

**AGENDA  
CITY OF MAPLEWOOD  
ENVIRONMENTAL AND NATURAL RESOURCES COMMISSION**

**Monday, March 21, 2022  
7:00 p.m.**

**Held Remotely Via Conference Call  
Dial 1-888-788-0099  
Meeting ID: 876 8110 9457  
Passcode: 409985**

1. Call to Order
2. Roll Call
3. Approval of Agenda
4. Approval of Minutes:
  - a. February 22, 2022
5. New Business
  - a. Tennis Sanitation Recycling Collection Annual Review
    - 1) 2021 Recycling Collection Year End Report
    - 2) 2022 Recycling Collection Work Plan
  - b. Republic Services Trash and Yard Waste Collection Annual Review
    - 1) 2021 Trash and Yard Waste Collection Year End Report
    - 2) 2022 Trash and Yard Waste Collection Work Plan
6. Unfinished Business
7. Visitor Presentations
8. Commissioner Presentations
9. Staff Presentations (oral reports)
  - a. ENR Commission Meeting Format – In Person Beginning April
  - b. Arbor Day Event – May 14
  - c. Spring Clean Up – May 21
  - d. Harvest Park Native Seed Garden Pollinator Planting - May 24
  - e. Waterfest – June 4
10. Adjourn

**MINUTES  
CITY OF MAPLEWOOD  
ENVIRONMENTAL AND NATURAL RESOURCES COMMISSION  
TUESDAY, FEBRUARY 22, 2022  
7:00 P.M.**

**(THIS MEETING WAS HELD REMOTELY VIA ZOOM AND CONFERENCE CALL)**

**1. CALL TO ORDER**

Chairperson Dosser called a meeting of the Environmental and Natural Resources Commission to order at 7:03 p.m.

**2. ROLL CALL**

Emma Broadnax, Commissioner	Absent
Rebecca Bryan, Vice Chairperson	Present
Kayla Dosser, Chairperson	Present
Benjamin Guell, Commissioner	Present
Mollie Miller, Commissioner	Present
Ann Palzer, Chairperson	Present
Ted Redmond, Commissioner	Present (at 7:08 p.m.)

**Staff Present**

Shann Finwall, Environmental Planner

**3. APPROVAL OF AGENDA**

Commissioner Bryan moved to approve the agenda.

Seconded by Commissioner Guell	Ayes – Bryan, Guell, Dosser, Miller, Palzer
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The motion passed.

**4. APPROVAL OF MINUTES**

Commissioner Palzer moved to approve the January 25, 2022, ENR Commission meeting minutes.

Seconded by Commissioner Miller	Ayes – Bryan, Guell, Dosser, Miller, Palzer
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The motion passed.

**5. UNFINISHED BUSINESS**

a. 2022 Work Plan and Environmental Priorities Implementation Strategies

The Commission discussed the following:

- The 2022 environmental priorities will include Climate Action Planning, Nature Center Task Force Recommendations, and Community Garden/Urban Agriculture.
- Questions and comments regarding the environmental priorities:
  - How can the Commission support implementation of strategies outlined in the Nature Center Task Force recommendations? (Volunteer and assistance at Nature Center special events and programs.)
  - Will naturalists be hired to conduct the programs being put on by Community Education at the Nature Center? (Yes, the naturalists will be paid by Community Education.)
  - University of Minnesota Garden in a Box Program:
    - Contact them for supplies of seeds for community gardens.
    - Advertise the program for Maplewood residents.

**6. NEW BUSINESS**

- a. 2021 ENR Commission Annual Report

The Commission reviewed the new format and approved the ENR Commission Annual Report with no changes. Environmental Planner Finwall stated the sustainability and solid waste portions of the report will be presented to the ENR Commission in March.

**7. VISITOR PRESENTATIONS**

None.

**8. COMMISSIONER PRESENTATIONS**

None.

**9. STAFF PRESENTATIONS**

Environmental Planner Finwall updated the Commission on the following events and indicated there are opportunities to volunteer at the Arbor Day and Spring Clean Up events:

- a. Maplewood Tree Sale – March 7 (registration begins), May 21/23 (tree pick up)
- b. Arbor Day Event – May 14 (10 a.m. to noon at the Maplewood Nature Center)
- c. Spring Clean Up – May 21 (8 a.m. to 1 p.m. at Aldrich Arena)

**10. ADJOURNMENT**

Commissioner Miller made a motion to adjourn the meeting.

Seconded by Vice-Chair Bryan.

Ayes – All

The motion passed.

Chairperson Dosser adjourned the meeting at 7:53 p.m.

**ENVIRONMENTAL & NATURAL RESOURCES COMMISSION STAFF REPORT**

Meeting Date March 21, 2022

**REPORT TO:** Environmental and Natural Resources Commission  
**REPORT FROM:** Shann Finwall, AICP, Environmental Planner  
**PRESENTER:** Shann Finwall, AICP, Environmental Planner  
**AGENDA ITEM:** Tennis Sanitation Recycling Collection Annual Review  
1) 2021 Recycling Collection Year End Report  
2) 2022 Recycling Collection Work Plan

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**Action Requested:**  Motion  Discussion  Public Hearing  
**Form of Action:**  Resolution  Ordinance  Contract/Agreement  Proclamation

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**Policy Issue:**

The contract with Tennis Sanitation requires that the City hold an annual review of the residential recycling collection services and adopt an annual work plan.

**Recommended Action:**

Motion to approve the 2021 Recycling Collection Year-End Report and 2022 Recycling Collection Work Plan.

**Fiscal Impact:**

Is There a Fiscal Impact?  No  Yes, the true or estimated cost is \$.00  
Financing source(s):  Adopted Budget  Budget Modification  New Revenue Source  
 Use of Reserves  Other: N/A

**Strategic Plan Relevance:**

Community Inclusiveness  Financial & Asset Mgmt  Environmental Stewardship  
 Integrated Communication  Operational Effectiveness  Targeted Redevelopment

The City's residential recycling collection program creates operational effectiveness by protecting public health and safety and promoting city cleanliness and livability. It is also an important component of the City's environmental stewardship and green assets by using best management practices to reduce waste and protect air quality, water quality, and natural resources.

**Background:**

**2020-2025 Recycling Collection Contract**

The recycling collection contract with Tennis Sanitation began on January 1, 2020, and ends June 30, 2025.

## Recycling Collection Annual Review

The contract requires that the City schedule an annual meeting with Tennis Sanitation to:

- Review contractor's annual report, including trends in Maplewood's recycling recovery rates and participation rates.
- Efforts the contractor has made to expand recyclable materials markets.
- Review contractor's performance based on feedback from residents to the City's Environment and Natural Resources Commission, City Council, and City staff.
- Review contractor's recommendations for improvement in the City's recycling program, including enhanced public education and other opportunities as contained within the annual work plan for the upcoming year.
- Review City staff recommendations for contractor's service improvements.
- Discuss other opportunities for improvement within the remaining years under the current contract.

## Recycling Collection Year-End Report

The contract outlines requirements of the year-end reports as follows:

- Total quantities of recyclable materials collected, by material type (in tons).
- Net quantities of recyclable materials marketed, by material type (in tons).
- Log of all resident addresses where education tags were left because of non-targeted materials set out for recycling.
- Log of all complaints, including the nature of the complaints, to include the following: names, addresses, and contact numbers of the complainants; the date and time received; the contractor's response; and the date and time of the response.
- Log of resident addresses that consistently do not set out recyclables.
- Gallons of fuel or mileage of vehicles traveled for the City's greenhouse gas assessment.

## Recycling Collection Yearly Work Plan

Tennis Sanitation submits an annual work plan proposal no later than November 1 for the upcoming calendar year to outline key priorities for system improvements. Public education tools shall be itemized and approximate timelines described. Other service improvements may also be included in the work plan. The City shall review and approve the work plan. The annual work plan shall be incorporated by reference as an amendment to the contract.

## **Tennis Sanitation Annual Review**

### Recycling Collection 2020 Year-End Report

The Recycling Collection Year-End Report (Attachment 1) summarizes the City's recycling program and outlines implementation strategies taken by Tennis Sanitation and the City to improve service:

- multi-family recycling education;
- customer service satisfaction;
- collection of linens and shoes;
- City facility recycling program;
- promotion of small business and church recycling;
- recycling composite study;

- environmental impact analysis;
- market data;
- residual comparisons;
- truck weights;
- recycling service fee;
- storage of extra recycling material; and
- educational tags.

The report also summarizes the materials collected. A comparison of a sampling of the data from 2020 to 2021 is as follows:

<b>Average pounds of recycling collected per month</b>	<b>2020</b>	<b>2021</b>
Single family	46.13 lbs	43.74 lbs
Multi-family	10.39 lbs	10.14 lbs
<b>Annual net tons of recycling collected</b>		
Single-family	3137.35 tons	2974.80 tons
Multi-family	265.29 tons	259.04 tons
Businesses/Churches	20.58 tons	21.39 tons

#### 2022 Recycling Collection Draft Work Plan

The 2022 Draft Recycling Collection Work Plan (Attachment 2) includes recommendations for improvements to the City’s recycling collection program including: 1) changes to yearly reports; 2) changes to yearly individual multi-family summary letters; 3) outreach to nonparticipating multi-family properties; 4) audit of City facility recycling collection; 6) educational campaign to reduce residuals; 7) recycling cart label audit; 8) roll out of recycling carts to households with no carts or personal carts; 9) assist the City with the Ramsey County 2022 SCORE Work Plan requirements.

#### **Attachments:**

1. 2021 Recycling Collection Year-End Report
2. 2022 Recycling Collection Work

2021

# Maplewood Recycling Report

Maplewood  
MINNESOTA



Greg & Willie Tennis  
Tennis Sanitation LLC.  
1/31/2022

Prepared by: Angela Vaidich



## **Index of Recycling Report**

Letter of Purpose.....	Page 2
Recycling Data Summary.....	Page 3
Recycling Data (Single Family).....	Page 4
Recycling Data (Multi-family).....	Page 5
Multi-family individual summary letter.....	Page 6
Inquiries, Linens, Cardboard, & Parks Summary.....	Page 7
Composite Study.....	Page 8
Environmental Impact Analysis.....	Page 9
Glass Recycling Processor.....	Page 10
Market Report - the end markets.....	Page 11
Additional Items.....	Page 12
Summary of Year-end Recycling Report.....	Page 13

## **Appendix of Recycling Report**

Recycling Report Summary (ALL).....	Appendix A
Recycling Report (Multi-family).....	Appendix B
Monthly Recycling Report Letter (Example).....	Appendix C
Monthly Multi-family Report Data (Example).....	Appendix D
Monthly Single Family Report Data (Example).....	Appendix E

## **Educational Tags and Complaints/Compliments Log Report**

Educational Tags.....	Appendix F
Compliments/Complaints.....	Appendix G



# TENNIS

January 31, 2022

City of Maplewood  
Maplewood, MN 55109  
1830 County Road B E



RE: LETTER OF PURPOSE

Dear City of Maplewood,

This Year-end recycling report has been prepared for the City of Maplewood.

The report contains summaries of recycling data for both single family and multi-family dwellings. Including but not limited to: inquiries, composite study information, environmental impact report, fun facts and a market report, along with a report summary.

Also included is ten years of comparison data to help measure the success of the recycling program.

The data in this report has been utilized over the years to assist us in understanding past, present and future progress of the recycling program as well as helping us develop future strategies to enhance the recycling programs already in place.

Sincerely,

*Greg & Willie Tennis*

Greg and Willie Tennis  
Tennis Sanitation



## RECYCLING DATA SUMMARY

In this report we have compiled annual data from both single family and multi-family dwellings. This data includes:

- Net tonnage of all residential and multi-family dwellings combined
- Break-out of single family tonnage and set-out rates (orange)
- Break-out of multi-family tonnage (blue)
- Separate measurement of weights for cardboard and linens (bottom of APPENDIX A)
- Break-out of single family recycling materials by type and weight (orange) and Multi-family (blue)
- Break-out of combined tonnages (green)
- Inquiries tracked per month (bottom of APPENDIX A)
- Also business volume, parks and cardboard are included

The data is compiled from recyclable materials collected from our drivers on designated Maplewood routes. Loads are weighed; weights are then compiled over a month's period of time. Weights are broken out based on a composite ratio of the entire load.



RECYCLING DATA (SINGLE FAMILY)

The Single Family Data in APPENDIX A (orange) was compiled from the single family homes after taking out the multi-family weights. From this data we are able to illustrate the weight per home (in lbs.) per month. We also have tracked the number of residents (“Not-outs”) that do not place their recycling out on a weekly basis.

In analyzing the single family data, we are able to provide the following observations:

- 2021 Average lbs. per unit per month = 43.74 lbs. per month**

2011 = 38.91 lbs. per month	2012 = 41.95 lbs. per month	2013 = 43.78 lbs. per month
2014 = 53.48 lbs. per month	2015 = 53.48 lbs. per month	2016 = 54.59 lbs. per month
2017 = 53.99 lbs. per month	2018 = 54.01 lbs. per month	2019 = 53.69 lbs. per month
2020 = 46.13 lbs. per month		
  
- 2021 Annual Net total tons collected for single-family was 2,974.80 tons**

2011 = 2,146.06 tons	2012 = 2,313.61 tons	2013 = 2,414.62 tons
2014 = 2,949.92 tons	2015 = 2,949.94 tons	2016 = 3,011.02 tons
2017 = 2,978.13 tons	2018 = 2,979.18 tons	2019 = 2,961.30 tons
2020 = 3,137.35 tons		



Total Participation Percentage

YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVRG
2021	96%	95%	97%	96%	97%	99%	97%	97%	97%	97%	96%	96%	<b>97%</b>
2013 Avg.	84%			2014 Avg.	91%			2015 Avg.	92%				
2016 Avg.	92%			2017 Avg.	93%			2018 Avg.	93%				
2019 Avg.	95%			2020 Avg.	96%								



**1. EMPTY**  
NO FOOD OR MINIMAL  
FOOD RESIDUE.



**2. DRY**  
NO LIQUIDS REMAINING.



**3. LOOSE**  
DO NOT BAG  
RECYCLABLES.

## RECYCLING DATA (MULTI-FAMILY)

The Data in APPENDIX A (Blue) is the actual data compiled from net total weight family homes after factoring out the multi-family weights. From this data we are able to illustrate the weight per unit (in lbs.) per month. To assist us in providing accurate data, we compile weights on a quarterly basis. This weight is then used to provide us with a fair average of weight generated by each multi-family unit. Our drivers then documented the number of carts dumped at each location on a weekly basis (see APPENDIX D). These weights are then added at the end of each month to provide us with a net total. From the report we are able to calculate the weight per unit per month.

