



Sanipac®



FRANCHISE REPORT FOR THE CITY OF SPRINGFIELD
JULY 1, 2018 TO JUNE 30, 2019



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Introduction

For over 40 years Sanipac has been proud to serve the citizens of Springfield, Oregon and be an active partner in our community.

In addition to hauling trash and recycling, we support charity events and work with City staff in making improvements each year to City beautification projects such as the leaf program and the annual Spring clean-up.

We take great pride in our commitment to the City of Springfield. This report is an overview of our services.



Philosophy & Company Values

Our franchise agreement with the City of Springfield is our highest responsibility. Under this franchise we are responsible for providing safe and reliable service to all citizens who request it.

The City of Springfield first implemented a franchise program for waste removal in 1953, becoming one of the first cities in the state of Oregon to do so. Springfield's Ordinance evolved from this early time to Ordinance 5395 (Special) granting Springfield Sanitary Service the franchise on February 10th, 1969. Sanipac is the successor business entity to Springfield Sanitary Service. On July 20, 2009, the franchise agreement was transferred to Waste Connections by approval of the Springfield City Council.

With the exception of a few cities, the entire state of Oregon uses a franchise system similar to Springfield's. The franchise partnership provides the City ultimate control over its solid waste and recycling system, guaranteeing safe, efficient, flexible, and fair service for its citizens.

Springfield is provided the opportunity to custom design special services such as:

- The City beautification project, i.e. Springfield Clean-Up in May of each year
- The leaf pick up program in November/December
- The year round street sweeping cleanup and disposal
- The year round yard debris pick up by subscription
- The food waste program for commercial businesses

The franchise agreement helps keep City staff time to a minimum, as Sanipac is the only hauler to administrate. The City is also able to maintain stable rates for its citizens, providing Springfield residents with some of the lowest rates for residential curbside service available.

The Oregon Recycling Act has put additional requirements on the City of Springfield. Sanipac provides the required service and the City of Springfield is in compliance with this act.

Our relationship with City staff and the citizens of our community is extremely important to us. We believe we have a responsibility to be active in the community that provides us our income and stability. Because many of our employees live in Springfield, it is natural that we are involved in many Springfield activities. We recognize our employees' future stability relies on us providing excellent service at a reasonable price, while treating our customers with respect. We appreciate the opportunity to be involved when groups in Springfield ask for our assistance in projects and fundraising.

Statement of Operating Values

Safety. We strive to assure complete safety of our employees, our customers and the public in all of our operations. Protection from accident or injury is paramount in all we do.

Integrity. We define integrity as “saying what you will do and then doing it.” We keep our promises to our customers, our employees and our stockholders. Do the right thing, at the right time, for the right reason.

Customer Service. We provide our customers the best possible service in a courteous, effective manner, showing respect for those we are fortunate to serve.

To be a Great Place To Work. We maintain a growth culture where our employees can maximize their potential personally and professionally. Our objective is to provide an environment where people enjoy what they do and take pride in their work. We wish to embody a work hard, play harder culture.

To be the Premier Waste Services Company in North America. We continue to provide superior returns, remain environmentally responsible, and continue to grow in a disciplined way, deploying resources intelligently and benefiting communities we live in. We remain a “different breed.”

We believe in our slogan “Doing Good in Our Community.” Part of embracing this concept has included the practice of promoting non-profits on the front of our quarterly newsletters.

We also believe in caring for our community. Part of embracing this concept has included the practice of promoting non-profits on the front of our quarterly newsletters. We have included such groups as Looking Glass, CASA, Jasper Mountain, Bags of Love, Children’s Miracle Network, Relief Nursery, Metro Affordable Housing, and Shelter Care.

We are involved in the Chamber of Commerce, often sponsoring a table at the quarterly breakfast meetings and annual awards banquet.





Recycling Activities

The primary goal of the State of Oregon's Recycling Act was to get as many people participating as possible, thereby increasing the tons of material recycled, or diverted from the landfill.

In past annual reports, we mentioned our efforts with our newsletter to educate the public about the virtues of recycling. Each year, Sanipac also prepares the DEQ report for the City of Springfield. The DEQ has approved the City of Springfield's efforts in this area. Sanipac introduced the blue commingled recycling cart in 2004.

