



Bringing Recycling to Multifamily with NC Grant Funds

DEACS Multifamily Recycling Webinar

September 13, 2022



Agenda

- Introduction - Wendy Worley, DEACS
- National Perspective and Best Practices - Matt James, The Recycling Partnership
- Grant Opportunity - Sandy Skolochenko, DEACS
- Multifamily Recycling in NC - Elise Traywick, DEACS
- Panel: Local Perspectives and Lessons Learned
 - Delbert Bryant, City of Greenville
 - Joe Suleyman, New Hanover County
 - Thomas Whisnant, Trac Management
- Q&A





THE RECYCLING PARTNERSHIP

**Together, transforming
recycling for good.**

Making our communities, economy
and planet healthier.



Our Funding Partners



Multifamily Recycling Potential

- Equitable Access
- Resident Demand
- 13 MM units lack on-site option
- 80% capture would yield 4MM new tons



Common Challenges

- Inconsistent service styles
- Space
- Contamination
- Transient population
- Multi-lingual needs



Best Management Practices



- Consistent education
- In-unit containers
- Recycling corrals with signage
- Carts/dumpster at uniform collection points
- De-bagging valet collection

In-Unit Containers: Totes and Bins



- Pros/Cons with either option
- Bins are more durable
- Totes are economical
- Distribution paired with outreach

Communications Planning for Success

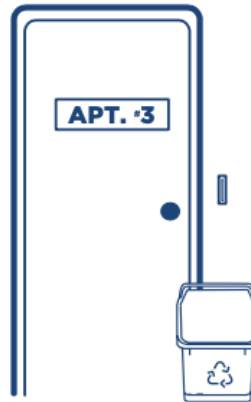
HOW TO USE THIS RECYCLING BASKET:

1.



Collect your paper & cardboard, cans, cartons, glass, and plastics

2.



Place basket outside your door on _____.

3.



Refill and repeat

Congratulations! This new basket is here to help you recycle successfully. Find out more about what you can recycle at scgov.net/recycling. You are equipped! Now you can waste less and recycle more.



YOUR RECYCLING ADDS UP!
Think before you throw...no matter where you go!



Funded in part by:
THE RECYCLING PARTNERSHIP

Spokane, WA – Multifamily Education

- 1,800 multifamily units
- Tote bag w/ info card, then door hanger
- Significant decrease in contamination
- New service & service level adjustment



Spokane County Regional
Solid Waste System

JUST A FRIENDLY REMINDER
ALL RECYCLABLES MUST BE
LOOSE (**UNBAGGED**), CLEAN AND DRY



(SEE REVERSE FOR SPECIFIC DETAILS)

QUESTIONS?
PLEASE CALL 509-688-0118

RESOURCE SYNERGY



HOW TO RECYCLE

- 

Collect your bottles, cans, boxes and paper in this bag
- 

Take your bag to the recycling container, and empty recyclables loose into the container.
- 

Refill and repeat

RECYCLING ADDS UP!
Thank you for doing your part.

San Diego, CA – Door-to-Door Multifamily Outreach

- Tote bag, FAQ, brochure distributed to >1,300 units
- Brochure & FAQ in English, Spanish, Tagalog, Vietnamese
- Door-to-door outreach in English & Spanish
- First multifamily generation data

Place your recyclables into the reusable tote bag.



Coloque sus materiales reciclables en la bolsa de reciclaje.

Empty your recyclables loose into your recycling container using the bottom handle.



Vacíe los artículos reciclables sueltos en su contenedor usando la agarradera debajo de la bolsa.