In analyzing the multi-family data, we are able to provide the following observations:

- **2021 Average lbs. per unit per month was 10.14 lbs. per month**

2011 was 12.96 lbs. per month	2012 was 11.47 lbs. per month
2013 was 13.24 lbs. per month	2014 was 12.95 lbs. per month
2015 was 13.04 lbs. per month	2016 was 13.08 lbs. per month
2017 was 11.03 lbs. per month	2018 was 12.95 lbs. per month
2019 was 9.92 lbs. per month	2020 was 10.39 lbs. per month
- **2021 Annual Net total tons collected for multi-family was 259.04 tons**

2011 was 312.73 tons	2012 was 276.88 tons
2013 was 319.56 tons	2014 was 312.64 tons
2015 was 314.66 tons	2016 was 315.79 tons
2017 was 268.69 tons	2018 was 305.32 tons
2019 was 239.36 tons	2020 was 265.29 tons

How are the weights determined for the multi-family data? On a quarterly basis we use one truck to collect all multi-family dwellings. The total weight is then divided by the number of carts emptied to get an average weight per cart. This data is then entered into a multi-family spreadsheet. See APPENDIX D for an example of this report.





MULTI-FAMILY INDIVIDUAL SUMMARY LETTER



From the data compiled over the twelve months we are able to provide each multi-family property with an accurate summary report of their recycling volumes (APPENDIX B). We also provide them with some information on how their efforts help with the environment along with additional information to assist them in enhancing their recycling efforts.



ENVIRONMENTAL IMPACT ANALYSIS			TENNIS SANITATION				
Property: Conifer Ridge			ESTIMATED TOTAL TONS RECYCLED:		21.58		
<p>Dear Property Manager,</p> <p>Below is a recap of your recycling efforts for the last year. Please notice the amount of recycling materials your tenants recycled and the estimated resources you saved from each category.</p> <p>Also, please contact us if you would like further information on ways to enhance your recycling. You can contact us at 651-459-1887. Awesome job on recycling!!</p> <p>Thank you for recycling,</p> <p style="font-size: 1.2em; font-weight: bold;">Greg &amp; Willie Tennis</p> <p>Sincerely, Greg and Willie Tennis</p> <p style="text-align: right; font-size: 1.2em;">2021</p>							
Recycling Type	MW total Tons	Units	Resource Saved	Calc/ Resource	Convert unit	Total Resources Saved Type	
Paper	14.36	tons	Trees	1 ton = 17 Trees	17	244.0	trees
Paper	14.36	tons	Electricity	1 ton = 601 Kw Hours	601	8,628	Kw hours of electrity
Paper	14.36	tons	Oil	1 ton = 1.7 barrels of oil	1.7	24.40	barrels of oil
Aluminum	0.37	tons	Ore	1 ton = 4 tons of ore	4	1.49	tons of ore
Aluminum	0.37	tons	Electricity	1 ton = 14,000 Kw Hours	14,000	5,228	Kw hours of electricity
Aluminum	0.37	tons	Oil	1 ton = 40 barrels of oil	40	14.94	barrels of oil
Tin/bi-metal	0.95	tons	Ore	1 ton = 1.49 tons of ore	1	1.41	tons of ore
Tin/bi-metal	0.95	tons	Electricity	1 ton = 642 Kw Hours	642	608	Kw hours of electricity
Tin/bi-metal	0.95	tons	Oil	1 ton = 1.8 barrels of oil	1.8	1.71	barrels of oil
Plastics	1.60	tons	Oil	1 ton = 6.3 barrels of oil	6.3	10.09	barrels of oil
Plastics	1.60	tons	Electricity	1 ton = 5,774 Kw Hours	4	6	Kw hours of electricity
Plastics	1.60	tons	Natural Gas	1 ton = 98,000,000 btu's	98,000,000	156,950,214	BTU's of fuel
Glass	3.90	tons	Sand	1 ton = 1,330 tons of sand	1,330	5,182	tons of sand
Glass	3.90	tons	Electricity	1 ton = 42 Kw Hours	42	164	Kw hours of electricity
Glass	3.90	tons	Oil	1 ton = .12 gallons of oil	0.12	0.47	barrels of oil
Glass	3.90	tons	Natural Gas	1 ton = 714,000 btu's	714,000	2,781,681	BTU's of fuel

### Environmental Impact Summary

Resources	Amounts	Units Saved
Trees saved	244	Trees saved
Electricity saved	14,634	Kw Hours saved
Oil saved	52	Barrels of oil saved
Natural Gas saved	159,731,896	BTU's of natural gas saved

\*\*Disclaimer: The above numbers represent conversions from Industrial and recycling markets. These numbers are ESTIMATED resources saved. All calculations are taken from annual total tons from Maplewood Final Recycling Report.

**INQUIRIES SUMMARY**

Below are twelve months of data documenting the number of residents that called into our office. This year the most common calls were comprised of what additional items they could recycle, and questions about the holiday schedule.

We are confident that our Customer Service Representatives resolved all inquiries to the resident’s satisfaction.

**2021 Total Inquiries**

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
40	39	49	25	32	45	27	36	45	29	17	14	398

2011 = 344	2012 = 260	2013 = 233	2014 = 1,552
2015 = 422	2016 = 662	2017 = 255	2018 = 165
2019 = 334	2020 = 370		



**LINENS AND SHOES SUMMARY**

We started a new partnership with Simple Recycling for our linen recycling as of March 2017. The 2020 year brought us many challenges, and linen recycling was one of them. Simple Recycling was shut down for multiple months due to the pandemic and not able to pick up linens from our location during that time. When Simple Recycling opened back up they had new regulations that they were able to collect the bagged material but not able to collect it divided by City.



2019 = 9,882 lbs.	2018 = 8,989 lbs.	2017 = 35,687 lbs.
2016 = 1,577 lbs.	2015 = 5,917 lbs.	2014 = 6,270 lbs.
2013 = 8,641 lbs.	2012 = 3,692 lbs.	2011 = 6,217 lbs.

**CARDBOARD SUMMARY**

Cardboard collected for 2021 from city facilities and buildings totaled **85,830 lbs.**

2020 = 74,490 lbs.		
2019 = 89,120 lbs.	2018 = 102,356 lbs.	2017 = 88,337 lbs.
2016 = 104,498 lbs.	2015 = 125,020 lbs.	2014 = 131,346 lbs.
2013 = 140,650 lbs.	2012 = 92,850 lbs.	2011 = 105,615 lbs.



**BUSINESS and PARKS WEIGHTS**



<b>2021 BUSINESSES: 42,773 lbs.</b>	<b>CITY PARKS: 840 lbs.</b>
2020 BUSINESSES: 41,161 lbs.	CITY PARKS: 3,220 lbs.
2019 BUSINESSES: 49,386 lbs.	CITY PARKS: 5,650 lbs.
2018 BUSINESSES: 71,529 lbs.	CITY PARKS: 6,650 lbs.
2017 BUSINESSES: 62,460 lbs.	CITY PARKS: 8,080 lbs.
2016 BUSINESSES: 60,771 lbs.	CITY PARKS: 7,920 lbs.
2015 BUSINESSES: 45,885 lbs.	CITY PARKS: 8,350 lbs.
2014 BUSINESSES: 30,157 lbs.	CITY PARKS: 11,180 lbs.
2013 BUSINESSES: 2,855 lbs.	CITY PARKS: 9,140 lbs.

RECYCLING COMPOSITE STUDY

Over the years of the contract we have done extensive recycling composite studies. We did this by keeping all loads from an entire week from the City of Maplewood and process it through our MRF (Material Recovery Facility). Once the material is unloaded from the trucks it is sorted into each category, as listed below. Each of the categories were then weighed and documented. The results of the composite study were then entered back into the monthly reports in which you receive monthly.

As of 2018, we have taken a look at all of the past data that we have collected and have tested a single load of material from the City of Maplewood. The single load of material has consistent ratios which are comparable to the weeks' worth of material previously processed.

**Why do a composite study?**

Having a good understanding of the recycling composition provides us with data that may assist us in adjusting the recycling program to fit the needs of the Residents. With ongoing changes in the economy, cultural and even changes in the home, we can develop more available markets, increase processing technologies to handle more items and enhance educational materials to instruct residents on proper recycling procedures.

## Tennis Sanitation, L.L.C.

**651-459-1887**      *"Recycling is Everyone's Future"*

RE: COMPOSITE BREAK-OUT PERCENTAGE 11/30/2021

Tennis Sanitation is pleased to provide the following composite sample break-out detailing the percentage ratios of each type of recycling category.

TYPE	Tennis Wide	DESCRIPTION
Cardboard:	29.17%	Includes all cardboard boxes.
Paper:	31.37%	Includes cardboard, paper, newspaper and junk mail
Scrap Metal:	2.26%	Metal pans and misc metal
Large Plastic:	0.82%	Toys, patio furniture and large containers
Z-Bale Plastic:	3.02%	Food and beverage containers
PET Plastic:	4.49%	Food and beverage containers
Tin:	1.57%	Includes all bi-metal and tin cans
NiHot Glass:	18.70%	Includes all clear, brown and green colors
Aluminum:	2.57%	Includes all aluminum cans
Linens	0.08%	Reusable clothing and shoes
Milk Cartons:	0.18%	Beverage cartons
Residuals (Trash):	5.77%	Includes all residuals and trash
	100.00%	Net total recycling for the month

Sincerely,

*Angela Hamann*

City Liaison, Commodity Sales & Reports

Tennis Sanitation

PO Box 62

720 4<sup>th</sup> St. St. Paul Park, MN 55071

D: 651-313-5208

W: 651-459-1887

F: 651-459-7412



## ENVIRONMENTAL IMPACT ANALYSIS

Using the detailed recycling data from this report, we are able to provide the City of Maplewood with some unique ways that the residents recycling efforts have made a difference. Over the years, recycling markets have been able to recycle more and more items out of the waste stream. They have also been able to determine what resources are saved by recycling various materials.

In this report we were able to convert the types of recycling materials into resources saved.

ENVIRONMENTAL IMPACT ANALYSIS						
CITY OF MAPLEWOOD RECYCLING 2021						
Recycling Type	MW total Tons	Resource Units	Resource Saved	Calc/ Resource	Total Resources Saved	Type
Paper	2,100	tons	Trees	1 ton = 17 Trees	35,707	trees
Paper	2,100	tons	Electricity	1 ton = 601 Kw Hours	1,262,346	Kw hours of electrity
Paper	2,100	tons	Oil	1 ton = 1.7 barrels of oil	3,571	barrels of oil
Aluminum	49	tons	Ore	1 ton = 4 tons of ore	195	tons of ore
Aluminum	49	tons	Electricity	1 ton = 14,000 Kw Hours	683,340	Kw hours of electrity
Aluminum	49	tons	Oil	1 ton = 40 barrels of oil	1,952	barrels of oil
Tin/bl-metal	89	tons	Ore	1 ton = 1.49 tons of ore	132	tons of ore
Tin/bl-metal	89	tons	Electricity	1 ton = 642 Kw Hours	56,920	Kw hours of electrity
Tin/bl-metal	89	tons	Oil	1 ton = 1.8 barrels of oil	160	barrels of oil
Plastics	200	tons	Oil	1 ton = 6.3 barrels of oil	1,259	barrels of oil
Plastics	200	tons	Electricity	1 ton = 5,774 Kw Hours	800	Kw hours of electrity
Plastics	200	tons	Natural Gas	1 ton = 98,000,000 btu's	19,589,220,000	BTU's of fuel
Glass	436	tons	Sand	1 ton = 1,330 tons of sand	580,452	tons of sand
Glass	436	tons	Electricity	1 ton = 42 Kw Hours	18,330	Kw hours of electrity
Glass	436	tons	Oil	1 ton = .12 gallons of oil	52	barrels of oil
Glass	436	tons	Natural Gas	1 ton = 714,000 btu's	311,611,020	BTU's of fuel

### Environmental Impact Summary

Resources	Amounts	Units Saved
Trees saved	35,707	Trees saved
Electricity saved	2,021,736	Kw Hours saved
Oil saved	6,994	Barrels of oil saved
Natural Gas saved	19,900,831,020	BTU's of natural gas saved

**\*\*Disclaimer:** The above numbers represent conversions from industrial and recycling markets. These numbers are ESTIMATED resources saved. All calculations are taken from annual total tons from Maplewood Final Recycling Report.



## MARKET REPORT

The 2021 markets have seen their ups and downs but mostly up this past year. We continue seeing changes with regulations that have been influenced by China's markets even though we keep all of our recyclable materials in the United States, mostly in the Midwest. There is definitely a change in the materials that are getting recycled, less paper, more cardboard, with schools always on the ready for distance learning, more offices working from home and a whole lot more home deliveries. The metal markets have slowly been working their way back to where pricing was back in 2018. The paper and cardboard markets are back in a comfortable place but always room to grow. Plastic markets hit their rock bottom last year but, with the cost of crude oil is increasing, we are hopeful that the plastic market will follow suit. Lastly, the glass market, with only one processor in the area, the commodity has been at a plateau again this year. With the Ni-Hot machine, we installed a few years back; we can capture more glass than in previous years which helps get more material to the processor. The processor can reclaim at least 90% of the broken glass to be made into new food and beverage containers.

### The outlook for 2022

Markets are stabilizing but will continue with the strict regulations on contaminants and clean material. With co-mingle curb side recycling it makes it easier to recycle but it is important to clean out your food containers, and make sure you are only placing items listed in your recycling brochure loosely into the recycling cart.



**ADDITIONAL ITEMS**

**RESIDUALS:**

Residuals consisted of items such as Styrofoam, foam, shoes, diapers and general garbage.

- 2021: Residuals are down to 114.83 tons from last year
- 2020: Residuals are up to 131.71 tons from last year
- 2019: Residuals are down to 60.49 tons from last year
- 2018: Residuals are up to 62.54 tons from last year
- 2017: Residuals are up to 61.69 tons from last year
- 2016: Residuals are up to 38.59 tons from last year
- 2015: Residuals are down to 29.38 tons from last year
- 2014: Residuals are down to 29.36 tons from last year
- 2013: Residuals are down to 49.30 tons from last year
- 2012: Residuals are down to 55.55 tons from last year
- 2011: Residuals are 26.88 tons



**TRUCK WEIGHTS:**

During the 2021 Calendar year, none of our vehicles exceeded the maximum loaded weight of 40,000 pounds when hauling the recyclables collected from the residents of Maplewood. Weight tickets are available upon request.

