish





NAME THE





TRY IT AGAIN

An image is worth 1,000 words













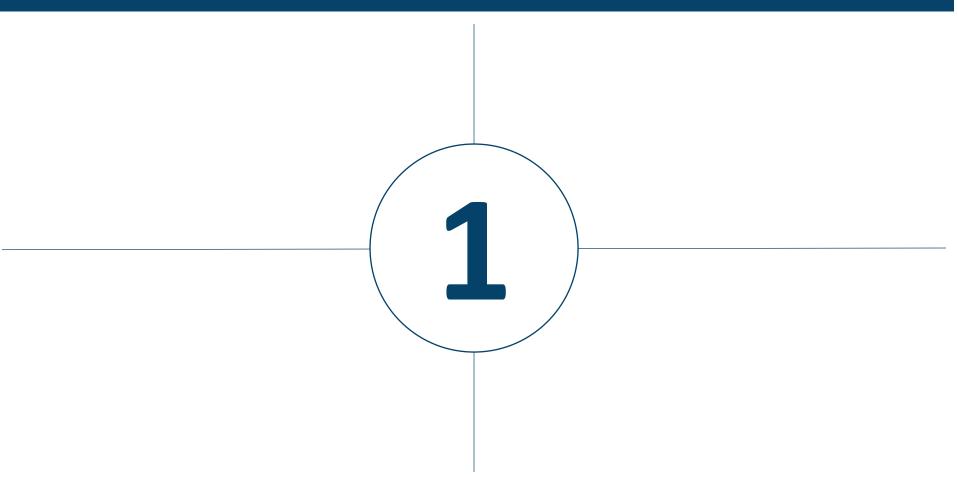


NAME THE



Don't ask too much of people

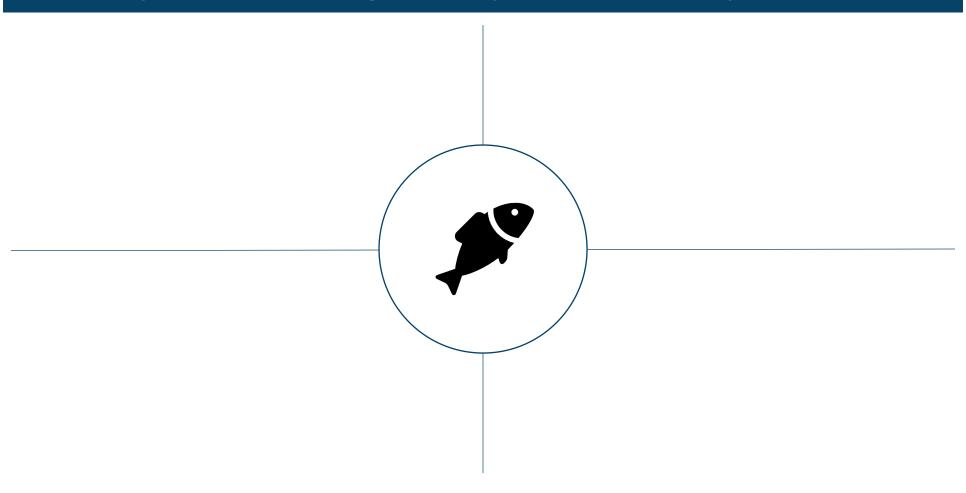
For Important Messages, Keep It REALLY Simple







For Important Messages, Keep It REALLY Simple







NAME THE





Keep caps on

Don't bag your recyclables

Recycle your cans





Keep It Simple

Consistent, simple messaging works best.