Year	Residential	Commercial	Total Tons
2004-2005	4642	2088	6730
2005-2006	4539	2750	7289
2006-2007	4758	2781	7539
2007-2008	4927	2927	7854
2008-2009	4514	2651	7165
2009-2010	4374	2803	7177
2010-2011	4296	2846	7142
2011-2012	4604	2686	7290
2012-2013	4498	2624	7122
2013-2014	4409	2743	7152
2014-2015	4278	2597	6875
2015-2016	4224	2546	6770
2016-2017	4221	2881	7102
2017-2018	4132	2839	6971
2018-2019	3788	2517	6305

In April 2018 Springfield amended the list of acceptable recyclables in the commingle stream to mirror Eugene and Lane County changes.

Items No Longer Accepted in Recycling Stream

- Plastic tubs
- Plastic items numbered #3 through #7
- Aseptic containers
- Shredded paper

For the franchise year ending on June 30, 2019 Springfield residents and commercial customers recycled nearly 12.6 million pounds of material! Over the past several years, consumer consumption has been down due to the depressed economy, therefore less material has been available for recycling.

We provide 95 gallon roll carts for commingle recycling for all residential customers which are emptied on an every-other-week basis. We provide 1 cubic yard to 6 cubic yard front load containers for commingled recycling to our business and multi-family housing customers. We have emphasized the convenience of commingling all recycling, (except for glass which is collected in a separate bin), into a single container. We have found customers appreciate the ease of not having to separate cardboard, plastic, paper, and tin. Commercial accounts are responsible for 40% of all recycling Sanipac hauled out of Springfield this year.

We work with businesses to increase recycling so they are able to reduce their trash container size and save money. Our drivers note containers that are not full and our office staff contacts these customers to offer them cost saving options.

Green Building processes are becoming more and more common. Many construction companies are being asked to meet U.S. Green Building Council standards to achieve LEED certification on their buildings. A LEED certification shows special care was taken to be environmentally conscious on all levels of construction. A portion of the certification process involves tracking how the waste generated during the construction process was handled. Sanipac has been at the forefront in assisting our customers to develop the most comprehensive waste management plans for their projects. This includes advising the customer on all available recycling options in the area. We also work closely with EcoSort, our materials recovery facility, to put together a comprehensive tracking spreadsheet detailing all materials hauled during the project, along with recycling percentages yielded from those materials. Sanipac has been the hauler for every major LEED Certified building project in our area.

EcoSort, our sister company, receives all of our C&D (construction & demolition) loads. They sort all of these loads and remove everything that can be recycled before sending the waste to Short Mountain Landfill. EcoSort also receives all of our commingled recycling. The commingled recycling is transferred into larger trucks and hauled to a variety of processors around the state of Oregon. Including Garten services in Salem and West Rock in Portland. The commingled recycling is separated and shipped for reuse at these facilities.



Opportunity to Recycle

We continue to prepare the annual Oregon Department of Environmental Quality (DEQ) “Opportunity to Recycle Report” on behalf of the City of Springfield. The DEQ approved seven elements for the City as follows:

1. Residential Recycling Containers
2. Expanded Education and Promotion Program
3. Multi-Family Dwelling Recycling Collection
4. Residential Yard Debris Collection and Composting
5. Commercial and Institutional Recycling
6. Commercial Food Compost Program
7. Recovery Program for Construction and Demolition Debris.

Additionally, in 2018 Springfield was required to implement five “Waste Prevention and Reuse Program Elements.” The elements implemented were:

1. Citywide Education and Promotion Program.
2. Waste Prevention Campaign Targeting Residential Generators.
3. Waste Prevention Campaign Targeting Commercial Generators.
4. Funding or Infrastructure Support Program.
5. Food Rescue Program Support.

All of the DEQ recycling elements shown above are available from Sanipac.

The City of Springfield is in compliance with the DEQ’s Opportunity to Recycle for 2019.

For reference, we are including the letter of approval from DEQ.