**RECYCLING SERVICE FEE:**

The recycling service fee is \$4.50 per unit per month which is based upon the contracted price.

**STORAGE OF EXTRA RECYCLABLE MATERIALS:**

During the 2021 calendar year our recycling facility had sorted all recyclable materials within 45 days of processing to recycling markets with the exception of milk cartons and "rare type" plastics. Milk cartons are baled and stored until there is enough volume to meet the vendor's minimum shipping requirements and "rare type" plastics are stored until a larger enough quantity is available to make a mill size bale.



## SUMMARY OF YEAR-END RECYCLING REPORT

The 2021 Maplewood Year-end Recycling Report provides up-to-date information from the City's recycling activities over the past year. Each section of this report reflects the various ways data was collected, entered and calculated to contribute in meeting our combined goals.

In the report we have illustrated the composition of recyclables and itemized volumes of recyclables from both single family and multi-family dwellings as they relate to each break-out of each separate commodity. We also provide information on how the City's recycling efforts will impact our environment.

This year, Maplewood's participation rate was 96% participation rate. Both single family tonnages as well as multi-family recycling volumes have remained steady and consistent with other Municipalities.

In 2022, we will maintain the comprehensive recycling program we offer with the additional types of plastics, metals and linens.

Together with the support of The City of Maplewood we will maintain these high standards of recycling for the single family and multi-family dwellings.





# APPENDIX A - 2021 RECYCLING DATA SUMMARY

## APPENDIX A - RECYCLING DATA SUMMARY

2021 MAPLEWOOD RECYCLE TO NNAGE DATA	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	
MONTHLY DATA/RTE	UNITS	UNITS	UNITS	UNITS	UNITS	UNITS	UNITS	UNITS	UNITS	UNITS	UNITS	UNITS	UNITS	UNITS TYPE
<b>Single Family</b>	Percentage Break-out													
	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	
Cardboard:	93.04	83.50	95.64	94.36	95.91	95.62	90.07	94.19	93.50	86.59	91.86	96.91	1111.19	Tons
Paper:	82.38	73.93	84.68	83.55	84.92	84.66	79.75	83.39	82.78	76.67	81.34	85.81	983.86	Tons
Scrap Metal:	3.96	3.55	4.07	4.02	4.08	4.07	3.83	4.01	3.98	3.69	3.91	4.13	47.30	Tons
Large Plastic:	1.37	1.23	1.41	1.39	1.41	1.41	1.33	1.39	1.38	1.28	1.35	1.43	16.38	Tons
Z-Bale Plastic:	5.73	5.14	5.89	5.81	5.91	5.89	5.55	5.80	5.76	5.33	5.66	5.97	68.44	Tons
PET Plastic:	8.30	7.44	8.53	8.41	8.55	8.52	8.03	8.40	8.34	7.72	8.19	8.64	99.07	Tons
Tin:	3.46	3.11	3.56	3.51	3.57	3.56	3.35	3.51	3.48	3.22	3.42	3.61	41.36	Tons
Chipped Glass:	36.54	32.80	37.56	37.06	37.67	37.56	35.38	36.99	36.72	34.01	36.08	38.06	436.43	Tons
Aluminum:	4.09	3.67	4.20	4.14	4.21	4.20	3.96	4.14	4.11	3.80	4.03	4.26	48.81	Tons
Liners	0.15	0.13	0.15	0.15	0.15	0.15	0.14	0.15	0.15	0.14	0.15	0.16	1.77	Tons
Milk Cartons:	0.47	0.42	0.49	0.48	0.49	0.49	0.16	0.48	0.48	0.44	0.47	0.49	5.36	Tons
Residual	9.62	8.63	9.88	9.75	9.91	9.88	9.31	9.73	9.66	8.95	9.49	10.02	114.83	Tons
<b>TOTAL TONS</b>	<b>249.11</b>	<b>223.55</b>	<b>256.06</b>	<b>252.63</b>	<b>256.78</b>	<b>256.01</b>	<b>240.86</b>	<b>252.18</b>	<b>250.34</b>	<b>231.84</b>	<b>245.95</b>	<b>259.49</b>	<b>2974.80</b>	<b>Tons</b>
<b># of HOMES ON</b>	<b>11,335</b>	<b>11,335</b>	<b>11,335</b>	<b>11,335</b>	<b>11,335</b>	<b>11,335</b>	<b>11,335</b>	<b>11,335</b>	<b>11,335</b>	<b>11,335</b>	<b>11,335</b>	<b>11,335</b>		
AVERAGE LBS / HOME / MONTH	43.95	39.44	45.18	44.58	45.31	45.17	42.50	44.50	44.17	40.91	43.40	45.79	43.74	AvgLbs
<b>Multi-Family</b>	Percentage Break-out													
	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	
Cardboard:	7.45	6.31	9.21	8.09	8.06	8.85	7.30	8.58	8.47	7.61	8.41	8.44	96.78	Tons
Paper:	6.60	5.59	8.15	7.17	7.14	7.84	6.47	7.60	7.50	6.74	7.45	7.47	85.72	Tons
Scrap Metal:	0.32	0.27	0.39	0.34	0.34	0.38	0.31	0.37	0.36	0.32	0.36	0.36	4.12	Tons
Large Plastic:	0.11	0.09	0.14	0.12	0.12	0.13	0.11	0.13	0.12	0.11	0.12	0.12	1.42	Tons
Z-Bale Plastic:	0.46	0.39	0.57	0.50	0.50	0.54	0.45	0.53	0.52	0.47	0.52	0.52	5.97	Tons
PET Plastic:	0.66	0.56	0.82	0.72	0.72	0.79	0.65	0.76	0.75	0.68	0.75	0.75	8.61	Tons
Tin:	0.28	0.23	0.34	0.30	0.30	0.33	0.27	0.32	0.32	0.28	0.31	0.31	3.59	Tons
Chipped Glass:	2.93	2.48	3.62	3.18	3.17	3.48	2.87	3.37	3.33	2.99	3.30	3.31	38.03	Tons
Aluminum:	0.33	0.28	0.40	0.36	0.35	0.39	0.32	0.38	0.37	0.33	0.37	0.37	4.25	Tons
Liners	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.12	Tons
Milk Cartons:	0.04	0.03	0.05	0.04	0.04	0.05	0.04	0.04	0.01	0.04	0.04	0.01	0.43	Tons
Residual	0.77	0.65	0.95	0.84	0.83	0.91	0.75	0.89	0.88	0.79	0.87	0.87	10.00	Tons
<b>TOTAL TONS</b>	<b>19.96</b>	<b>16.89</b>	<b>24.65</b>	<b>21.67</b>	<b>21.58</b>	<b>23.70</b>	<b>19.55</b>	<b>22.98</b>	<b>22.64</b>	<b>20.37</b>	<b>22.51</b>	<b>22.54</b>	<b>259.04</b>	<b>Tons</b>
<b># of MF UNITS ON</b>	<b>4,256</b>	<b>4,256</b>	<b>4,256</b>	<b>4,256</b>	<b>4,256</b>	<b>4,256</b>	<b>4,256</b>	<b>4,256</b>	<b>4,256</b>	<b>4,256</b>	<b>4,256</b>	<b>4,256</b>		
AVERAGE LBS / HOME / MONTH	9.38	7.94	11.58	10.18	10.14	11.14	9.19	10.80	10.64	9.57	10.58	10.59	10.14	Avg Lbs
<b>COMBINED TOTALS</b>	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	Tons	
Cardboard:	100.49	89.81	104.85	102.45	103.97	104.47	97.37	102.77	101.97	94.20	100.27	105.35	1207.97	Tons
Paper:	88.98	79.52	92.83	90.72	92.06	92.50	86.22	90.99	90.28	83.41	88.79	93.28	1069.58	Tons
Scrap Metal:	4.28	3.82	4.46	4.36	4.42	4.45	4.14	4.38	4.34	4.01	4.27	4.49	51.42	Tons
Large Plastic:	1.48	1.32	1.55	1.51	1.53	1.54	1.44	1.52	1.50	1.39	1.47	1.55	17.80	Tons
Z-Bale Plastic:	6.19	5.53	6.46	6.31	6.41	6.43	6.00	6.33	6.28	5.80	6.18	6.49	74.41	Tons
PET Plastic:	8.96	8.00	9.35	9.13	9.27	9.31	8.68	9.16	9.09	8.40	8.94	9.39	107.68	Tons
Tin:	3.74	3.34	3.90	3.81	3.87	3.89	3.62	3.83	3.80	3.50	3.73	3.92	44.95	Tons
Chipped Glass:	39.47	35.28	41.18	40.24	40.84	41.04	38.25	40.36	40.05	37.00	39.38	41.37	474.46	Tons
Aluminum:	4.42	3.95	4.60	4.50	4.56	4.59	4.28	4.52	4.48	4.13	4.40	4.63	53.06	Tons
Milk Cartons:	0.51	0.45	0.54	0.52	0.53	0.54	0.20	0.52	0.49	0.48	0.51	0.50	5.79	Tons
Residual	10.39	9.28	10.83	10.59	10.74	10.79	10.06	10.62	10.54	9.74	10.36	10.89	124.83	Tons
<b>TOTAL TONS</b>	<b>268.91</b>	<b>240.30</b>	<b>280.55</b>	<b>274.14</b>	<b>278.20</b>	<b>279.55</b>	<b>260.26</b>	<b>275.00</b>	<b>272.82</b>	<b>252.06</b>	<b>268.30</b>	<b>281.86</b>	<b>3231.95</b>	<b>Tons</b>
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec		
CARDBOARD	5,120	5,340	4,660	7,500	6,650	7,910	10,450	6,500	9,200	6,850	6,450	9,200	85,830	LBS
TOTAL INQUIRIES	40	39	49	25	32	45	27	36	45	29	17	14	398	
Business Volume lbs	3,269	2,576	4,220	3,292	3,831	3,608	3,281	3,705	3,644	3,402	3,820	4,125	42,773	LBS
Parks Volume lbs	0	0	300	190	50	100	0	0	200	0	0	0	840	LBS
Participation %	96%	95%	97%	96%	97%	99%	97%	97%	97%	97%	96%	96%	97%	AVG. %
Non participants #	323	430	297	299	245	102	222	266	229	212	307	309	270	AVG.



## APPENDIX C - MONTHLY RECYCLING REPORT LETTER

# Tennis Sanitation, L.L.C.

**651-459-1887**

*"Recycling is Everyone's Future"*

**RECYCLING REPORT**

December 2021

Dear City of Maplewood Recycling Coordinator,

Tennis Sanitation is pleased to provide the following monthly recycling report detailing the materials that were collected, processed and delivered to recycling markets from both single family and multi-family dwellings.

**The Community of Maplewood Recycled:**

TYPE	Single Family Weight (tons)	Multi-Family Weight (tons)	NET Total Wgt	UNIT	DESCRIPTION
Cardboard: 37.35%	96.91	8.44	105.35	tons	Boxes
Paper: 33.07%	85.81	7.47	93.28	tons	Paper, newspaper, cereal boxes, junk mail
Scrap Metal: 1.59%	4.13	0.36	4.48	tons	Household scrap metal - Pots & pans
Large Plastic: 0.55%	1.43	0.12	1.55	tons	Toys and parts
Z-Bale Plastic: 2.30%	5.97	0.52	6.49	tons	Milk Jugs - Laundry Detergent
PET Plastic: 3.33%	8.64	0.75	9.39	tons	Variety of drink bottles
Tin: 1.39%	3.61	0.31	3.92	tons	bi-metal and tin cans
Chipped Glass: 14.67%	38.06	3.31	41.38	tons	Bottles and Jars
Aluminum: 1.64%	4.26	0.37	4.63	tons	aluminum cans
Linen 0.06%	0.16	0.01	0.17	tons	Reusable Textiles and shoes
Milk Cartons: 0.19%	0.49	0.04	0.54	tons	Beverage & soup cartons
Residual 3.86%	10.02	0.87	10.89		Non Recycable items
Total Tons: 100.00%	259.47	22.59	271.17	Tons	Net total recycling for the month

TYPE	Single Family Weight (lbs)	Multi-Family Weight (lbs)	NET Calcs.	
Units:	11568	4256	15824	Units collected per week
Wgt/home:	44.86	10.61	27.74	lbs Average pounds per unit collected per month

Average % of serviced accounts (SF)	85%	Average % of participation (SF)	96.43%
<i>This month's homes that did not participate in weekly recycling collection were</i>		<i>309 residents</i>	
Total inquiries for this month were:	14	Business volume of recycling (in lbs)	4,125

PARK WEIGHTS	Name	lbs per month
	Harvest Park	0 lbs
	Wakefield Park	0 lbs
	Goodrich Park	0 lbs

Summary of report: This month illustrates resident's recycling efforts for both SF and MF Dwellings and businesses. The above percentage break-out of recycling material was based on a single load of material from the City of Maplewood. The single load of material has consistent ratios which are comparable to the weeks' worth of material previously processed.