Cartons

ALUMINUM

Aerosol

Can

Foil or Foil-like Container
Other Aluminum Containers

CARTONS

PAPER

Cold Cups

Hard Cover Books

Hot Cups

Ice Cream Container

Junk Mail

Kraft Bags

Magazines

Newspaper

OCC

Office Paper

Paperback Books

Paperboard Boxes

Pizza Boxes

Shredded Paper

GLASS

Bottles and Jars

Drinking Glass

Mugs Window

PLASTIC

Buckets

Bulky Plastic

EPS Foam

Flower Pots

HDPE Bottles & Jars

Non-bottle HDPE Containers &

Lids

Non-bottle NET Containers &

ids

Other Containers & Packaging

Other Drink Bottles

Other Food Bottles & Jars

Other Household Bottles & Jars

Other Tubs & Lids

PET Bottles & Jars

PET Thermoform

PP Bottles

PP Containers & Lids

Produce, Deli & Bakery

Containers, Cups, Trays

STEEL

Aerosol

Can

Pots and Pans

Scrap Metal



Aluminum and Steel Cans

empty and rinse





Bottles and Jars empty and rinse



Mixed Paper, Newspaper, Magazines, and Flattened Cardboard



Kitchen, Laundry, Bath: Bottles and Containers empty and replace cap





Keep It Simple

Effective Communication has to be

- * Ongoing
- * Concise
- * Repetitive
- * Targeted
- **★ Fresh**





Behavior Change



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Stage 1: Access/Infrastructure - Equal Recycling Access to All Residents

Behavior starts with RELIABLE ACCESS

Can I recycle? Is service automatic?

- Automatic vs Opt-in or Subscription
- Single and Multifamily Containers

Is my recycling collected regularly? Does my leadership and community value recycling?

- Consistency and reliability
- Media content and endorsement

TOOLS and RESOURCES

- Grants
- Benchmarks and Comparable Data
- Ongoing Messaging
- Best Practices, Tips for Service and Support





Everyday Examples When Stage 1 is Not Met – All Fixable



Need better Access:

t renters frustrated by lack of

Some apartment and loft residents downtown have resorted to giving their recylables to the homeless — or boyfriends with houses

recycling options

The blame game is on after residents call out city for not picking up recycling

Updated Jan 29, 2019; Posted Sep 12, 2018



A street in the East Ward after there was no recycling pick-up, according to a resident (Courtesy: Satha Palani)

Need better Service:









Stage 2: EDUCATION – Community-Level Education

Behavior Advances with BASE KNOWLEDGE

Do I know what, when, and how to recycle?

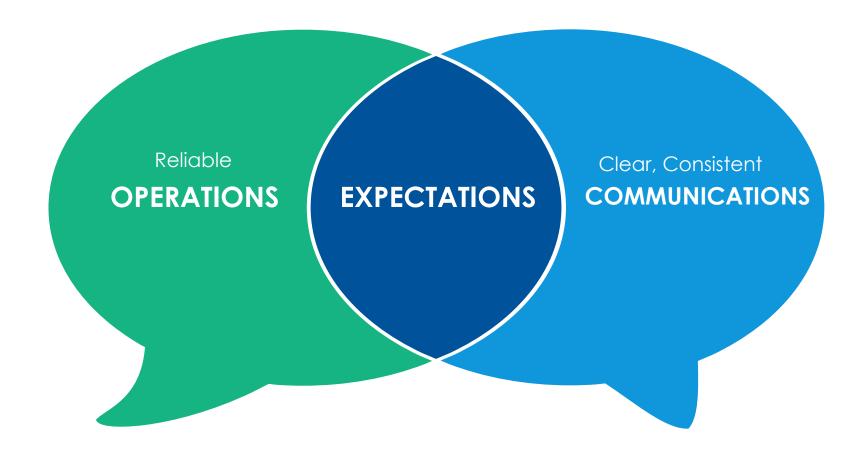
- Multi- and single-family materials
- Contamination insights
- Audience insights
- Ongoing and responsive outreach
- Multilingual materials

TOOLS and RESOURCES

- Audience insights and message testing
- Templated messaging (Info cards)
- Tips for updating community websites
- Library of social media
- Templated signage
- Best practices messaging, behavior, tracking











Stage 3: Engagement - Household/Personal Behavior Change

Targeted Engagement Improves Behavior

Why is it important to be a better recycler?

Understanding and addressing resident needs

Am I receiving information from someone I trust? in a format that I understand? and that is relevant to me?

- Community relationship with residents
- Trusted messengers
- Commitment from local leadership

TOOLS and RESOURCES

- Audience insights and message testing
- Pilot results and benchmarks
- Responsive Feedback to Residents
 - In-Person Engagement
 - Feet on the Street
- Multicultural support
 - Research
 - Transcreation



PEOPLE ARE SO VERY PEOPLEY: BEHAVIOR IS COMPLEX BUT OFTEN FOLLOWS PATTERNS



"What looks like resistance is often lack of clarity."