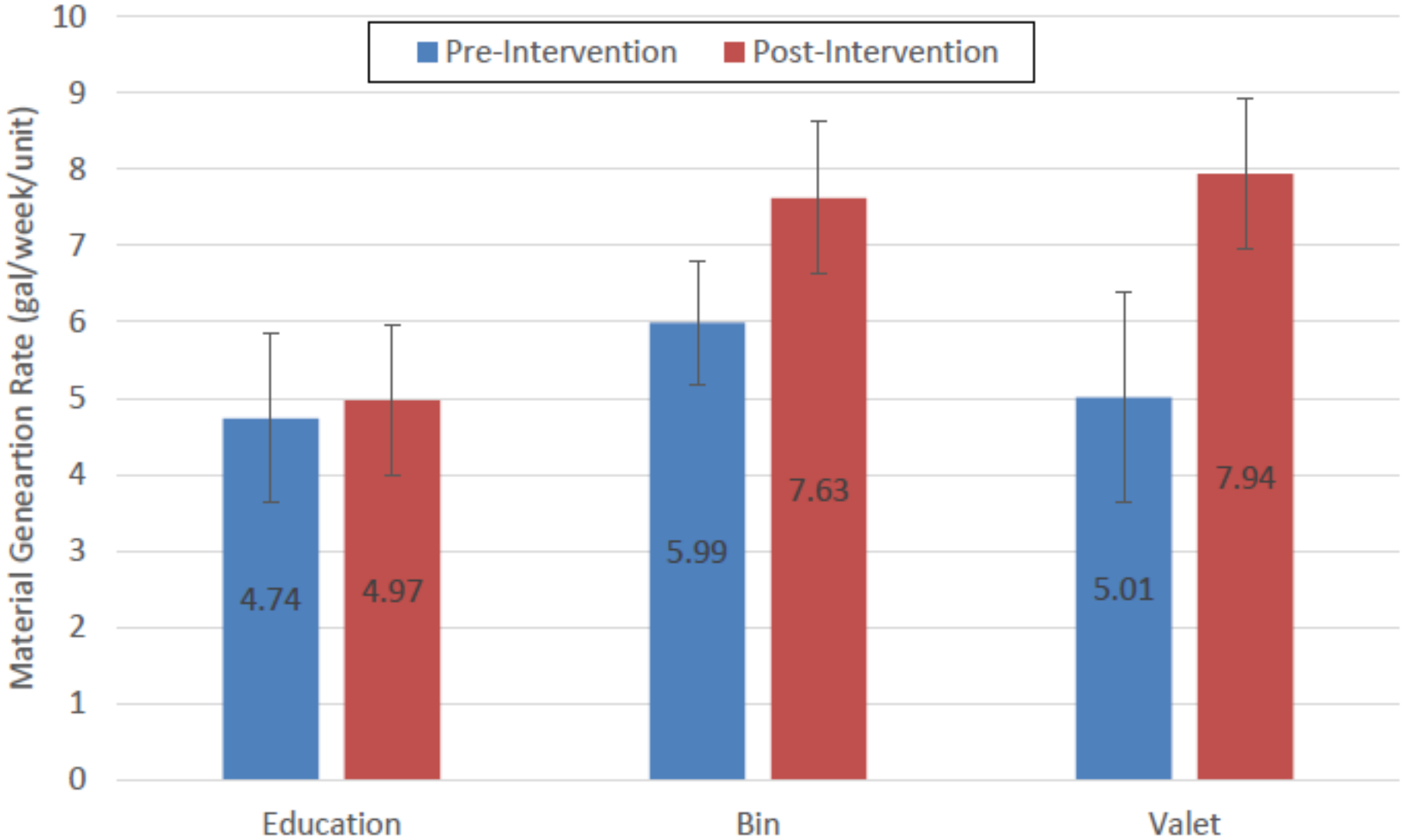
Plastic bags cause jams in our recycling machinery and make it unsafe for workers.



Las bolsas de plástico causan atascos en nuestra maquinaria de reciclaje y la vuelven insegura para los trabajadores.



San Marcos, Texas Multifamily Study



Note: Error bars represent a 90 percent confidence interval.

Multifamily Guide & Toolkit

GUIDE TO MULTIFAMILY RECYCLING

Lessons from Communities and
Tools to Promote Recycling
for Multifamily Properties



The Multifamily Guide & Toolkit was released in August. The guide has case studies of successful multifamily programs. Future phases will add case studies, private sector modules and step-by-step guides to adding recycling at properties.



How to use this recycling bin

Congratulations! This new bin is here to help you recycle successfully. Reference your informational card to know what to recycle. You are equipped! Now you can waste less and recycle more.

- 1 Collect your bottles, cans, boxes, and paper in this bin
- 2 Place bin outside your door on your assigned day(s)
- 3 Refill and repeat



Logo (###) ###-#### website

PLEASE RECYCLE MORE OF THESE:



Paper
Cereal Boxes,
Paper, Newspapers,
Magazines, and
Cardboard
(all colors and types)



Plastic
Plastic Bottles, Jars
and Tub
(clean, empty and dry)



Cans
Aluminum and
Steel Cans
(empty and dry)



Cartons
Cartons
(empty and dry)

Logo

Multifamily Guide & Toolkit

The multi-format templates are designed to be a powerful, versatile tool that each property can use to engage their residents. There are educational assets that can be customized with logo, URL, contact info and accepted and not accepted materials.