Great job on your recycling efforts.  
Sincerely,

*Angela Vaidich*

City Liaison, Commodity Sales & Reports  
Tennis Sanitation  
PO Box 62  
720 4<sup>th</sup> St. St. Paul Park, MN 55071





# APPENDIX E - MONTHLY SINGLE FAMILY REPORT DATA

## Maplewood 2021 December

MON RTLT 1	Week 1	Week 2	Week 3	Week 4	Week 5
Ther. In-aid 1	4.0 0	4.25	4.5	4.75	5.0
Ther. In-aid 7	0.0 0	0.00	0.00	0.00	0.00
TOTL 1 Totals	4.0 0	4.25	4.5	4.75	5.0
# of Flights	900	900	900	900	900
Cost av. In	3.3	3.25	3.25	3.25	3.25
% of Participation	75%	75%	75%	75%	75%
Avge. per Flight	12.0	13.0	13.5	14.0	15.0

MONDAY	Week 1	Week 2	Week 3	Week 4	Week 5
TOTL 1 Totals	15.45	15.90	15.84	15.64	0.0 0
# of Flights	2923	2923	2913	2923	2923
Cost av. In	5.29	4.75	48.4	48.0	0
% of Participation	0.7%	0.7%	0.7%	0.7%	0.0%
Avge. per Flight	15.47	15.60	15.93	15.18	0.0 0

Harvest Park

Walden Park

Goodrich park

THURSDAY, MON, TUESDAY, WEDNESDAY, FRIDAY, SATURDAY, SUNDAY	Week 1	Week 2	Week 3	Week 4	Week 5
Maplewood Totals	300	300	300	300	300
Goodrich Ridge 0000	0	300	210	210	300
Goodrich Ridge 0000	0	0	210	210	300
Goodrich Ridge 0000	0	0	210	210	300

THURSDAY, MON, TUESDAY, WEDNESDAY, FRIDAY, SATURDAY, SUNDAY	Week 1	Week 2	Week 3	Week 4	Week 5
Total Call-back of (In)	100	1 000	1000	1000	1 000
Total 1 Invoiced (In)	0	0	0	0	0



## APPENDIX F – Educational Tags

JANUARY 2021			
ADDRESS	ROUTE DAY	REASON	DATE
	Friday	Frozen	1/1/2021
	Monday	Styrofoam	1/4/2021
	Wednesday	Trash	1/6/2021
	Wednesday	3 Garbage Bags	1/6/2021
	Thursday	Styrofoam	1/7/2021
	Monday	6 Carts Trash/Clothing	1/11/2021
	Monday	1700 Microwave	1/11/2021
	Wednesday	Styrofoam	1/13/2021
	Wednesday	Florescent Lights	1/13/2021
	Wednesday	Tagged For Space	1/13/2021
	Wednesday	Tagged Bigger Cart	1/13/2021
	Thursday	Blocked Furniture & Trash	1/14/2021
	Friday	Styrofoam	1/15/2021
	Friday	Trash	1/15/2021
	Monday	Trash	1/18/2021
	Monday	Trash/Clothing Etc	1/18/2021
	Monday	Styrofoam	1/18/2021
	Tuesday	Tagged Space Carts	1/19/2021
	Tuesday	Styrofoam	1/19/2021
	Tuesday	Wood/Stryo	1/19/2021
	Wednesday	N/O	1/20/2021
	Wednesday	Styrofoam	1/20/2021
	Wednesday	Door Broken	1/20/2021
	Wednesday	Foam Pad	1/20/2021
	Thursday	Box Styrofoam	1/21/2021
	Friday	Trash	1/22/2021
	Monday	Trash	1/25/2021
	Monday	Recycle Frozen	1/25/2021
	Monday	Styrofoam	1/25/2021
	Monday	Wood	1/25/2021
	Monday	Mirror	1/25/2021
	Monday	At Garage	1/25/2021
	Tuesday	Box Styrofoam	1/26/2021
	Wednesday	Trash	1/27/2021
	Thursday	TV Box Styrofoam	1/28/2021
	Thursday	Tagged Space Carts	1/28/2021
<b>FEBRUARY 2021</b>			
ADDRESS	ROUTE DAY	REASON	DATE
	Monday	Styrofoam	2/1/2021
	Monday	At Garage	2/1/2021
	Monday	Styrofoam	2/1/2021
	Tuesday	Styrofoam	2/2/2021

Wednesday	Light Bulbs	2/3/2021
Wednesday	Food In Bags	2/3/2021
Wednesday	Wood & Drywall	2/3/2021
Thursday	Left Boxes Trash	2/4/2021
Thursday	Styrofoam	2/4/2021
Thursday	Styrofoam	2/4/2021
265	Wood	2/4/2021
Friday	Couldn't Get Pup Monday	2/5/2021
Friday	Trash	2/5/2021
Monday	Styrofoam	2/8/2021
Monday	Rug	2/8/2021
Monday	At Garage	2/8/2021
Tuesday	1 Trash	2/9/2021
Tuesday	Box Styrofoam	2/9/2021
Wednesday	Styrofoam	2/10/2021
Thursday	Tied Shut	2/11/2021
Thursday	Styrofoam	2/11/2021
Thursday	Set Next To Mailbox Multilple Bags	2/11/2021
Friday	Trash & Food	2/12/2021
Friday	Styrofoam	2/12/2021
Friday	Trash	2/12/2021
Monday	Styrofoam	2/15/2021
Monday	trash/Blankets pillows	2/15/2021
Monday	Vases & Black Bags	2/15/2021
Tuesday	Styrofoam	2/16/2021
Tuesday	Box Styrofoam	2/16/2021
Wednesday	Stryo & Wood	2/17/2021
Wednesday	Wood Cabinet	2/17/2021
Wednesday	Carts By Garage 2 Carts	2/17/2021
Thursday	To Close To Mailbox Tagged	2/18/2021
Friday	Box Styrofoam	2/19/2021
Friday	Stryo	2/19/2021
Friday	Box Trash	2/19/2021
Friday	Box Styrofoam	2/19/2021
Friday	Styrofoam	2/19/2021
Friday	Couch In Way	2/19/2021
Friday	Trash	2/19/2021
Monday	Styrofoam	2/22/2021
Monday	Styrofoam	2/22/2021
Monday	Box Styrofoam	2/22/2021
Tuesday	Box Styrofoam	2/23/2021
Tuesday	Box Styrofoam	2/23/2021
Tuesday	Box Styrofoam	2/23/2021
Tuesday	Tagged Recycle On Ground	2/23/2021
Tuesday	Styrofoam	2/23/2021
Wednesday	Styrofoam	2/24/2021

	Wednesday	Styrofoam	2/24/2021
	Thursday	Food & Trash	2/25/2021
	Thursday	Styrofoam	2/25/2021
	Thursday	Styrofoam	2/25/2021
	Thursday	Tagged Next To Mailbox	2/25/2021
	Friday	3 Carts Frozen In Ice	2/26/2021
	Friday	Carts In Garage Door Open	2/26/2021
MARCH	2021		
ADDRESS	ROUTE DAY	REASON	DATE
	Monday	Trash	3/1/2021
	Monday	Styrofoam	3/1/2021
	Monday	Trash	3/1/2021
	Monday	Wood/Styrofoam	3/1/2021
	Monday	Boxes Styrofoam	3/1/2021
	Monday	By Garage 8:46am	3/1/2021
	Monday	Styrofoam	3/1/2021
	Monday	Styrofoam	3/1/2021
	Tuesday	1 Cart Styrofoam	3/2/2021
	Tuesday	Styrofoam	3/2/2021
	Wednesday	Styrofoam	3/3/2021
	Wednesday	Treadmill With Wood Base	3/3/2021
	Wednesday	1 Cart At Garage Not Walk up	3/3/2021
	Wednesday	Tagged No Space X Times	3/3/2021
	Thursday	Trash	3/4/2021
	Friday	3 Trash	3/5/2021
	Monday	Cars Blocking Carts	3/8/2021
	Tuesday	N/O 6:05 Am	3/9/2021
	Tuesday	Trash In Cart	3/9/2021
	Wednesday	3 Carts Trash/Food	3/10/2021
	Wednesday	Boxes Styrofoam	3/10/2021
	Wednesday	At Garage Left	3/10/2021
	Thursday	Cart N/O	3/11/2021
	Thursday	Yard Waste	3/11/2021
	Monday	5 Trash/Food	3/15/2021
	Monday	Trash	3/15/2021
	Monday	Styrofoam	3/15/2021
	Monday	Tagged For Space	3/15/2021
	Tuesday	Not Ou 6:00	3/16/2021
	Wednesday	Food/Trash	3/17/2021
	Wednesday	By Garage	3/17/2021
	Wednesday	Styrofoam	3/17/2021
	Thursday	Yard Waste	3/18/2021
	Thursday	Styrofoam	3/18/2021

	Thursday	Leaves	3/18/2021	
	Thursday	Drywall	3/18/2021	
	Friday	Styrofoam	3/19/2021	
	Friday	Styrofoam	3/19/2021	
	Friday	Trash	3/19/2021	
	Monday	Styrofoam	3/22/2021	
	Monday	Food/Trash	3/22/2021	
	Tuesday	Styrofoam	3/23/2021	
	Tuesday	N/O 6:05AM	3/23/2021	
	Tuesday	1 Cart Trash	3/23/2021	
	Wednesday	Trash & Food	3/24/2021	
	Wednesday	Wood Post	3/24/2021	
	Thursday	Trash/Styrofoam	3/25/2021	
	Thursday	Yard Waste	3/25/2021	
	Friday	Trash	3/26/2021	
	Friday	Trash	3/26/2021	
	Friday	Styrofoam	3/26/2021	
	Monday	Styrofoam	3/29/2021	
	Monday	Trash	3/29/2021	
	Monday	Wood Shelf	3/29/2021	
	Monday	Cart In Ditch	3/29/2021	
	Monday	Styrofoam, Wood Trash	3/29/2021	
	Tuesday	Wood	3/30/2021	
	Tuesday	Cart Knocked Over In Ditch	3/30/2021	
	Wednesday	Trash	3/31/2021	
APRIL	2021			
ADDRESS	ROUTE	DAY	REASON	DATE
	Thursday		Yard Waste	4/1/2021
	Thursday		Tras/Food	4/1/2021
	Thursday		Wood/Yard Waste	4/1/2021
	Friday		Styrofoam	4/2/2021
	Friday		Food	4/2/2021
	Friday		Garbage Bags of Recycle	4/2/2021
	Friday		Trash	4/2/2021
	Monday		N/O 6:45	4/5/2021
	Monday		Wood	4/5/2021
	Tuesday		Trash On Ground 9:15am	4/6/2021
	Tuesday		N/O At 6:00am	4/6/2021
	Wednesday		Styrofoam	4/7/2021
	Wednesday		Trash & Food	4/7/2021
	Wednesday		Compost	4/7/2021
	Wednesday		Plants,Wood Styro	4/7/2021
	Wednesday		Drywall	4/7/2021
	Thursday		Trash	4/8/2021
	Thursday		Light Bulbs Tagged	4/8/2021
	Thursday		Styrofoam	4/8/2021

Friday	Styrofoam	4/9/2021
Friday	Styrofoam	4/9/2021
Friday	Styrofoam	4/9/2021
Friday	Trash	4/9/2021
Friday	Trash	4/9/2021
Friday	Styrofoam	4/9/2021
Friday	Cart Spacing Tagged	4/9/2021
Friday	Styrofoam	4/9/2021
Friday	Styrofoam	4/9/2021
Monday	Bike Tires	4/12/2021
Monday	Carpet	4/12/2021
Monday	2 Carts Trash	4/12/2021
Tuesday	N/O At 6:00am	4/13/2021
Tuesday	1 Cart Trash	4/13/2021
Thursday	2 Boxes Styrofoam	4/15/2021
Thursday	Trash On Ground	4/15/2021
Friday	Trash	4/16/2021
Friday	Luggage,Trash & Misc	4/16/2021
Friday	Left Black Garbage Bags	4/16/2021
Friday	Tagged	4/16/2021
Friday	Styrofoam	4/16/2021
Friday	Compost	4/16/2021
Monday	Above Ground Pool	4/19/2021
Monday	Styrofoam	4/19/2021
Monday	Styrofoam	4/19/2021
Tuesday	Tagged Space	4/20/2021
Tuesday	1 Cart Trash	4/20/2021
Tuesday	Styrofoam	4/20/2021
Tuesday	Not Out 6AM	4/20/2021
Wednesday	Food & Trash	4/21/2021
Wednesday	Light Fixtures	4/21/2021
Wednesday	1/2 Way Up Yard	4/21/2021
Wednesday	Yard Waste	4/21/2021
Wednesday	Damaged Vehicle Bumper Not Us	4/21/2021
Wednesday	N/O	4/21/2021
Wednesday	Styrofoam	4/21/2021
Thursday	Wood	4/22/2021
Thursday	Styrofoam	4/22/2021
Friday	Drywall	4/23/2021
Friday	Trash	4/23/2021
Friday	Wood	4/23/2021
Monday	Leaves	4/26/2021
Monday	At Garage 8:21AM	4/26/2021
Monday	3 Carts Trash	4/26/2021
Monday	Food,Trash & Styrofoam	4/26/2021
Monday	Vinyl & Wood Blinds	4/26/2021
Monday	Styrofoam	4/26/2021

	Tuesday	Not Out 6AM	4/27/2021
	Tuesday	1 Cart Trash	4/27/2021
	Wednesday	1 Cart Styrofoam	4/28/2021
	Wednesday	Food & Trash	4/28/2021
	Wednesday	Styrofoam	4/28/2021
	Wednesday	Trash	4/28/2021
	Wednesday	Wood	4/28/2021
	Thursday	Yard Waste	4/29/2021
	Thursday	Wood Trim	4/29/2021
	Thursday	Carpet	4/29/2021
	Thursday	Styrofoam	4/29/2021
	Thursday	Cart Tied Shut	4/29/2021
	Friday	Trash	4/30/2021
	Friday	Wood	4/30/2021
MAY	2021		
ADDRESS	ROUTE DAY	REASON	DATE
	Monday	Wood	5/3/2021
	Monday	Bath Tub	5/3/2021
	Monday	Trash	5/3/2021
	Monday	8:33AM At Garage	5/3/2021
	Monday	6 Trash	5/3/2021
	Monday	Dirt,Yard Waste & Trash	5/3/2021
	Monday	Tagged Space	5/3/2021
	Tuesday	Styrofoam	5/4/2021
	Tuesday	N/O 6:00AM	5/4/2021
	Wednesday	Food/Trash	5/5/2021
	Wednesday	Styrofoam	5/5/2021
	Wednesday	1 Trash	5/5/2021
	Thursday	1 Trash	5/6/2021
	Thursday	Tagged Space	5/6/2021
	Thursday	Carpet	5/6/2021
	Friday	Trash	5/7/2021
	Monday	Trash	5/10/2021
	Monday	Trash	5/10/2021
	Monday	Trash	5/10/2021
	Tuesday	Rugs	5/11/2021
	Tuesday	N/O 6:00AM	5/11/2021
	Tuesday	1 Cart Trash	5/11/2021
	Wednesday	Trash & Food	5/12/2021
	Wednesday	Boxes With Trim	5/12/2021
	Wednesday	Flo Bulbs Tagged	5/12/2021
	Thursday	Cart Knocked Over	5/13/2021
	Thursday	Plastic Bags With Trash	5/13/2021
	Thursday	Microwave	5/13/2021
	Friday	Bags Foam Padding	5/14/2021
	Friday	Yard Waste	5/14/2021
	Friday	Trash	5/14/2021
	Monday	Mirror	5/17/2021