-Chip and Dan Heath, Switch

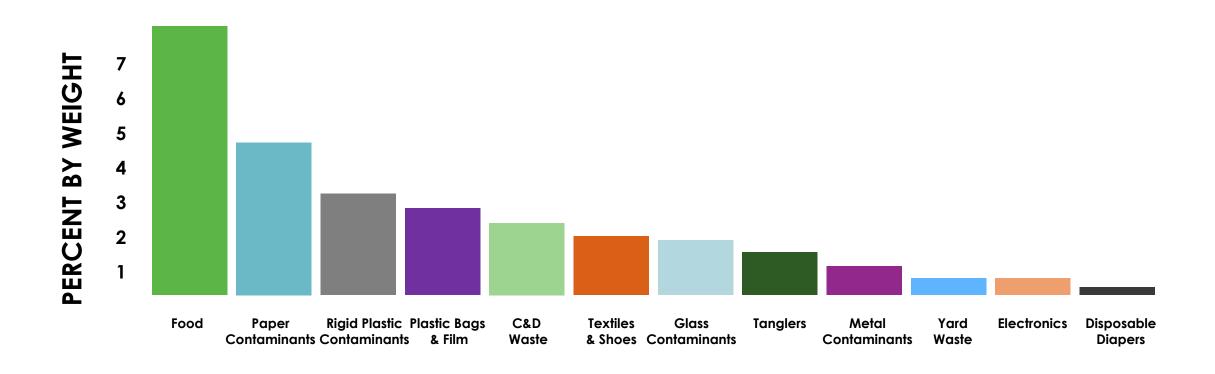


Want to change behavior?

- Don't make assumptions. Measure.
- Change one distinct behavior at a time.
- Move people from awareness and caring, to knowing, to doing and improving, to sharing.



Selecting a Behavior





Selecting a Behavior





Types of Education



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Transcreated Multifamily Education Materials - Tacoma, WA









- Translation is insufficient
- Focus groups
 to localize and
 test language
 & relevant
 images
- Poster & toolkit in 6 languages
- Still testing effectiveness of materials



Info Card



Info for all Antrim County Residents & Visitors. Please share this card!

RECYCLE THANK YOU FOR RECYCLING THESE:





Cardboard and Cartons (empty and dry)





Glass Bottles and Jars (empty and dry)





Aluminum Cans (empty and dry)





Paper (all colors and types)



N Plastic

Plastic Bottles, Jars and Jugs (empty and dry)



Alden

4700 S. M-88 Hwy. Bellaire, MI

Central Lake

Transfer Station: M-88 Hwy.w past Ellsworth Rd. Central Lake. MI

ANTRIM COUNTY!

AT THESE DROP OFF SITES

Elk Rapids

321 Bridge St. Elk Rapids, MI

Ellsworth

9627 Lake St. Ellsworth, MI

Kewadin

7262 Cairn Hwy. Kewadin, MI 49648

Mancelona Twp

9610 S. M-88 Hwy. Mancelona, MI

6775 Alba Hwy, Star Township, MI

NO! THESE CAN'T BE RECYCLED



No Bagged Recycling (empty bags out)



No Garbage



No Bulky Items, Wood, Furniture or Textiles



(empty and rinse all containers)



No Tanglers (no hoses, wires, chains or electronics)

Star Twp (Alba)

AntrimCD.com | 231-533-8363 ext. 7













Drop Off Signage



RECYCLE

Paper



Aluminum and Steel Cans Paper (all colors and types) (empty and clean)

Metal





Cardboard and Cartons (empty and clean)

Glass





























RECYCLE

Metal



(empty and clean)