Oregon

Kate Brown, Governor

Department of Environmental Quality
Western Region Eugene Office
165 East 7th Avenue, Suite 100
Eugene, OR 97401
(541) 686-7838
FAX (541) 686-7551
TTY 711

July 24, 2019

TRANSMITTED VIA ELECTRONIC MAIL: ggrimaldi@springfield-or.gov

Gino Grimaldi, City Manager
City of Springfield
225 Fifth Street
Springfield, OR 97477

Re: 2018 Opportunity to Recycle Report Approval
City of Springfield

Dear Mr. Grimaldi:

This letter acknowledges the receipt of Springfield's 2018 Opportunity to Recycling Report. The City chose the following recycling and waste prevention programs to comply with OAR 340-90-0040 and 340-90-0041.

Recycling Program Elements: OAR 340-90-0040

- a) Provision of at least one durable recycling container
- c) Provision of an expanded education and promotion program (Contamination Reduction Education Plan or CREP) **Plan has been submitted and approved by DEQ.*
- d) Multi-family dwelling collection program
- e) Provision of a residential curbside yard debris collection program
- f) Provision of a commercial/institutional recycling program
- i) Commercial and institutional food waste collection system
- l) Recovery of construction and demolition debris

Waste Prevention and Reuse Programs: OAR 340-90-0041

- 2) Implementation of a city or county-wide education and promotion program **Plan has been submitted and approved by DEQ.*
- 3) Waste prevention campaign targeting residential generators
- 4) Waste prevention campaign targeting commercial generators
- 6) City or watershed funding or infrastructure support to promote and sustain reuse, repair, leasing or sharing efforts
- 8) Support by a local government for a food rescue program to divert resident's food that would otherwise be composted or disposed

DEQ appreciates the City of Springfield, Sanipac, and Lane County's effort in expanding waste reduction and recovery programs. Your community's report is complete and the recycling and waste prevention programs for the City of Springfield are compliant with all Opportunity to Recycle requirements.

Although the documentation submitted for the education programs you are implementing is sufficient to meet the state requirements, DEQ suggests additional options for the remainder of 2019 and into next year to strengthen the education and promotion program:

- Add new waste prevention, reuse and composting education to the city and hauler newsletters, invoices, and websites.
- Direct customers and residents to other online resources for waste prevention, reuse and composting education or suggest a call to DEQ for more information.

Contact me if the city can use new waste prevention and reuse materials from our DEQ communications team. Your use of the Make Every Thread Count and Wasted Food Wasted Money are great examples of waste prevention education.

Please also contact me if you have any questions regarding this letter or would like to meet to evaluate Springfield's program. We can discuss any program changes Springfield would like to make or ways to improve recycling and waste prevention efforts in your community.

You can reach me by phone at 541-687-7325 or email brown.cathy@deq.state.or.us.

Sincerely,



Cathy Brown
Waste Reduction Analyst

cc: Aaron Donley, Sanipac (Aaron.Donley@WasteConnections.com)
Sarah Grimm, Lane County Wasteshed Representative (Sarah.GRIMM@co.lane.or.us)

Yard Debris

In the spring of 2008, curbside yard debris collection was introduced to Springfield. The low cost of the yard debris cart gives customers an incentive to reduce the size of their trash cart. Many customers have seen their monthly charge decrease as a result of our yard debris program.

Currently 38.1% of our residential customers subscribe to yard debris recycling. The number of participants in the yard debris program continues to grow. In 2018, we picked up 3294.29 tons of yard debris in Springfield!

Year # of Participants

2009	3518
2010	3917
2011	4371
2012	4227
2013	4182
2014	5612
2015	5848
2016	6602
2017	6053
2018	5922
2019	6009

Commercial Compost Program

In March 2012, commercial compost was introduced to Springfield. We currently have 18 commercial customers in Springfield participating in this program. A separate container is delivered and designated for food waste. This container is emptied at least once a week and is rinsed out each time we service it. We offer container sizes of 35 gallons up to 2 cubic yards for this service. We haul to a processor which utilizes this material for sustainable processes.

The commercial compost service is offered at a discount to the regular garbage rate. Participating businesses see this as an opportunity to save money and divert waste from the landfill.

In 2019 composting facilities all around the State of Oregon decided to no longer accept compostable packaging and service wares as part of their composting processes. For a variety of reasons, (included in the attached letter), these facilities are moving instead to “food waste only” acceptance policies. Sanipac has reached out to all Springfield food waste customers to discuss with them the changes in the program, and have been partnering with these customers and Rexius to work through their current existing compostable wares inventory before moving to “food waste only.”