	Monday	Styrofoam	5/17/2021
	Monday	Trash	5/17/2021
	Tuesday	Styrofoam	5/18/2021
	Tuesday	Trash	5/18/2021
	Wednesday	Trash	5/19/2021
	Thursday	Trash	5/20/2021
	Thursday	Wood Panel	5/20/2021
	Friday	Styrofoam	5/21/2021
	Friday	Trash	5/21/2021
	Friday	Trash	5/21/2021
	Friday	Styrofoam	5/21/2021
	Monday	Trash	5/24/2021
	Monday	Trash	5/24/2021
	Monday	At Garage 814am	5/24/2021
	Monday	Trash & Food	5/24/2021
	Monday	Trash	5/24/2021
	Monday	Sent Pic To Angela	5/24/2021
	Tuesday	6:00am Not Out	5/25/2021
	Tuesday	1 Trash	5/25/2021
	Tuesday	Trash	5/25/2021
	Wednesday	1 Cart Wood	5/26/2021
	Wednesday	Trash	5/26/2021
	Wednesday	Trash	5/26/2021
	Wednesday	Wood Styrofoam Box	5/26/2021
	Thursday	Metal Bin With Trash	5/27/2021
	Thursday	Yard Waste	5/27/2021
	Thursday	Trash	5/27/2021
	Friday	Left Lawn Mower Oil	5/28/2021
	Friday	Styrofoam	5/28/2021
	Friday	Trash	5/28/2021
	Monday	Trash	5/31/2021
	Monday	Glass Table Deer Stand Brake Down	5/31/2021
	Monday	At Garage 8:28AM	5/31/2021
	Monday	Trash	5/31/2021
	Monday	Sticks	5/31/2021

JUNE 2021

ADDRESS	ROUTE DAY	REASON	DATE
	Tuesday	Styrofoam	6/1/2021
	Tuesday	Cart Spaced	6/1/2021
	Tuesday	Styrofoam	6/1/2021
	Tuesday	Trash	6/1/2021
	Wednesday	Styrofoam	6/2/2021
	Wednesday	Trash	6/2/2021
	Thursday	Left Open Linen Bags	6/3/2021
	Thursday	Trash	6/3/2021
	Thursday	Styrofoam	6/3/2021
	Friday	Trash	6/4/2021
	Monday	4 Trash	6/7/2021

	Monday	Cars Blocking	6/7/2021
	Monday	Trash	6/7/2021
	Tuesday	Trash	6/8/2021
	Wednesday	Left Plant	6/9/2021
	Wednesday	Styrofoam	6/9/2021
	Friday	Wooden Charger	6/11/2021
	Friday	Tyard Waste	6/11/2021
	Friday	Wood Pallet	6/11/2021
	Friday	Wood	6/11/2021
	Friday	Left 6 Trash Bags Recycle	6/11/2021
	Friday	Trash	6/11/2021
	Monday	Paint	6/14/2021
	Monday	Carpet	6/14/2021
	Monday	Styrofoam	6/14/2021
	Wednesday	Styrofoam	6/16/2021
	Thursday	Trash	6/17/2021
	Thursday	Trash & Carpet	6/17/2021
	Friday	Styrofoam	6/18/2021
	Friday	Trash	6/18/2021
	Friday	Styrofoam	6/18/2021
	Friday	Styrofoam	6/18/2021
	Friday	Styrofoam	6/18/2021
	Friday	Hard Wood Flooring	6/18/2021
	Friday	Styrofoam	6/18/2021
	Monday	Trash	6/21/2021
	Tuesday	N/O 6AM	6/22/2021
	Tuesday	Tagged Vehicles Blocked Cart	6/22/2021
	Tuesday	Box Styrofoam	6/22/2021
	Wednesday	Trash	6/23/2021
	Wednesday	Sketchy Homeless Guy	6/23/2021
	Wednesday	Trash	6/23/2021
	Thursday	Wood	6/24/2021
	Thursday	Trash & Food	6/24/2021
	Friday	Brush	6/25/2021
	Friday	Styrofoam	6/25/2021
	Monday	Styrofoam	6/28/2021
	Monday	Trash/Leaves	6/28/2021
	Monday	Cans Knocked Down	6/28/2021
	Wednesday	Boxes Styrofoam	6/30/2021
JULY	2021		
ADDRESS	ROUTE DAY	REASON	DATE
	Thursday	Food 2 Carts	7/1/2021
	Thursday	Yard Waste	7/1/2021
	Friday	Trash	7/2/2021
	Monday	Insulation	7/5/2021
	Monday	Fireworks	7/5/2021
	Monday	11 Carts Trash	7/5/2021



	Monday	Left Plastic Bags	7/5/2021
	Monday	1 Cart Flor Bulbs	7/5/2021
	Tuesday	Styrofoam	7/6/2021
	Tuesday	Styrofoam	7/6/2021
	Wednesday	Tagged For Space	7/7/2021
	Wednesday	Styrofoam	7/7/2021
	Thursday	Yard Waste	7/8/2021
	Thursday	Styrofoam	7/8/2021
	Friday	Yard Waste	7/9/2021
	Monday	TV	7/12/2021
	Monday	Styrofoam	7/12/2021
	Monday	Styrofoam	7/12/2021
	Monday	Flor Bulbs	7/12/2021
	Tuesday	Flor Bulbs	7/13/2021
	Tuesday	Trash	7/13/2021
	Wednesday	Trash	7/14/2021
	Wednesday	Trash	7/14/2021
	Wednesday	Trash Bags	7/14/2021
	Thursday	Tagged For Space	7/15/2021
	Friday	Brush	7/16/2021
	Friday	Leaves	7/16/2021
	Monday	Carpet	7/19/2021
	Monday	Flor Bulbs	7/19/2021
	Monday	Wood Chair	7/19/2021
	Tuesday	Not Reachable With Arm	7/20/2021
	Tuesday	Food & Trash	7/20/2021
	Wednesday	Carpet	7/21/2021
	Wednesday	Styrofoam	7/21/2021
	Wednesday	Space Tagged	7/21/2021
	Thursday	Carts Missing	7/22/2021
	Thursday	Tagged Trash	7/22/2021
	Friday	Trash	7/23/2021
	Friday	Food	7/30/2021
	Friday	Trash	7/30/2021
	Friday	Placement	7/30/2021
	Friday	Cat Litter	7/30/2021
	Friday	Wood	7/30/2021

AUGUST	2021		
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ADDRESS	ROUTE	DAY	REASON	DATE
		Monday	Trash & TV's	8/2/2021
		Monday	Light Bulbs	8/2/2021
		Monday	1 Cart	8/2/2021
		Monday	Flo Bulbs/ styrofoam	8/2/2021
		Monday	Styrofoam & Wood	8/2/2021
		Monday	Flo Bulbs	8/2/2021
		Tuesday	Wood Trim	8/3/2021
		Tuesday	Food & Trash	8/3/2021
		Wednesday	Yard Waste	8/4/2021

Wednesday	Trash All Over Ground	8/4/2021
Thursday	Bee Hive Under Lid	8/5/2021
Friday	Trash	8/6/2021
Friday	Left Plastic Bags	8/6/2021
Friday	Trash	8/6/2021
Monday	Styrofoam	8/9/2021
Monday	Trash	8/9/2021
Monday	Compost & Trash	8/9/2021
Monday	Trash	8/9/2021
Tuesday	Trash	8/10/2021
Tuesday	Foam Padding & Wood Trim	8/10/2021
Wednesday	No Pup's Black Topped	8/11/2021
Thursday	Trash	8/12/2021
Thursday	Tagged Placement	8/12/2021
Thursday	Bee Hive Under Lid	8/12/2021
Friday	Plastic Bubble Wrap	8/13/2021
Friday	Trash	8/13/2021
Friday	Trash	8/13/2021
Friday	Styrofoam	8/13/2021
Monday	Trash	8/16/2021
Monday	Styrofoam	8/16/2021
Monday	Bulbs & Styrofoam	8/16/2021
Monday	Close To Mailbox	8/16/2021
Monday	Trash cart Infront Tagged	8/16/2021
Tuesday	Trash	8/17/2021
Thursday	Trash	8/19/2021
Thursday	Trash	8/19/2021
Thursday	Yard Waste	8/19/2021
Thursday	Active Wasp Hives	8/19/2021
Friday	No Linen Bags Out	8/20/2021
Friday	Trash	8/20/2021
Monday	Pulled 2 Bags Trash Out	8/23/2021
Monday	Bulbs & Styrofoam	8/23/2021
Tuesday	Tagged Multiple Cart Space	8/24/2021
Wednesday	Styrofoam	8/25/2021
Wednesday	Against Truck Tagged Mult Times	8/25/2021
Thursday	Trash	8/26/2021
Thursday	Tagged Placement	8/26/2021
Thursday	Wasp Hives	8/26/2021
Thursday	Tagged Placement	8/26/2021
Friday	Pillows	8/27/2021
Friday	Styrofoam	8/27/2021
Friday	Trash	8/27/2021
Monday	Trash	8/30/2021
Monday	Styrofoam	8/30/2021
Monday	Styrofoam	8/30/2021

	Monday	Flo Bulbs	8/30/2021
	Monday	Compost	8/30/2021
	Monday	Compost	8/30/2021
	Tuesday	Tagged Space	8/31/2021
SEPTEMBER	2021		
ADDRESS	ROUTE DAY	REASON	DATE
	Wednesday	Styrofoam	9/1/2021
	Wednesday	Key Fab Wouldn't Work	9/1/2021
	Wednesday	Trash Only	9/1/2021
	Wednesday	Carts In Garage	9/1/2021
	Wednesday	Trash Only	9/1/2021
	Wednesday	Wood & Plants	9/1/2021
	Wednesday	Trash	9/1/2021
	Thursday	All Trash	9/2/2021
	Thursday	Styrofoam	9/2/2021
	Thursday	Bee Hives	9/2/2021
	Thursday	Wood Sticks & Carpet	9/2/2021
	Friday	Styrofoam	9/3/2021
	Monday	Styrofoam	9/7/2021
	Monday	Left Pile Not Sure	9/7/2021
	Monday	Styrofoam	9/7/2021
	Monday	Styrofoam	9/7/2021
	Monday	Trash	9/7/2021
	Monday	Trash	9/7/2021
	Monday	Mostly Branches	9/7/2021
	Monday	Tagged To Close To Truck	9/7/2021
	Monday	Touching Mailbox Tagged	9/7/2021
	Tuesday	2 Trash	9/8/2021
	Wednesday	Brush	9/9/2021
	Thursday	Carpet & Stuffed Animals	9/10/2021
	Thursday	Trash	9/10/2021
	Friday	Fish Tank	9/11/2021
	Friday	That Was Trash Driver	9/11/2021
	Friday	Left Box Foam	9/11/2021
	Friday	Had To Leave 2 Black top	9/11/2021
	Monday	Electronics	9/13/2021
	Monday	Styrofoam	9/13/2021
	Monday	Trash	9/13/2021
	Monday	Car Blocking Lot	9/13/2021
	Tuesday	Trash Mixed	9/14/2021
	Tuesday	Left Site Tarring	9/14/2021
	Wednesday	Left 2 Bins Trash	9/15/2021
	Wednesday	Construction Couldn't Get	9/15/2021
	Thursday	Bee Hives	9/16/2021
	Friday	Branches	9/17/2021

	Friday	1 Cart Tied Shut	9/17/2021
	Monday	Light Bulbs	9/20/2021
	Monday	Styrofoam	9/20/2021
	Monday	Wood	9/20/2021
	Tuesday	Recycling On Ground	9/21/2021
	Tuesday	Styrofoam	9/21/2021
	Thursday	Trash	9/23/2021
	Thursday	Bee Hives	9/23/2021
	Friday	Food & Trash	9/24/2021
	Friday	Styrofoam	9/24/2021
	Friday	Foam	9/24/2021
	Friday	Grass	9/24/2021
	Friday	Yard waste	9/24/2021
	Friday	Trash	9/24/2021
	Monday	Bike Tires	9/27/2021
	Monday	Trash	9/27/2021
	Monday	Styrofoam	9/27/2021
	Monday	Styrofoam	9/27/2021
	Monday	1 Cart Wood	9/27/2021
	Thursday	All Foam	9/30/2021

OCTOBER	2021		
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ADDRESS	ROUTE DAY	REASON	DATE
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	Friday	Carpet & Pad	10/1/2021
	Monday	Styrofoam	10/4/2021
	Monday	Trash & Electronics	10/4/2021
	Monday	Styrofoam	10/4/2021
	Monday	Trash	10/4/2021
	Monday	Tire	10/4/2021
	Wednesday	Only 1 Cart Out	10/6/2021
	Wednesday	Only 1 Cart Out	10/6/2021
	Wednesday	Trash Every Where	10/6/2021
	Thursday	Tagged For Space	10/7/2021
	Thursday	Bee Hives	10/7/2021
	Friday	Leaves	10/8/2021
	Friday	Trash	10/8/2021
	Friday	Styrofoam	10/8/2021
	Friday	Styrofoam	10/8/2021
	Friday	Wood & Sawdust	10/8/2021
	Friday	Trash	10/8/2021
	Monday	Styrofoam	10/11/2021
	Monday	1 Bag Trash	10/11/2021
	Monday	Styrofoam	10/11/2021
	Friday	Trash In Recy Cart	10/15/2021
	Monday	Yard Waste	10/18/2021
	Monday	Styrofoam	10/18/2021
	Monday	Styrofoam	10/18/2021
	Monday	Yard Waste	10/18/2021
	Tuesday	Gas In Mower	10/19/2021
	Tuesday	Flo Bulbs	10/19/2021