RECYCLE THANK YOU FOR RECYCLING THESE:

Paper
Cereal Boxes, Paper, Newspapers, Magazines, and Cardboard (all colors and types)

Cartons
Cartons (empty and dry)

Cans
Aluminum and Steel Cans (empty and dry)

Plastic
Plastic Bottles, Jars and Tubs (clean, empty and dry)

Glass
Glass Bottles and Jars (empty and dry)

NO!

- Do Not Bag Recyclables
- No Plastic Bags (drop-off only)
- No Food or Liquid (empty all containers)
- No Cords, Hoses, or Chains
- No Bulky Items (drop-off only)

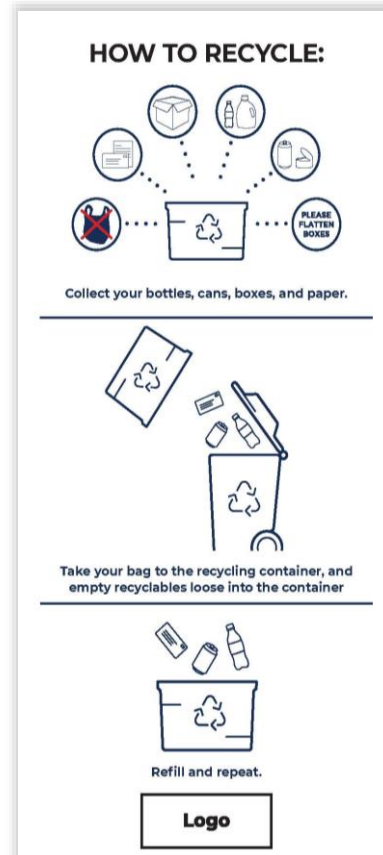
YOUR RECYCLING & GARBAGE COLLECTION DAY IS:

MONDAY
(by 8 am)

COLLECTION DOES NOT OCCUR ON THESE HOLIDAYS:
(NO SERVICE HOLIDAYS)

- Easter Sunday
- Christmas Eve
- Memorial Day
- Christmas Day
- Fourth of July
- New Year's Day
- Labor Day
- New Year's Eve
- Halloween
- Thanksgiving Day

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HOW TO RECYCLE:

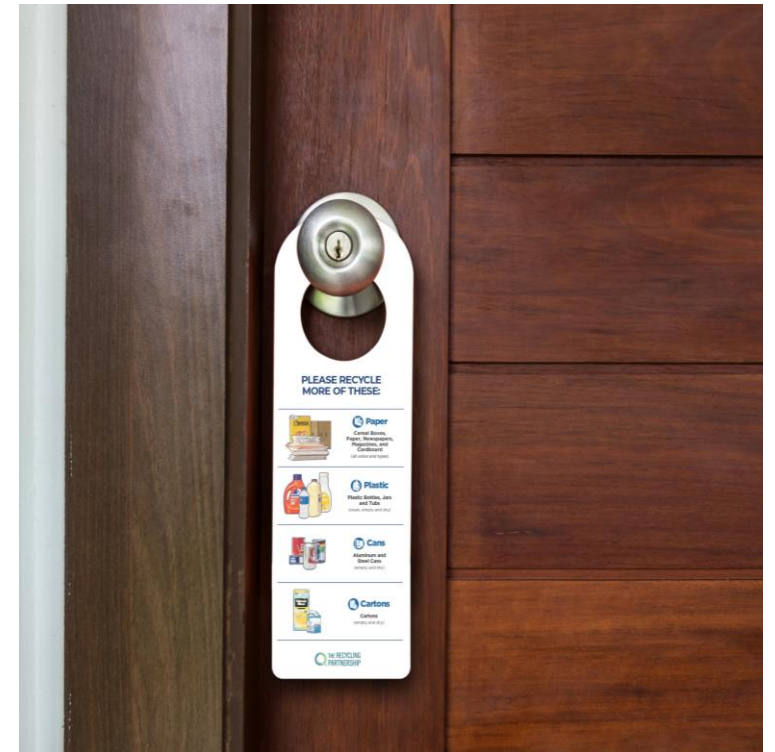
Collect your bottles, cans, boxes, and paper.