Number of Customers

Sanipac currently provides service to 16,328 residential homes as well as 1575 commercial and 122 roll off customers within the city limits of Springfield.

Using Springfield sewer customer counts as a guide, 86% of Springfield residences and businesses are currently Sanipac customers.

The total number of customers we are fortunate to serve in Springfield is 18,025.

The franchise fee for fiscal year 2018-2019 totaled \$622,823.02



Information & Education

It is very important to us that we provide our customers with the best and most accurate information as it pertains to garbage, recycling, yard debris, and compost. Our brochures and letters are designed to promote recycling in a positive and helpful manner.

Our website, www.sanipac.com is a resource for our customers and the public to access the most current information on not only the services we provide, but also alternate disposal options for items that are not part of the commingle stream. Sanipac has invested in making our website mobile friendly for easier access via smart phones. Customers can now access many of the key features of our full website including on-line bill pay and recycling information on the go.

We have the Sanipac App. With this app our customers can receive friendly reminders regarding pickup days and which cans to put out. We are also able to reach out to customers who utilize the app with updates on inclement weather, holiday schedules, and important recycling updates.

Included in both the website and Sanipac app is the Sanipac Waste Wizard. This is a helpful tool which allows customers to type in the name of any item and be provided with instant information on recycling or disposal opportunities for that item in Lane County.

Enclosed at the back of this report are newsletters for your review.

Delinquent Accounts

From fiscal year ending June 30, 2018 to fiscal year ending June 30, 2019, delinquent account balances decreased 7.53%, decreasing from 26.15% of receivables in 2018 to 24.18% of receivables in 2019. The total value of accounts that were written off increased from \$56,715 in fiscal 2018 compared to \$61,869 in fiscal 2019.

Commercial Accounts: We know that businesses can't function properly when they don't have the means of properly disposing of garbage and recycling. For our commercial accounts we are very lenient in our collection measures. We send out a bill every month. If an account becomes 60 days late, we send out a late letter and call them. If the account has not been paid by the day of billing, the account will be stopped for non payment and receive a letter stating the account has been stopped. If an account becomes 90 days late the customer will receive a letter asking for payment. By this time we have attempted to contact the customer or business by phone or in person at least twice while continuing to service the account. As a last resort, after at least 3 months of service without payment, we stop servicing the account. It should be noted that when a commercial account is discontinued for non-payment Sanipac understands that a potential health hazard may arise. Sanipac notifies the City (via email to Nancy Machado) of commercial account closures. We closely monitor each situation so such problems are minimal.

Residential Accounts: We continue to bill quarterly. The bill is due on the 25th of the 2nd month of service. Example: A bill for January/February/March is mailed out January 31st with a February 25th due date. If the bill has not been paid by March 5th, we send out a reminder calls and letters several times a month stating a "Final Opportunity Date" to pay. If we have not received payment by the end of March, we suspend service. After an account is closed and we have attempted to contact the customer by letters, email and phone with no response, we repossess our equipment and charge a \$35 repossession fee. This fee covers picking up, emptying, and cleaning the equipment.

Our practice has been to work with every customer. Before stopping service, a customer has been sent a bill, a late notice, an email, and at least two phone calls. When a customer contacts us before their account is closed for non-payment, we will extend their service if they agree to a promise to pay. We assess finance charges on residential accounts that are 60 days past due. We also charge a \$30 restart fee to resume any account that has been suspended for nonpayment.

If a previous account has been sent to a collection agency and subsequently not paid, we require the customer to pay the outstanding balance and a security deposit prior to starting service.

Complaints & Resolutions

Our promise to the City of Springfield is to treat our customers with fairness and respect. Occasionally a customer feels it necessary to express a concern to the City. When this happens, we act quickly to resolve the issue. Our practice is to resolve the concerns with the customer within 48 hours if possible. In almost all cases, concerns are easily handled to the satisfaction of the customer and the city.

Our employees take every concern seriously and are sincere in fixing any problem that may arise. We are committed to resolve every complaint. Because of our stated operating values, few complaints reach the City.