	Wednesday	Equipment Blocking Carts	10/20/2021
	Wednesday	1 Cart Trash	10/20/2021
	Wednesday	Engine Oil In Cart	10/20/2021
	Thursday	By Garage	10/21/2021
	Friday	Light Bulbs	10/22/2021
	Friday	Light Bulbs	10/22/2021
	Friday	Trash Tagged	10/22/2021
	Friday	Styrofoam	10/22/2021
	Friday	Yard Waste	10/22/2021
	Friday	Trash	10/22/2021
	819 Dorlan	Window,Glass & Wood	10/25/2021
	Monday	Toilet	10/25/2021
	Monday	Huge Mess Mixed	10/25/2021
	Monday	Leaves	10/25/2021
	Monday	Yard Waste	10/25/2021
	Tuesday	Throw Recy On Ground	10/26/2021
	Tuesday	Nitti Picked Up Recy Not Trash	10/26/2021
	Tuesday	Trash	10/26/2021
	Wednesday	Blocking Roofers	10/27/2021
	Thursday	Yard Waste	10/28/2021
	Friday	Trash	10/29/2021
	Friday	Trash & Food	10/29/2021
	Friday	Yard Waste	10/29/2021
	Friday	Tagged Blocked Carts	10/29/2021
NOVEMBER	2021		
ADDRESS	ROUTE DAY	REASON	DATE
	Monday	Styrofoam	11/1/2021
	Monday	5 Carts Trash	11/1/2021
	Monday	Microwave	11/1/2021
	Thursday	Tagged Blocked Cart	11/4/2021
	Friday	Potted Plants	11/5/2021
	Friday	Styrofoam	11/5/2021
	Friday	Pumpkins	11/5/2021
	Friday	Trash	11/5/2021
	Monday	Styrofoam	11/8/2021
	Monday	Trash	11/8/2021
	Monday	N/O Mpwld Bins	11/8/2021
	Wednesday	Box Trash & Food	11/10/2021
	Thursday	1 Cart Trash	11/11/2021
	Thursday	Tagged Blocked Cart	11/11/2021
	Friday	All Empty	11/12/2021
	Friday	Yard Waste	11/12/2021
	Friday	Trash	11/12/2021
	Monday	Styrofoam	11/15/2021
	Monday	Styrofoam	11/15/2021
	Monday	at Garage 10:17	11/15/2021
	Monday	3 Carts Trash	11/15/2021

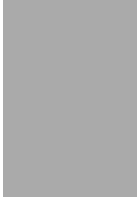
	Monday	Wood Panels	11/15/2021
	Tuesday	Trash/Box	11/16/2021
	Wednesday	Trash/Food	11/17/2021
	Thursday	Ytrash	11/18/2021
	Friday	Yard Waste	11/19/2021
	Friday	Trash	11/19/2021
	Monday	Styrofoam	11/22/2021
	Monday	Leaves	11/22/2021
	Monday	Yard Waste	11/22/2021
	Tuesday	Mower Gas In	11/23/2021
	Tuesday	Yard Waste	11/23/2021
	Wednesday	Styrofoam	11/24/2021
	Thursday	Trash	11/26/2021
	Monday	Styrofoam	11/29/2021
	Monday	Plants	11/29/2021
	Monday	Styrofoam	11/29/2021
	Monday	Wood Panels	11/29/2021
	Monday	Pillows	11/29/2021
	Monday	Styrofoam	11/29/2021
	Monday	Yard Waste	11/29/2021
	Tuesday	Food & Trash	11/30/2021

DECEMBER	2021		
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ADDRESS	ROUTE DAY	REASON	DATE
	Wednesday	Trash Left Oil On Roads	12/1/2021
	Wednesday	Yard Waste	12/1/2021
	Thursday	Blocked	12/2/2021
	Friday	Styrofoam	12/3/2021
	Friday	Recy In Trash Bags	12/3/2021
	Friday	Trash	12/3/2021
	Monday	Styrofoam	12/6/2021
	Monday	Trash	12/6/2021
	Monday	Cart Placement Clise To BB Hoop	12/6/2021
	Monday	Styrofoam	12/6/2021
	Monday	Wood	12/6/2021
	Wednesday	Styrofoam	12/8/2021
	Wednesday	Yard Waste	12/8/2021
	Wednesday	Carpet & Rugs	12/8/2021
	Thursday	At Garage	12/9/2021
	Friday	Styrofoam	12/10/2021
	Friday	Leaves	12/10/2021
	Monday	Styrofoam	12/13/2021
	Monday	Not Able Due To Snow	12/13/2021
	Monday	Bed Pads & Hoses	12/13/2021
	Monday	Left Oven & Microwave	12/13/2021
	Tuesday	Box & Bag Trash	12/14/2021
	Wednesday	Mailbox Knocked Down Not Marcus	12/15/2021
	Wednesday	Left Trash Bags Recycle	12/15/2021

	Friday	Trash	12/17/2021
	Friday	Wood	12/17/2021
	Friday	Recycle In Trash Bags	12/17/2021
	Friday	Trash	12/17/2021
	Monday	Styrofoam	12/20/2021
	Tuesday	2 Carts Trash	12/21/2021
	Wednesday	Carpet	12/22/2021
	Thursday	Cart Blocked	12/23/2021
	Thursday	Cart Next To Mailbox	12/23/2021
	Friday	Trash	12/24/2021
	Monday	Trash	12/27/2021
	Monday	Wood	12/27/2021
	Monday	Trash	12/27/2021
	Tuesday	Trash & Oil	12/28/2021
	Thursday	Trash	12/30/2021

## Appendix G – Complaints and Compliments

City of Maplewood Complaints/Compliments				2021
Date	Caller Name	Addresses	City	Notes
9/13/21	Al's wife		Maplewood	My recycle was only half emptied and I was able to stop him and he was so cheerful and nice about it. Did not complain to have to empty it again for me. Thank you for coming back for me.



## 2022 Recycling Collection Work Plan

Tennis Sanitation submits an annual work plan outlining key priorities for residential recycling system improvements, including improvements outlined in the City's Ramsey County SCORE recycling work plan (attached as an addendum to the work plan). The work plan is incorporated into the recycling contract by reference once it is approved by the City Council.

1. **Yearly Reports:** Update yearly reports to include the following items:
  - a. Log of resident addresses that consistently do not set out recyclables.
  - b. Summary of how the nonparticipating household percentage is determined.
  - c. Number and size of curbside recycling carts in use.
  - d. Net quantities of recyclable materials marketed, by material type (in tons).
  - e. Gallons of fuel or mileage of vehicles traveled per route for the City's greenhouse gas assessment.
  - f. Relative change in type of materials found in the yearly composition study compared to the previous year's study.
  - g. Recycling weights from each City facility.
  - h. Summary of how the previous year's work plan items were addressed.
  
2. **Individual Summary Letter to Multi-Family Properties and City Facilities:** Update yearly summary letters to include the following:
  - a. Do not send individual summary letters for each City facility. Instead, add City facility recycling weights to the annual report.
  - b. Send a copy of all letters to the City in pdf format.
  - c. Add Ramsey County BizRecycling details.
  - d. Add information on the opportunity for multi-family properties to convert their recycling collection to the recycling dumpsters.
  - e. Add the City of Maplewood contact and website information.
  
3. **Nonparticipating Multi-Family Properties:** The most recent household audit reflects there are three multi-family properties that do not have recycling. Tennis Sanitation will work with the City and Ramsey County's BizRecycling program to ensure these properties offer recycling and have recycling resources available for their tenants.
  
4. **City Facilities:** Tennis Sanitation collects recycling at City facilities at no cost as part of the residential recycling contract. Tennis and the City will identify the number and size of existing recycling containers at City facilities. This list will be used to right-size the number and size of containers to ensure adequate collection of recycling at City facilities.



5. **Residuals:** Work with the City on an educational campaign to decrease residuals in the recycling stream including Styrofoam, foam, shoes, diapers, and general garbage.
6. **Recycling Cart Label Audit:** Conduct an audit of all recycling carts in use in Maplewood to ensure recycling labels are in good condition and have the correct information.
7. **No Cart or Personal Cart:** The 2021 cart audit discovered there are several households without a recycling cart or are using their own personal carts. Work with the City to ensure Tennis Sanitation carts are rolled out to all of these households.
8. **2022 SCORE Agreement Work Plan:** Assist the City in addressing items listed on the 2022 SCORE Agreement (attached as an addendum to the work plan).

# Maplewood 2022 Recycling Performance Work Plan

## Minimum Requirements

1. Complete all 2022 SCORE requirements, including reporting on time and submitting a mid-year status report.
2. Provide outreach to all residents about the municipality's recycling program and submit copies of materials to Ramsey County.
3. Use Ramsey County materials and information when and where appropriate to promote increased recycling, reuse and repair (e.g., Fix-it Clinics), medicine collection, household hazardous waste, organic waste and yard waste participation.
  - a. Send materials to Ramsey County for review prior to distribution.
  - b. Include county contact information on materials:
    - i. 24/7 Recycling & Disposal Hotline: 651-633-EASY (3279)
    - ii. RamseyRecycles.com
  - c. Provide links to the Ramsey County web pages on municipality website.
4. Use hauler data to identify those not recycling and target educational materials.
5. Ensure all multi-unit properties are meeting State law requirements to recycle and are receiving free Ramsey County resources.
6. Increase opportunities for recycling in public spaces.
  - a. All recycling bins must be paired with a trash bin and in good condition.
  - b. Labels must be readable.
  - c. Promote Ramsey County's event container lending program and green event planning tips.
7. Implement a "Green" purchasing procurement policy for city functions and facilities to use reusable, recyclable or compostable packaging.
8. Ensure the collection of textiles for recycling is available to residents through curbside collection and to multi-unit dwellings through special collection or drop-off.
9. Enforce recycling contracts, including the assessment of penalties for non-compliance.
  - a. Audit reporting by obtaining hauler weight tickets.
  - b. Have labels replaced if not readable.
10. Attend County Recycling Coordinator meetings and attend a yearly composition study.

## Additional Incentive Activities Approved:

1. Promote BizRecycling. Actively work with and promote BizRecycling to businesses and institutions in collaboration with Ramsey/Washington Recycling & Energy for organics recycling and food waste reduction programs.
2. Promote Multi-unit Recycling Improvements. Actively work with and promote free resources and grants to multi-unit building in collaboration with Ramsey/Washington Recycling & Energy to improve and/or start recycling at multi-unit dwellings.

**ENVIRONMENTAL & NATURAL RESOURCES COMMISSION STAFF REPORT**

Meeting Date March 21, 2022

**REPORT TO:** Environmental and Natural Resources Commission  
**REPORT FROM:** Shann Finwall, AICP, Environmental Planner  
**PRESENTER:** Shann Finwall, AICP, Environmental Planner  
**AGENDA ITEM:** Republic Services Trash and Yard Waste Collection Annual Review  
1) 2021 Trash and Yard Waste Collection Year End Report  
2) 2022 Trash and Yard Waste Collection Work Plan

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**Action Requested:**  Motion  Discussion  Public Hearing  
**Form of Action:**  Resolution  Ordinance  Contract/Agreement  Proclamation

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**Policy Issue:**

The contract with Republic Services requires that the City hold an annual review of the residential trash and yard waste collection services and adopt an annual work plan.

**Recommended Action:**

Motion to approve the 2021 Trash and Yard Waste Collection Year-End Report and 2022 Trash and Yard Waste Collection Work Plan.

**Fiscal Impact:**

Is There a Fiscal Impact?  No  Yes, the true or estimated cost is \$.00  
Financing source(s):  Adopted Budget  Budget Modification  New Revenue Source  
 Use of Reserves  Other: N/A

**Strategic Plan Relevance:**

Community Inclusiveness  Financial & Asset Mgmt  Environmental Stewardship  
 Integrated Communication  Operational Effectiveness  Targeted Redevelopment

The City's residential trash and yard waste collection program creates operational effectiveness by protecting public health and safety and promoting city cleanliness and livability. It is also an important component of the City's environmental stewardship and green assets by using best management practices to reduce waste and protect air quality, water quality, and natural resources.

**Background:**

**2020-2025 Trash and Yard Waste Collection Contract**

The trash and yard waste collection contract with Republic Services began on January 1, 2020, and ends June 30, 2025.

**Trash and Yard Waste Collection Annual Review**

The contract requires that the City schedule an annual meeting with Republic Services to:

- Review contractor's annual report.
- Review contractor's performance based on feedback from residents to the City's Environmental and Natural Resources Commission, City Council, and City staff.
- Review contractor's recommendations for improvement in the City's trash and yard waste collection program, including enhanced public education and other opportunities as contained within the annual work plan for the upcoming year.
- Review City staff recommendations for contractor's service improvements.
- Discuss the Pay as You Throw (PAYT) pricing schedule, including a careful review of the actual number of trash carts by size from the previous Agreement year, trash cart switches by trash cart size, and agree upon the details of PAYT price increments for the next Agreement year. (Note: The City and the contractor meet annually in August to create a PAYT price schedule for approval by the City Council yearly.)
- Discuss other opportunities for improvement with the remaining years under the current Agreement.

**Trash and Yard Waste Collection Five-Year Implementation Plan**

The contract outlines details for the City and Republic Services to develop an overall implementation plan that identifies all tasks and assignments not yet specified in the Agreement. The implementation plan shall include all future major activities, including (but not limited to):

- Means to maintain adequate trash cart inventory records, including addressing the potential use of the RFID tag cart identification system.
- Possible organic waste collections.
- Details of the PAYT schedule for each future Agreement year.
- Improvements in routing.

**Trash and Yard Waste Collection Year-End Report**

The contract outlines requirements of the year-end reports as follows:

- Trash cart size / collection service level, including weekly and every other week (EOW).
- Total quantities of trash collected (in tons).
- Total quantities of yard waste collected (in tons).
- Total quantities of bulky items collected (in tons or item counts) separated into regular bulky item collection and Fall Clean-Up Campaign collection of bulky items.
- Revisions to any counts of eligible households served.
- Number of trash cart switches, repairs, replacements, and trash cart purchases needed.
- Service log of all resident addresses where education tags were left because of prohibited materials set out for trash collection or other forms of non-compliance.

- Log of all complaints, including the nature of the complaints, to include the following: names, addresses, and contact numbers of the complainants; the date and time received; the Contractor’s response; and the date and time of the response.
- National call center details including number of calls, speed to answer, call abandonment, average call handle time.
- Safety and accident reports.
- Residents with walk-up service.
- Total number of households served by:
  - single-family dwellings.
  - dwellings within homeowners’ associations (e.g., townhomes, manufactured homes, or other planned unit developments).
  - route by day.
- Customer service improvements based on the net promoter scores.
- Gallons of fuel or mileage of vehicles traveled for the City’s greenhouse gas assessment.

Trash and Yard Waste Yearly Work Plan

Republic Services submits an annual work plan proposal no later than November 1 for the upcoming calendar year to outline key priorities for system improvements. Items to be included in the annual work plan are any proposed amendments to the “five–year” implementation schedule as outlined above, customer service improvements based on the net promoter scores, household audits (as needed), discussions regarding the feasibility of on-call walk-up service, and proposed improvements to the Spring Clean Up and Fall Clean-Up Campaign.

Public education tools shall be itemized and approximate timelines described. Other service improvements may also be included in the annual work plan. The City shall review and approve the work plan during the Annual Performance Review outlined below. The annual work plan shall be incorporated by reference as an amendment to the contract.