PLEASE FLATTEN BOXES

Take your bag to the recycling container, and empty recyclables loose into the container

Refill and repeat.

Logo



Project Strategies

Community	Units	Strategy
Atlanta, GA	4,000	Project looked to drive participation and lower contamination at midrise buildings
Buffalo, NY	1,500	Add carts; tote bags & door hanger, brochure; workshops
Columbus, OH	10,000	Initiating municipal mf service
Lane Co, OR	2,000	Tote bags & info card, FAQ; collection area signage; TRP app, mainly impacted public housing
Orlando, FL Phase 1	21,000	Ordinance implementation, tested funding position
Tampa, FL	10,000	Initiating municipally provided mf service
RecycleNow Dallas, TX	20,000	Explored methods to drive participation
San Diego, CA	1,300	Expanding multilingual collateral
San Marcos, TX	14,000	Exploration of measurement and service provision
Sarasota County, FL	10,000	In-unit bins + collateral/education
Spokane, WA	1,800	Targeting contamination - tote bag + info card, then door hanger
Tacoma, WA	16,000	Transcreation of collateral



THE RECYCLING
PARTNERSHIP

Matt James

Grant Development Manager

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Multifamily Recycling Grant Program

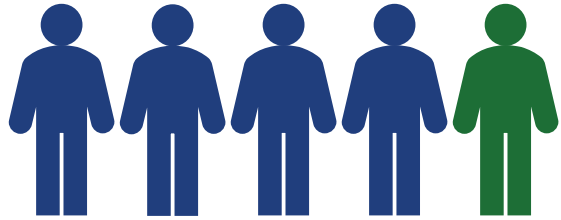
State grant program to fund projects that create **NEW access to recycling and/or NEW recovered tonnage** from multifamily residential properties.

- Example purchases: recycling carts, dumpsters, collection vehicles, concrete pads, corrals, educational materials*
** education is required*
- Eligible applicants: Multifamily property owners/managers, haulers, and local governments
 - \$25,000 minimum - \$250,000 maximum grant funding
 - Required cash match - 10% of grant funding for local governments; 25% of grant funding for all other applicants
- Applications accepted until **February 16, 2023**

[Multifamily Recycling Grant RFP](#)