Glass







Plastic













or electronics









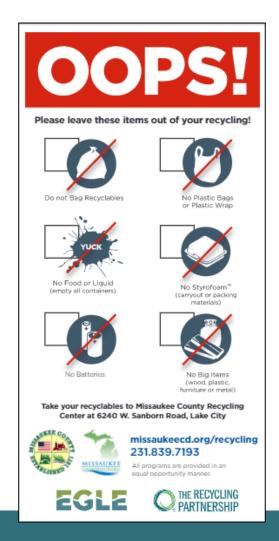








Personalized Direct Feedback - Drop Off









Issue Specific Communication



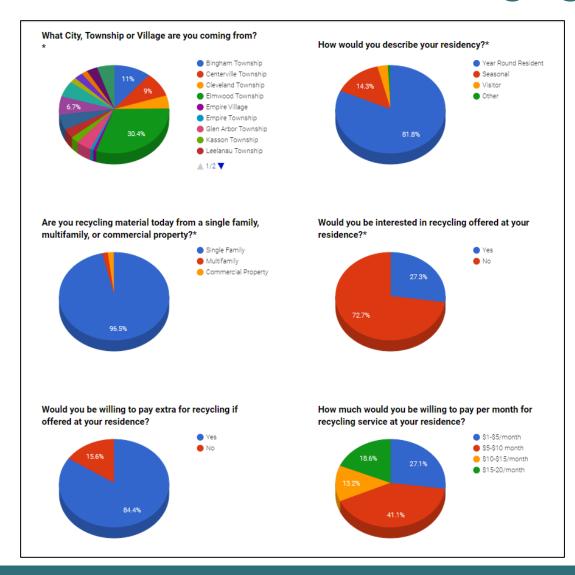




Tools



Education – Resident Engagement



Resident Engagement/Feedback Survey

- Free/low cost to create & implement
 - NestForms
 - Google Forms
 - Survey Monkey
- Get to know residents/audience
- Target education directly to needed audience



Small Community Education Grant (MI Example)

- For communities under 10,000 households
- Provide customizable collateral design/printing/mailing
 - Info Cards
 - Top Issue Mailers
 - Info Sheets
 - Drop Off Signage
 - Cart Tags
- No upfront costs, no match



More Reports



Download at: recyclingpartnership.org



2020

State of Curbside Recycling Report



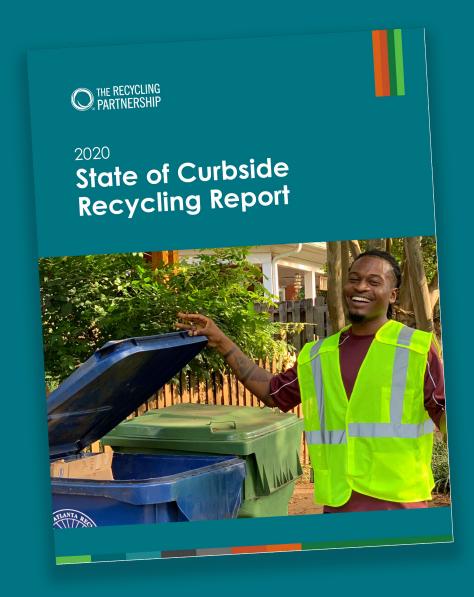
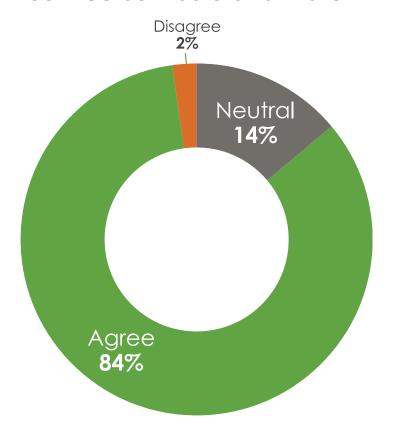
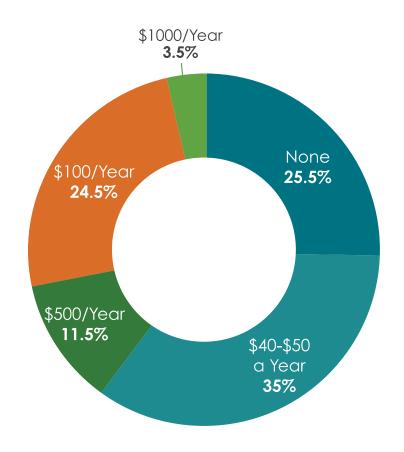


Figure 29 & Figure 29b: Public Support & Willingness to Pay

Percentage of Americans Saying Recycling is as Valuable a Public Service as Waste and Water



Americans are Willing to Pay More Taxes for Better Recycling





2021 **MRF** Contract **Best** Management Practices





Tools for recycling with carts

A GUIDE TO IMPLEMENTING A CART-BASED RECYCLING PROGRAM



- 1. CARTS GUIDE
- 2. GRANTS
- 3. FREE ART FILES (POSTCARDS, ADS, ETC.)