**Republic Services Annual Review**

2021 Trash and Yard Waste Collection Year-End Report

The Trash and Yard Waste Year-End Report (Attachment 1) summarizes implementation strategies taken by Republic Services and the City in 2021 to improve service. These strategies included:

- Trash cart warranties.
- Yard waste collection outreach.
- Spring Clean Up
- Fall Clean Up Campaign
- City facilities trash and organic collection
- Billing
- Townhome and manufactured home opt in
- New promoter score and improvements

The report also summarizes the 2021 data of materials collected, household counts, cart sizes, etc. A comparison of a sampling of the data from 2020 to 2021 follows:

	<u>2020</u>	<u>2021</u>
• Trash collected	8,871.61 tons	8,972.03 tons
• Bulky items	1,891.00 tons	1,343.00 units (new measurement)
• Yard waste collected	648.30 tons	528.84 tons
• Single-family accounts	8,924 accounts	8,924 accounts
• Townhome/manufactured home accounts	209 accounts	99 accounts
• Permanent exemptions	162 exemptions	145 exemptions
• Walk-up service	66 walk ups	77 walk ups
• Yard waste accounts	1,333 accounts	1,386 accounts

**2022 Draft Trash and Yard Waste Collection Work Plan**

The 2021 Draft Trash and Yard Waste Collection Work Plan (Attachment 2) includes recommendations for improvements to the City’s trash and yard waste collection program including: 1) preparations for the County’s curbside organics collection program; 2) trash hauling audits for households, opt outs, opt ins, and walk ups; 3) townhome and manufactured home outreach; 4) improvements to yearly reports; 5) city facility trash and organic collection assessment; 6) billing changes; 7) net promoter score and customer service improvements.

**Attachments:**

1. 2021 Trash and Yard Waste Collection Year-End Report
2. 2022 Trash and Yard Waste Collection Work

## City of Maplewood and Republic Services

# 2021

## Trash and Yard Waste Collection Year End Report



Prepared by:  
Beverly Mathiasen  
Samahra Hallada



## City of Maplewood and Republic Services 2021 Trash and Yard Waste Collection Year End Report

Dear City of Maplewood,

We are excited to provide the City of Maplewood and Republic Services 2021 Trash and Yard Waste Collection Year End Report. In this report you will find material on Republic Services' commitment to sustainable and environmental solutions throughout 2021 and beyond, along with all the required and necessary reports for the City of Maplewood's trash and yard waste collection. The report includes the approved 2021 Work Plan Priorities and the progress made on each initiative. We look forward to building relationships with the community while living up to our brand promise to provide simple solutions, service reliability, and environmental responsibility in everything we do.

Thank you for your time and the opportunity to service the great residents of the City of Maplewood.

Warm wishes,  
Beverly Mathiasen  
Samahra Hallada

Inver Grove Heights, MN  
11380 Courthouse Blvd  
Inver Grove Heights, MN 55077





## Review of Republic Services 2021 Environmental Solutions and Sustainability Goals

### Environmental Solutions

As a leader in environmental services, Republic Services partners with customers to provide sustainable solutions across their operations. We are proud to make a positive impact on people and the planet.

With 75 renewable energy projects across the organization, we are actively investing in our communities. In Minnesota the Pine Bend Landfill in Inver Grove Heights is approved to build a new renewable natural gas (RNG) plant.

- The renewable gas to energy (RNG) plant will be the first of its kind in the state of Minnesota.
- Once operational, it will treat biogas collected from the landfill and send it into the Xcel Energy pipeline.
- Future plans include using the compressed natural gas to fuel a fleet of trucks at Pine Bend. The gas plant will capture the equivalent of more than \$2 million metric tons of CO<sub>2</sub> annually, which is the equivalent of taking about 435,000 passenger cars off the road

### 2030 Sustainability Goals

Republic Services published their 2030 sustainability goals and have committed to work together with our communities, our customers, and our team to meet these goals. With Safety always being our top priority and goal, we are excited to work with the Maplewood community on working towards a sustainable and environmentally conscious future.



To learn more about Republic Services' 2030 goals and how we are demonstrating Sustainability in Action, visit [RepublicServices.com/sustainability](https://RepublicServices.com/sustainability). The 2020 Sustainability Report is downloadable from the website.

## Committed to Serve

Republic Services is committed to partnering with small businesses that strengthen the community. Republic Services' local employees in the Twin Cities participated in a National Neighborhood Promise Event for the Rondo Neighborhood in St. Paul on June 18<sup>th</sup> and 19<sup>th</sup> of 2021. Together with Rebuilding Together Twin Cities we created a community garden at the Rondo Commemorative Plaza.



In May of 2021, Republic Services Twin Cities employees volunteered in the Minneapolis community to build a handicap ramp for a local Veteran. Republic Services is **committed to serve our communities** across the country, helping ensure the highest quality customer service & employee safety. We look forward to the 2022 opportunities to be involved in our Minnesota communities.



## Maplewood Community

Republic Services participated in the Maplewood Touch-a-Truck event in September 2021. Bev, Samahra, and our driver, Dave, spent the afternoon showcasing one of our new trash trucks to be used in Maplewood. Republic takes pride in the communities we serve.





## 2021 Year-End Trash Services Report

The 2021 Year-End Trash Services Report attached as an addendum to this report summarizes the service levels for the City of Maplewood residential trash and yard waste collection program including:

- |                                      |  |
|--------------------------------------|--|
| 1. Collection service levels.        | 12. Types of educational call/tag.   |
| 2. Account information.              | 13. Customer complaints/compliments  |
| 3. Trash carts in use.               | 14. Type of safety and accidents.  |
| 4. Trash cart inventory.             | 15. Approximate lifts per route per day.                                       |
| 5. Trash carts to be purchased.      | 16. Customer Service Improvement Based on Republic Services Net Promoter Score |
| 6. Trash cart parts to be purchased. | 17. Fall Clean-Up Campaign   |
| 7. Trash cart warranty issues.       | 18. Approximate lifts per route per day  |
| 8. Trash cart activity.              | 19. Gasoline Used Per Vehicle  |
| 9. Customer service phone calls.     |  |
| 10. Disposal information in tons.    |  |
| 11. Delinquent accounts.             |  |

## 2021 Year-End Trash Roll Up

Item	2019	2020	2021
Trash Collected (tons)	8,146.44	8,871.61	8,972.03
Bulky Items (tons)	1,069.00	1,891.00	1,343.00
Yard Waste Collected (tons)	785.27	648.30	528.84
Single-family Accounts	8,924	8,924	8,924
Townhome/Manufactured Home Accounts	144	209	99
Permanent Exemptions	264	162	145
Walk-up Service	59	66	77
Yard Waste Accounts	1,297	1,333	1,386

## Summary of 2021 Work Plan Priorities

### 1. Trash cart warranty report

Number of carts submitted for warranty and reviewed: 222 carts

Note: There was another warranty submitted on 1/4/22 for 159 carts.

Cart's Submitted:

Size	# Submitted for Warranty
30	34
60	103
90	85

Type of Damage Submitted:

Handle	4
Body	45
Cart Body Back	73
Lid	47
Axle	11
Wheel	17
Bottom	25

Credits received for each size cart:

RS Maplewood	Date Received	Carts Submitted				Carts Credited			
		30gal	60gal	90gal	Total Submitted	30gal	60gal	90gal	Total Credited
ET-0008- 2021	2/25/2021	10	20	20	50	0	0	0	0
WT-0111- 2021	10/28/2021	24	83	65	172	0	61	19	80
					222				80



## 2. Yard Waste Collection Subscription Outreach

In December of 2021, Republic Services worked with Environmental Planner, Shann Finwall, on a bill insert that included the PAYT (Pay as You Throw) pricing and the 2021-2022 Yard Waste pricing. This insert was included on February invoices of 2022 and was emailed to auto-pay residents.

**YARD WASTE:** Residents can subscribe to the City's yard waste collection. If you had a yard waste subscription in 2021, your February/March bill includes a charge for the 2022 yard waste season. Contact Republic Services at [651.455.8634](tel:651.455.8634) to schedule a new yard waste subscription.

**95-Gallon Yard Waste Cart and up to 5 Compostable Bags, Collected Weekly, April through November (no tax on yard waste)**

2021	2022
\$124.80	\$129.80

In addition to the bill insert, garbage and yard waste tags were customized for the City of Maplewood. The tags are utilized by drivers to provide education to residents should they have an unacceptable item in their cart or curbside, as well as information on Maplewood's subscription yard waste program.

Snapshot of the Maplewood Garbage and Yard Waste Tag:

**City of Maplewood**

**Trash Collection Information Tag for Maplewood Residents**

- Please place your trash items at the curb by 6 am.
- Please place your trash cart at least 5 feet away from all other objects: mailboxes, recycling carts, cars, etc.

- Your yard waste subscription allows you 5 extra bags outside of the container. Today you had: \_\_\_\_ extra bags outside the cart. Please see reverse side for pricing per bag.
- If you need to schedule a one-time yard waste pick up or you would like to learn more about weekly yard waste collection, please call our Customer Service Team.

### 3. Spring Clean-Up

Republic Services participated in the Maplewood Spring Clean Up on Saturday, April 17, 2021, from 8 am to 1 pm at Aldrich Arena (1850 White Bear Avenue). It was a very successful event that provided residents the opportunity to safely dispose of larger items they no longer had a use for. The following tons of trash and total number of bulk items were collected at this event:

MSW (trash) collected (in tons)	750.82
# Bulk items collected	122

In addition to the Spring Clean-Up, Republics Services participated in the:

### Fall Clean-Up Campaign

Republic Services assisted the city with its ninth annual Fall Clean-Up Campaign in October 2021. The Campaign offered reduced price curbside bulky item collection and an educational component focusing on reducing, reusing, and recycling. In 2021, 288 bulk items were collected during the Campaign. An additional 1,343 bulky items were picked up throughout 2021.



#### 4. City Facilities

As part of the trash and yard waste collection contract, Republic Services collects trash and organics at City facilities at no cost. Below are the locations of service, type of service, container size, and frequency of pick-up Republic provides to the City’s municipal buildings.

Location	Service (TR/Organics)/Cart or Container Size	Frequency
City Hall — 1830 County Road B East.	Trash: 1–6-yard container Organics-1-90-gal cart	Twice a week-Monday and Thursday Once a week-Friday
Public Works Building — 1902 County Road B East.	Trash: 1–6-yard container Organics-1-90-gal cart	Twice a week-Monday and Thursday Once a week-Friday
Fire Station Two — 1955 Clarence Street.	Trash: 3-90-gal carts	Once a week-Monday
Fire Station Three — 1530 County Road C.	Trash: 2-90-gal carts	Once a week-Wednesday
Fire Training Facility — 1881 Century Avenue North.	Trash: 1–90-gal cart	Once a week-Tuesday
Maplewood Community Center — 2100 White Bear Avenue.	Trash: 3-4-yard containers Organics: 1-4 -yard container	Twice a week-Monday and Thursday Once a week-Tuesday
Maplewood Nature Center — 2659 7th Street East.	Trash: 1-30-gal cart Organics:1–90-gal cart	Once a week-Tuesday Once a week-Friday

## 5. Billing:

Republic Services continues to review the logistics and costs associated with City's bi-monthly trash hauling billing to begin in January, rather than February of each new year. In the best interest of the residents and to avoid any further confusion, the Republic Services' Finance and IT teams are working together to create a thorough process and plan to implement this change in the summer of 2022.



The Maplewood Bill Insert that was enclosed on the February bill detailed the annual increase to decrease any confusion while Republic works with Maplewood on the large-scale billing update.

## MAPLEWOOD 2022 PRICE ADJUSTMENTS



## 6. Townhomes and manufactured home opt-in:

Townhomes and manufactured homes can opt-in to the trash and yard waste program with Republic Services. Republic continues to work with the City of Maplewood on outreach notifying the townhomes and manufactured homes of their eligibility to opt-in and the current pricing. Information on the program is on the City of Maplewood's website and included on the annual solid waste guide.

HOAs currently opted-in:

- Linwood Heights: 82 accounts
- Beaver Lake #3: 17 Accounts



## 7. Net promoter score report and improvements:

The Contractor manages customer service through a national call center for the City’s trash hauling system. To ensure the City’s residents receive accurate information and good customer service, the contract requires that the Contractor supply the City with details on the number of calls, speed to answer, call abandonment, average call handle time, and net promoter score. Net promoter scores are the percentage of customers rating their likelihood to recommend a company to a friend or colleague as 9 or 10 (promoters) minus the percentage rating that is at 6 or below (detractors) on a scale from 0 to 10. It is a management tool used as a measure of customer loyalty. The 2020 Year-End Report details a benchmark net promoter score for Republic Services’ customer service of 11.5, and the difference of 7.5. Contractor shall supply a report on customer service improvements proposed based on the score.

### About the score:

Our Annual Net Promoter Scores have significantly increased year over year since 2010.

Those scores include:

2019: 8

2020: 22 (1/1/2020 – 12/31/2020 data; 175% increase over 2019)

2021: 35 (59% increase to date over 2020)

Calls Offered	41,379
Average Speed to Answer	00:06:25*
Average Handle Time	00.04:49

Oct 21	Nov 21	Dec 21
:43	:23	:40

\*Note- Average Speed to Answer has significantly decreased in Q3 of 2021. Average is higher due to a few months of high hold times from labor shortages.

### Real examples of surveys responses from Maplewood residents:



#### Likelihood to Recommend Explanation Open-End

We are both handicapped and have a very long driveway. Your drivers come all the way up the drive and dump our trash and recycling. They do an excellent job. Kudos and many thanks to the drivers and your company for providing this service.

If you would like to share any additional feedback, please feel free to note it here:

We have been extremely satisfied with your services and would recommend them to friends and neighbors. Thanks again for great service.

### Improvements:

Based on the Survey feedback the customer service improvements Republic Services made year over year and will continue to implement include:

1. Knowledge Management Tool Updates
2. Auditing of Call Recordings
3. Monthly Meetings
4. Residential Education
5. Communication Mechanisms

At the end of 2021 and into 2022, our Customer Service Center restructured to better serve the residents. They focused on hiring in Minnesota to have agents that understand the unique intricacies of the State's trash and recycling laws. In addition to focusing hiring efforts, the Call Center created team structures to service specific areas. There are now 108 agents (remote US) that are on the Midwest Pod. The calls are first routed to the agents that receive additional training on municipalities and state laws and as a backup they will go into the pool of calls in Indianapolis. This will further decrease hold times, improve first call resolution, and overall, positively increase the customer experience.