The Need for Multifamily Recycling



1 in 5 NC residents live in multifamily properties

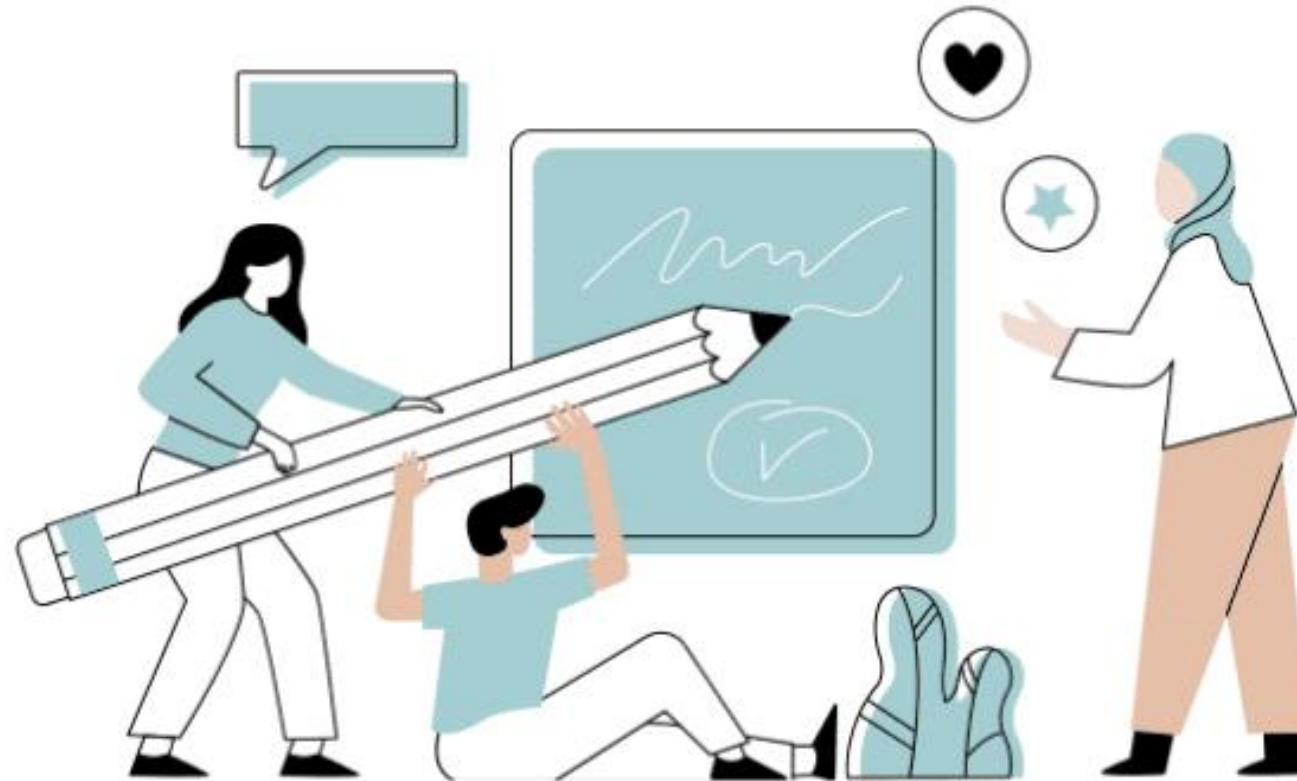


≈ 1.8 million multifamily residents

≈ 120-200 thousand tons additional material annually



Program Planning



Program Structure - Government-only

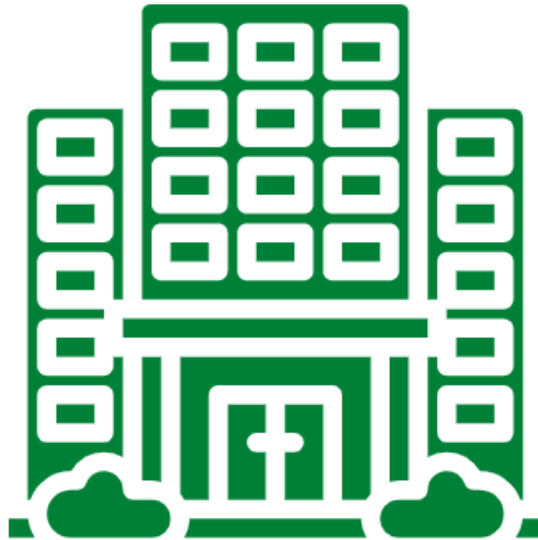
Local government provides service (in-house or contracted) and administers financing and service fees

What does
“multifamily”
mean?

- Unit minimum/duplexes
- Condos/townhomes
- Public housing
- Mobile home parks
- Multi-use

Program Structure - Property-only

Property contracts services with private hauler and management administers financing



Program Structure - Multiparty

Service agreement between local government and property

- Delineation of responsibilities - fee collection, points of contact, education, contamination
- Varies based on existing collection services (in-house v. private haulers)

Local government often facilitates access to services

- Framework for hauling agreement
- Education support
- Monitoring and evaluation



Multiparty Agreements

MOUs between parties involved (i.e., hauler and property management) encouraged

- Lay out agreement of services and ownership/control of equipment & infrastructure
- Recommended even if only one party applies
- Include who is responsible for education/enforcement

MOU content:

- Statement of the agreement and parties
- Location of service
- List of agreements/responsibilities of each party



Funding Models - Local Governments

Most programs are financed through existing collection structures, such as solid waste fees or general fund allocations.