The City has compiled the following list of contacts from customers relating to garbage and recycling issues:

This Year 8 contacts:

- Billing 5
- Recycling 1
- New service 1
- Property damage 1



Changes in Equipment & Service

EQUIPMENT

We have converted our entire fleet of diesel trucks to biodiesel fuel as part of our continued efforts to reduce petroleum diesel emissions. We have also converted to using synthetic blends of oil in our fleet to help control maintenance repair costs.

We feel our fleet is state-of-the-art, and provides our customers with the safest, most efficient collection vehicles available. All of our trucks are on a strict preventative maintenance schedule to ensure proper performance and safety for our drivers and community.

In 2010 we began purchasing plastic frontload containers as part of a successful transition from historic metal containers. The plastic container is much lighter than the typical steel container and requires less maintenance. The reduced weight will help us reduce potential injuries.

In 2012, we constructed a covered wash rack at our facility to enhance our fleet washing capabilities. This facility also served as a proactive measure towards protecting our storm water.

This year we added two new Automated Side Load (ASL) trucks, one Front End Load (FEL) truck, one Roll Off truck and one new fork lift to the fleet.

SERVICE

Sanipac's customers can now elect to go paperless with their billing along with a 24/7 pay by phone option, or setup recurring payments at Sanipac.com.

In addition to regular curbside pick up, we offer junk or bulk removal for a fee. Our ReMoving Van picks up items such as furniture, appliances, and mattresses for those customers who have no other means of getting rid of large items.

Oregon state law bans televisions, computers, monitors and laptops from the landfill.

These items can be taken, (intact), free of charge to several local businesses. We no longer pick up these items with the garbage. We are able to pick up e-waste with our ReMoving Van and dispose of the material for recycling at NextStep Recycling.

We offer Recycle Only and 21 gallon every other week options for our residential customers. We currently have, 207 customers using the 21 gallon service, with 92 on an every other week schedule and 115 on a weekly schedule.

We use a call blast program to notify our past due customers via recorded message. We have also used this program to notify customers of snow delays and schedule changes.

We collect email addresses from our customers and have started sending late notices via email rather than through regular mail. This is not only environmentally friendly but also gets the messages to our customers in a timelier manner. This email tool can also be used for any type of communication with our customers from snow days to recycling tips.

We have upgraded our website to be mobile friendly as well as added the aforementioned Sanipac App and Waste Wizard features to increase customer on-line experience.

DISPOSAL

We haul all of our trash loads to Lane County. Lane County raised their disposal fee to \$84.13/ton effective 7/1/2019.

City Beautification

Sanipac made a financial contribution of \$2,500 towards efforts to advertise and promote the Spring Clean-Up, and provided a barbeque lunch for the volunteers. Each year we insert a flyer into all of our Springfield customer bills informing them about the event.

In the early years of the, "Clean-Up," Sanipac provided 10 drop boxes. This year, we provided 24 boxes. The hauling fees Sanipac donated to the event this year were \$5,697.30. Lane County donates the majority of the disposal fees.

Sanipac regularly empties 10 garbage cans along Main Street and along the Rosa Parks path on Pioneer Parkway at no charge to the city for an annual savings of \$2,268.00.

We provide weekly trash pickup at the Wildish Theatre at no charge to the city for an annual savings of \$660.24.

We provide 3 times per week service at the Jail for an annual savings of \$12,419.28.

We pick up biomedical waste and provide sharps containers to the Springfield Jail at no cost to the City. This is an annual savings of \$326.64.

We also are pleased to provide the drop boxes and disposal of street sweepings at no charge to the City. The street sweepings Sanipac disposed of on behalf of the City this year was 32.15 tons and 2439 cubic yards, representing disposal fee savings of \$22,488.76 hauling fees of \$18,996.16 for a savings to the City of Springfield of \$41,484.92.

Sanipac provides a number of other donated services to City facilities and endeavors, including: Public Works (\$6,449.63), Maintenance Department (\$10,001.88), City Hall (\$6,579.24), Carter Building (\$330.12), Fire Stations (\$10,269.72), and Overnight Parking (\$4,676).