Addendum to the 2021 Trash and Yard Waste Year End Report

**2021 Maplewood Year-End Trash Services Report - Submitted by Republic Services**

Collection Service Levels	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Year End
20 Gallon EOW	129	130	132	133	129	123	115	113	110	109	108	109	109
20 Gallon Weekly	300	300	300	300	300	300	300	300	300	300	300	300	300
32 Gallon Weekly	1071	1085	1085	1081	1076	1075	1072	1065	1061	1060	1065	1063	1063
65 Gallon Weekly	3422	3415	3415	3408	3412	3405	3399	3395	3395	3385	3390	3395	3395
95 Gallon Weekly	3860	3848	3858	3860	3850	3859	3877	3872	3891	3901	3908	3921	3921
2/32 Gallon Weekly	4	4	4	4	4	4	4	4	4	4	4	4	4
2/65 Gallon Weekly	18	18	18	18	18	18	18	18	18	18	18	18	18
2/95 Gallon Weekly	180	180	180	180	180	180	180	180	180	180	180	180	180
3/95 Gallon Weekly	48	48	48	48	48	48	48	48	48	48	48	48	48
4/95 Gallon Weekly	40	40	40	40	40	40	40	40	40	40	40	40	40
5/95 Gallon Weekly	55	55	55	55	55	55	55	55	55	55	55	55	55
<b>Account Information</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Year End</b>
Single family accounts	8,924	8,924	8,924	8,924	8,924	8,924	8,924	8,924	8,924	8,924	8,924	8,924	8,924
Townhome/manufactured home accounts	99	99	99	99	99	99	99	99	99	99	99	99	99
Permanent exemptions	145	145	145	145	145	145	145	145	145	145	145	145	145
Walk up services	76	77	77	77	77	77	77	77	77	77	77	77	77
Yard waste accounts	1328	1328	1329	1372	1395	1407	1397	1396	1392	1391	1389	1386	1,386
<b>Containers in use</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Year End</b>
20 Gallon EOW	129	130	132	133	129	123	115	113	110	109	108	109	109
20 Gallon Weekly	300	300	300	300	300	300	300	300	300	300	300	300	300
32 Gallon Weekly	1071	1085	1085	1081	1076	1075	1072	1065	1061	1060	1065	1063	1,063
65 Gallon Weekly	3422	3415	3415	3408	3412	3405	3399	3395	3395	3385	3390	3395	3,395
95 Gallon Weekly	3860	3848	3858	3860	3850	3859	3877	3872	3891	3901	3908	3921	3,921
2/32 Gallon Weekly	4	4	4	4	4	4	4	4	4	4	4	4	4
2/65 Gallon Weekly	18	18	18	18	18	18	18	18	18	18	18	18	18
2/95 Gallon Weekly	180	180	180	180	180	180	180	180	180	180	180	180	180
3/95 Gallon Weekly	48	48	48	48	48	48	48	48	48	48	48	48	48
4/95 Gallon Weekly	40	40	40	40	40	40	40	40	40	40	40	40	40
5/95 Gallon Weekly	55	55	55	55	55	55	55	55	55	55	55	55	55
Trash carts in use	9127	9123	9135	9127	9112	9107	9108	9090	9102	9100	9116	9133	9,133
<b>Trash Cart Inventory</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Year End</b>
20 Gallon	40	40	175	175	60	160	188	187	188	188	177	146	147
32 Gallon	252	174	275	275	140	55	247	223	242	218	238	215	224
65 Gallon	180	224	184	184	110	128	45	78	64	60	4	6	1
95 Gallon	104	94	616	616	475	465	487	459	360	340	318	292	296
<b>Trash Carts to be Purchased</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Year End</b>
30 gal	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	50
60 gal	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	353
90 gal	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	198
<b>Trash Cart Parts to be Purchased</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Year End</b>
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Trash Cart Warranty Issues</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Year End</b>
	0	50	0	0	0	0	0	0	0	172	0	0	222
<b>Trash Cart Activity</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Annual Total</b>
Volume switches	26	28	55	40	35	36	17	35	23	27	24	18	364
Replacement /Repair	43	30	43	50	35	53	74	78	106	179	32	21	744
Removal	79	76	125	109	105	158	109	138	112	117	96	72	1296
Delivery	65	67	104	139	91	194	104	105	88	108	81	70	1216
Remove yardwaste	7	6	6	35	11	7	12	34	25	16	8	6	173
Add yardwaste	0	0	36	67	34	35	15	21	19	18	3	1	249
Total Activity	220	207	369	440	311	483	331	411	373	465	244	188	4042

## Addendum to the 2021 Trash and Yard Waste Year End Report

Customer Service Phone Calls	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
Number of phone calls	3648.00	2005.00	3193.00	4404.00	3106.00	3994.00	4143.00	4445.00	2723.00	3125.00	3511.00	3082.00	
Speed to Answer	3:53	4:24	7:50	7:01	5:04	7:42	10:43	9:13	1:59	:43	:23	:40	
Call abandonment	827	509	1210	1481	856	1561	1772	2208	942	429	246	209	
Handle time average	4:01	4:37	4:43	4:45	4:53	4:49	5:29	5:59	5:00	4:47	4:42	4:10	

Disposal Information in Tons	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Annual Total
MSW (trash) collected	640.22	576.54	744.72	750.82	740.22	850.89	788.60	827.13	789.02	734.82	801.62	727.43	8972.03
Yard waste collected	0	0	0	52.04	73.08	89.4	39.87	43.83	62.5	68.37	99.75	0	528.84
Bulk items collected	86	58	130	122	91	103	114	101	97	288	92	61	1343
City Clean Up Bulk Items	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	288	N/A	N/A	288
Tippling Fee per ton RRT Newport	\$ 84.00	\$ 84.00	\$ 84.00	\$ 84.00	\$ 84.00	\$ 84.00	\$ 84.00	\$ 84.00	\$ 84.00	\$ 84.00	\$ 84.00	\$ 87.00	\$84 - \$87

Delinquent Accounts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total for Year
Total Accounts Past Due	1,264	N/A	1,125	1,907	1,899	2,122	1,196	2,183	1,156	1,975	965	2,032	N/A
30 days past due	\$1,706.72	\$0.00	\$51,458.81	\$59,226.28	\$59,212.04	\$66,682.57	\$2,841.00	\$72,752.77	\$2,617.80	\$67,485.40	\$2,716.32	\$66,699.98	N/A
60 days past due	\$34,644.47	\$593.17	\$0.00	\$24,470.28	\$23,535.08	\$1,293.49	\$33,542.58	\$1,298.83	\$39,055.19	\$1,560.78	\$35,966.36	\$952.61	N/A
90 days past due	\$769.11	\$23,847.95	\$208.51	\$0.00	\$151.11	\$22,206.01	\$899.03	\$23,593.35	\$740.37	\$23,487.20	\$1,226.41	\$25,874.02	N/A
120 days past due	\$19,080.63	\$246.75	\$16,455.25	\$160.55	\$0.00	\$14,223.50	\$15,672.31	\$636.30	\$17,664.12	\$271.51	\$17,231.78	\$1,099.91	N/A
150 days past due	\$834.31	\$15,258.02	\$246.75	\$13,694.99	\$13,656.64	\$0.00	\$12,646.77	\$13,527.53	\$514.41	\$13,354.40	\$124.80	\$15,582.63	N/A
180 days past due	\$19,683.21	\$18,308.52	\$28,130.45	\$25,371.51	\$25,584.84	\$32,006.83	\$30,743.68	\$41,450.19	\$50,506.44	\$45,789.11	\$1,354.55	\$1,260.32	N/A
Total Past Due Dollars	\$76,718.45	\$58,254.41	\$96,499.77	\$122,923.61	\$122,139.71	\$136,412.40	\$96,345.37	\$153,258.97	\$111,098.33	\$151,948.40	\$58,620.22	\$111,469.47	N/A
Written off Accounts	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	118
Written off Funds	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	55226.98

Type of Educational Call/Tag	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Annual Total
Bulk Items out not scheduled	0	3	1	2	1	2	2	1	5	3	1	0	21
Cart Placement	2	3	3	0	1	1	2	3	0	1	0	2	18
Increase Service Level	2	1	2	1	1	1	1	0	0	0	0	0	9
Using Personal Can/Plastic Bags	0	0	1	0	0	0	0	0	0	0	0	0	1
Cart too heavy	0	2	1	0	0	0	1	0	0	0	0	0	4
Oversized item	1	0	0	1	0	0	0	0	0	0	0	0	2
Prohibited item in trash	2	0	0	0	0	0	0	0	0	0	0	0	2
Yardwaste in plastic bags/cart instruction	0	0	0	0	2	0	0	4	4	0	0	0	10
Yardwaste in trash cart	0	0	0	0	0	0	0	0	1	3	0	0	4
Yardwaste out but not on program	0	0	0	0	2	2	2	2	0	1	0	0	9
Clear snow	3	4	2	1	0	0	0	0	0	0	1	1	12
Set Out Time	2	6	4	5	8	2	3	4	3	1	2	7	47
Christmas Tree Issue	7	0	0	0	0	0	0	0	0	0	0	0	7
General Education	4	1	3	0	0	2	0	0	5	2	0	3	20
Trash in YW Cart	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	23	20	17	10	15	10	11	14	18	11	4	13	166

Customer Complaints/Compliments	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Annual Total
General Inquiry-Complaint	1	0	0	0	2	3	2	2	0	1	1	1	13
General Inquiry-Compliment	0	0	0	0	0	0	0	0	0	1	1	1	3
Type of Safety and Accidents	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Annual Total
	1	0	0	0	0	0	0	0	0	0	0	0	1

CS Improvement Based on Republic Services Net Promoter Score	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Benchmark *	Difference
2020 Customer Comment Topics- reliability of service (problems, complaints, consistency, experience, etc).	19	29	54	8	53	28	38	29	59	38	13	17	31	11.7	19.3

\*Benchmark is based on 2019

\*\*NPS was not collected in April 2020 due to Covid

## Addendum to the 2021 Trash and Yard Waste Year End Report

City Wide Clean Up Oct	Tons/QTY
Total Bulk Collections (Electronics/Appliance & Home Bulks)	288
Electronics	24
Homes Bulks serviced	236
Homes Appliance	28

Approximate lifts per route per day	Mon	Tue	Wed	Thu	Fri
502	427	279	0	682	1130
504	1069	0	1057	0	0
508	1032	1041	960	937	795

Trash Trucks (All year round)	Gallons per week	Miles per week
2445	164	380
2447	64	151
2448	75	197

Compost Trucks (April through November)	Gallons per week	Miles per week
2429	33	78
2430	14	40



## 2022 Trash and Yard Waste Collection Work Plan

Republic Services submits an annual work plan outlining key priorities for system improvements, including customer service improvements based on the net promoter scores, household audits (as needed), and proposed improvements to the Spring Clean-Up and Fall Clean-Up Campaigns. The work plan will be incorporated into the trash and yard waste contract by reference once it is approved by the City.

1. **Curbside Organics Collection:** Ramsey and Washington Counties are rolling out curbside organics (food scraps) collection in late 2022/early 2023. Food scraps will be collected from residents using durable compostable bags (food scraps bags) that will be co-collected with trash. Bags and program participation will be free to residents in single and multi-family homes in both counties. Robotic sorting technology will be used to separate the bags from the trash at the Ramsey/Washington Recycling and Energy Center.

Maplewood's trash collection will remain the same when the new program begins. However, there may be some logistical arrangements that need to be made by Republic Services in preparation of the curbside organics collection. Republic Services shall work with City and County staff in 2022 to create a plan to roll out the program to Maplewood residents.

2. **Trash Hauling Audit:** Republic Services will conduct an audit of the following trash hauling numbers:
  - a. Households: A household audit was complete for the City's recycling program in 2021. The City will share the household audit with Republic Services for comparison to the trash program household count.
  - b. Opt Outs: Review and report on the number of households that have permanently opted out of the City's trash program. The opt outs must have been approved by the City, with verification the residents are disposing of their trash in an environmentally responsible manner per City code. This number will be compared to the City's list of opt outs.
  - c. Walk Ups: Review and report on the number of walk ups serviced in the City. This number will be compared to the City's list of walk ups.
  - d. Opt Ins: Review and report on the number of townhomes or manufactured homes that have opted into the City's trash program. This number will be compared to the City's list of opt ins.

3. **Townhome and Manufactured Home Opt Ins:** Work with the City to conduct outreach to all townhomes and manufactured homes that have not opted into the City's trash program. Outreach to include information on opting into the City's trash program.
4. **Yearly Reports:** Update yearly reports to include the following items:
  - a. Summary of how the previous years' work plan items were addressed.
  - b. Size of carts submitted for warranty.
  - c. Reason for warranty submittal.
  - d. Credits received in dollar amount for each size cart.
5. **City Facilities:** As part of the new trash and yard waste collection contract, Republic Services collects trash and organics at City facilities at no cost. Republic Services and the City will identify the number and size of existing trash and organics containers at City facilities. This list will be used to right-size the number and size of containers to ensure adequate collection of trash and organics at City facilities.
6. **Billing:** By the end of 2022, Republic Services will transition the City's bi-monthly trash program billing cycle to begin at the first of the year. This will allow the yearly trash rate changes to be on the January/February bill, rather than both year's rates on the December/January bill. This has historically caused customer confusion and generates calls to the City and Republic Services.
7. **Net Promoter Score/Customer Service Improvements:** Republic Services manages the City's customer service for the trash program through a national call center. To ensure residents receive accurate information and good customer service, the contract requires Republic Services supply details on the number of calls, speed to answer, call abandonment, average call handle time, and net promoter score (index ranging from -100 to 100 that measures the willingness of customers to recommend a company).

The 2021 Year-End Report shows Republic Services' net promoter at 31. This is an increase over the 2020 net promotor score of 19.2, and is a difference of 19.3 from the 2019 benchmark of 11.7. While this shows customer service improvement, the Customer Service Phone Call section of the Year End Trash Service Report reflects improvements needed in hold times. Republic Services handles an average of 3,448 Maplewood trash program calls monthly. Hold times range from 23 seconds up to 10 minutes 43 seconds with call abandonments ranging from 209 to 2,208.

Republic Services shall submit a report to the City showing how the customer service experience can be improved with reduced hold times.