Average *monthly* fees for North Carolina:

Combined	\$14.53 per household
Standalone recycling	\$4.34 per household

National average *yearly* collection cost:

Multifamily recycling	\$20.50 per household
Single family recycling	\$28.76 per household



Funding Models - Properties and Haulers

Haulers

- Similar charging structure for existing clients
- May charge properties directly or through government service agreements

Property managers

- Flat recycling fee per unit
 - “visible” & transparent
- Absorb cost into rent
 - Less visible & transparent
 - Adjustment requires change to lease



Collection - Containers



Carts



Combo



Dumpster



Roll-off



Collection - Vehicles



Automated Side Loader

Manual Rear Loader



Automated Front Loader

Collection - Corrals



Organization

Aesthetics



Building Regulations



Collection

- Container-to-unit ratio
 - Industry recommendations
 - Needs can vary - monitor and adjust as necessary
 - Collection frequency
 - Container capacity

Property Size	Recommended Recycling Service
2-4 units	96 gallon cart
5-8 units	1 yard
9-12 units	1.5 yards
13-16 units	2 yards
17-25 units	3 yards
26-33 units	4 yards
34-41 units	5 yards
42-50 units	6 yards

Program Implementation and Maintenance



Outreach & Communication

Communication is key! Early and often.

Develop a communication plan that outlines:

- Points of contact for various situations
- Regular outreach and education needs

Maintain database of contacts

- Annual/semi-annual update
- Particularly important for multifamily property contacts

Resident & stakeholder input

- Helps with buy-in and community feedback



Education & Contamination

Education is imperative for success

- Stickers, flyers, cart tags, etc.
- Essential for limiting contamination & required for grant funding
- For joint applications - determine which resources are needed and which party would be best for purchasing/distributing materials





FOR OUR COMMUNITY RECYCLE RIGHT NC

Recycle the following items all together and take them to the Recycling and Trash Station.

Recicle los siguientes artículos todos juntos y llévelos a la estación de reciclaje y basura.



Empty out • Vaciar

NO ECHES EN BOLSAS LOS MATERIALES RECICLABLES

PLASTIC Refreshment and detergent bottles PLÁSTICO: Botellas de refrescos y detergente



No pumps Sin bombas

METAL All food and beverage cans METAL: Todas las latas de alimentos y bebidas



PAPER Newspaper, office paper and cardboard PAPEL: Periódico, papel de oficina y cajas



Flatten cardboard Aplana las cajas

FOR OUR COMMUNITY RECYCLE RIGHT NC



PLASTIC Bottles, tubs, jugs and jars



No pumps Empty and rinse

METAL Cans



Empty and rinse

GLASS Bottles and jars



Empty and rinse

PAPER Paper, cartons and cardboard



Flatten cardboard



KEEP THESE OUT!

- ⊗ Aerosol cans
- ⊗ All batteries (car, lithium, etc.)
- ⊗ Ceramic items
- ⊗ Clothing or textiles
- ⊗ Diapers
- ⊗ Disposable cups (plastic and paper)
- ⊗ Electronics
- ⊗ Food-tainted items
- ⊗ Hazardous waste
- ⊗ Household glass
- ⊗ Medical waste
- ⊗ Plastic bags/wrap
- ⊗ Scrap metal/wood
- ⊗ Shredded paper
- ⊗ Styrofoam/peanuts
- ⊗ Tangles (cords, hoses, wires, etc.)
- ⊗ Tires
- ⊗ Toys

DEACS Outreach Materials



NO ECHES EN BOLSAS LOS MATERIALES RECICLABLES



The N.C. Division of Environmental Assistance and Customer Service (DEACS) is a non-regulatory division of N.C. DEQ offering technical and financial assistance to businesses, manufacturers, local governments, institutions, economic developers and citizens in environmental management. For questions, call 1-877-623-6748.



Valet Service

Impact on contamination

- Depends upon valet collectors

Education solution

- Printed with guidelines
- Reusable totes
- Paper bags



Monitoring and Evaluation

Monitoring and evaluation is important for assessing program success and identifying issues

Establish procedures for regularly monitoring:

- Tonnage (Participation)
- Contamination rate
- Program costs



Panel - Local Perspectives and Lessons Learned

- Delbert Bryant - Sanitation Manager, City of Greenville
- Thomas Whisnant, Trac Management
- Joe Suleyman - Environmental Management Director, New Hanover County







Panel Questions

- How have residents responded to having recycling services available?
- How do you educate your residents about how to recycle/participate (e.g., at move-in, annually, signage, etc.)?
- What was the biggest challenge you faced with your multifamily recycling program (starting or keeping up) and how did you overcome it?
- What is one lesson you've learned that you would like to share with others interested in starting a program?
- What has been your biggest inspiration or motivation for starting or continuing your program?



Contact Us

Division of Environmental Assistance and Customer Service
(DEACS)

www.recyclenc.org

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