Sanipac is also happy to work with the Springfield Alley Clean-Up as well as the Fall Leaf Collection Program. The Fall Leaf Collection Program is a mutual effort by the citizens of Springfield, City Maintenance Department, and Sanipac. The program has been extremely successful and is the envy of many communities whose programs are more costly and less efficient.

Total services donated to the City of Springfield this year: \$103,662.97.



Safety

Safety is at the heart of everything we do. The safety of our employees, our customers, and the public is paramount.

All of our drivers are currently trained through the Smith System Driver Safety Program, an industry leading collision avoidance system.

All Sanipac employees are required to attend monthly safety meetings. Our safety improvement team has been meeting regularly for over 20 years and continues to meet on a monthly basis.

Within 24 hours of any incident our Incident Review Board meets to determine cause and investigate the incident. This board is made up of employees and managers who find the root cause of an incident in order to prevent it from happening again. These efforts contribute to making Sanipac a safer place to work.

Drive Cam has been installed in all of our trucks. In the event of an accident, Drive Cam records the driver's actions and the truck's movement just prior to impact and immediately after. This can be a tool the incident review board uses in their investigation process.

We continue to reward our drivers financially with safety bonuses for incident-free performance.

There were 2 incidents/accidents in Springfield this year involving Sanipac trucks:

- 9/12/2018: Hit an overhead door
- 6/25/2019: Backed into a metal building

Problems Encountered in Providing Service

We would like you to be aware of some of the obstacles we encounter that may prevent us from doing our job. These situations are in no way unique to Springfield. We encounter the same problems in Eugene, as do other haulers all around the state.

Low Hanging Wires

Occasionally our drivers encounter cable or phone wires that are lower than they should be. Our drivers report these to the office and we call the utility company to advise them of the situation so it can be remedied before the wires get pulled down. On the rare occasion that one of our trucks does pull down a wire we report it immediately so it will be repaired quickly.

Access to Residential Carts

Residential drivers need 3 feet of clearance around each cart for pick up. With our automated trucks the driver is able to pick up carts without leaving the cab of his truck. When cars are parked on the street in front of or next to our carts, the driver will get out of his truck and move the cart to a location that it can be picked up by the automated arm on the truck. Carts that are placed at the curb next to basketball hoops are difficult to empty without damaging the basketball hoop. In these cases, the driver will get out of his truck and move the cart away from the obstacle. Drivers report these addresses to the office and the customer is contacted by phone to advise them of a better location to place their carts.

Access to Commercial Containers

The most common reason we are unable to empty a commercial container on its scheduled day is due to parked cars. Cars parked in front of the container or near the container can prevent a driver from safely rolling the container to his truck where it can be emptied. In these instances, we call the customer to let them know why the container wasn't emptied and send the driver back the following day to empty the container.

Recycling Issues

We are constantly reinforcing to our commercial customers the importance of flattening cardboard. Unflattened cardboard in commingle containers often causes unnecessary additional pick ups which is inefficient and reduces the impact of their sustainability efforts.

Snow/Ice

In the event we are unable to pick up as scheduled due to inclement weather we post messages on our website and on our phone system to let our customers know there will be a delay. We used our call blast program to keep customers updated on these delays.

Recycling Contamination

Contamination in the Recycling

Unfortunately we do encounter customers who put garbage into the commingle carts. These situations are addressed on an individual basis. We give the customer the benefit of the doubt and assume that the contamination is not intentional. We provide the customer with written information including color pictures of what is acceptable in the recycling. In cases of repeated contamination we charge a contamination fee to empty the cart. As a last resort we remove the recycling equipment.

Contamination in Yard Debris

There is minimal contamination in yard debris, however if there is we will contact the customer in the same manner as described above for recycling contamination.

Contamination in the Commercial Food Waste

Controlling contamination in food waste is a high priority due to the nature of compost processing. Our driver visually inspects each container before servicing and reports back to the office for immediate follow up/education with the customer. Now that the food waste program has moved to "food only" we anticipate the levels of contamination to be minimal.



Recognition

Thank you for recognizing our efforts in environmental stewardship. It was an honor to receive the City's Environmental Leadership Award in 2010.

It is our mission to continue to be leaders in environmental stewardship and enhance our programs towards a greener tomorrow.