Recycling Partnership's Online Tools

The Recycling Partnership's website offers free online resources to communities that outline the best management practices for tackling contamination both at the curb and at community drop-off recycling centers. Find our Anti-Contamination Toolkit and Campaign Builder online which has been designed to provide steps, tools, and resources to help improve the quality of your recycling program.





Improving Quality in Your Recycling Program



Training - Resources

Cart Tagging Training Video

https://tinyurl.com/TRPCartTagging







Resources to Overcome Contamination

https://recyclingpartnership.org/for-communities



A Quanty is a Less than 10%

Drop-off Contamination Reduction Kit

- 6 Steps to replicate TRP's proven contamination reduction program
- Pro Tips to maximize your program effects and enhance your outreach
- Dozens of customizable tools including communications, budget and signage

Download your free contamination reduction kit at recyclingpartnership.org/dropoff







Social Media



- Kit includes 52 images covering six topics, such as holidays, material specific messaging and Why Recycle?
- Pre-written post text for each image, or, design your own message
- For use with Facebook and Twitter
- Go to recyclingpartnership.org/socialmedia/



New Social Media Kit for Drop-offs

The Recycling Partnership's free drop-off recycling social media kit has 40+ posts you can use across Facebook, Instagram, and Twitter to educate residents.

- Contains images and sample text you can use as is or customize for your community.
- Designed with the seasons, holidays, and even the pandemic in mind.

Download your free social media kit at bit.ly/dropoff-socialkit

And check out The Recycling Partnership's Volume 3 social media kit at: <u>recyclingpartnership.org/social-media/</u>





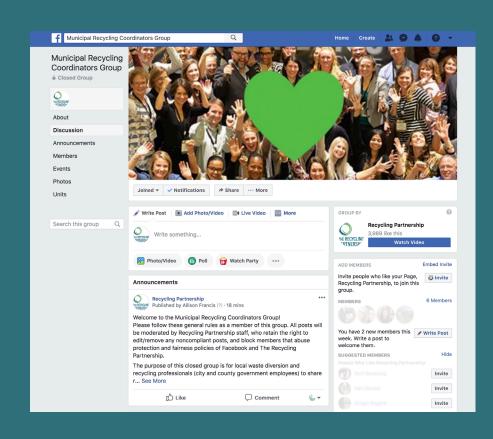






CLOSED FACEBOOK GROUP (1)





Municipal Recycling Coordinators Group

- Peer network for local waste diversion and recycling professionals (city and county government employees)
- share resources/jobs/creative solutions
- ask and answer questions
- support one another throughout your community work

TO JOIN:

www.recyclingpartnership.org/facebook/



The Path to Strong Program Metrics

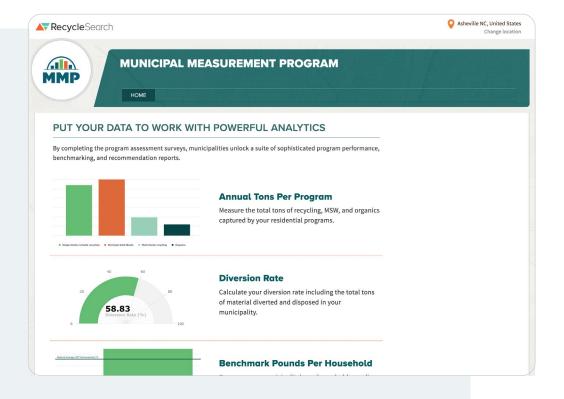
FREE state of the art tool for tracking:

- Curbside recycling
- Drop-off recycling
- Multifamily Recycling
- Organics

Customized recommendations and solutions for your program

Build powerful year over year data

Quickly calculate and report key metrics





GET STARTED: https://recyclesearch.com/profile/mmp



Questions & Feedback



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