We have made efforts towards sustainability at Sanipac such as:

- Providing employees with reusable coffee mugs instead of disposable cups
- Food waste recycling in our lunch room
- Every desk has its own recycle bin
- We employ master recyclers who regularly attend recycling conferences
- We have been using biodiesel in our trucks since 2008
- We own our own routing program for tracking and planning route density which increases our efficiency and reducing our fuel usage
- We offer paperless billing options for our customers
- Used motor oil from our maintenance shop is used to heat the facility
- Metal containers are reconditioned at our on-site welding shop
- Reusable water containers are provided for use by Sanipac employees
- We installed rain gauges to our sprinkler system
- We have worked with Springfield Utility Board and upgraded our lighting to become more energy efficient
- Our maintenance shop is going "paperless"

Summary

We see our relationship with the City of Springfield as a partnership. This partnership, over the years, has worked very well. Programs are initiated in Springfield quickly, efficiently, and with very little time or expense on the City's side. Yard Debris participation continues to grow, leaves are cleaned up, and special projects are done with a very cooperative spirit on all sides.

Our daily interaction throughout the year with Springfield and its citizens shows we are a piece of the fabric of this community. Our reputation as a safe, efficient, and respectful service provider is built and earned every day. We are proud that people ask us to help them and we respond when we can. It is our hope that Sanipac shows we respect the trust given to us. Our genuine goal is to do the job the City expects of us. Our job is not a complicated one, but is one that is done with pride by all of our employees. We are proud to be a part of Springfield's history and future.

We are all available to help with any questions or concerns the City may have and are confident in our ability to help resolve any issues in a timely manner.

- Scott Johnson, Division Vice President: 541-736-3634; scottj@wcnx.org
- Brian White, District Manager: 541-736-3637; brian.white@wasteconnections.com
- Taylor Jensen, Assistant Controller: 541-736-3688; taylor.jensen@wasteconnections.com
- Aaron Donley, Marketing Manager: 541-736-3642; aarond@wcnx.org
- Steven Hopkins, Operations Manager: 541-736-3605; steven.hopkins@wasteconnections.com
- Madyson Lawlor, Office Manager: 541-736-3615; madysonl@wcnx.org

Exhibits

2018 Summer Residential Newsletter

2018 Summer Commercial Newsletter

2018 Fall Residential Newsletter

2018 Fall Commercial Newsletter

2018 Winter Residential Newsletter

2018 Winter Commercial Newsletter

2019 Spring Residential Newsletter

2019 Spring Commercial Newsletter

2019 Summer Residential Newsletter

2019 Summer Commercial Newsletter

The Sanipac[®] Recycler

Summer 2018
Residential Edition

Hello from Sanipac!

As you may be aware, in recent months global recycling market volatility has put a strain on recycling efforts here locally in Lane County. Unfortunately this volatility has caused Northwest processors who accept the recyclables to announce they no longer have markets for many previously recyclable items. As a result the recycling guidelines for what can go into the recycling cart has changed. The main adjustment has been with regards to plastic items. Previously the plastics accepted were jugs, tubs, and bottles. Moving forward the acceptable plastics will be milk jugs and drink bottles only. Other changes include no aseptic containers, (these are commonly in the form of soy milk or juice boxes), no drink cartons, (such as milk or juice cartons), and no shredded paper, (shredded paper falls through the sorting machinery and contaminates other recycling). We appreciate your understanding during these conditions and please reach out to us with any questions. Also, please consider checking out the Sanipac Waste Wizard at Sanipac.com. The Waste Wizard allows you to type in an item and see where it could be recycled in Lane County.

Thanks for your time and thanks for caring about recycling!
Your Sanipac Team

DOWNLOAD THE SANIPAC APP!



Comingle Recycling



Flattened Cardboard Boxes & Egg Cartons

Excludes frozen food packaging, deli top cartons & waxed cardboard



Pop Cans and Food Cans

Empty and rinse all cans. No Lids
(No food or liquid residue)



Plastic Drink Bottles & Milk Jugs
Empty and rinse all containers. No Lids
(No food or liquid residue)



Newspapers, Magazines, Junk Mail,
Office Paper, Paper Scrap
Clean Paper only



Glass
Your Blue Box is for
CLEAN & UNBROKEN
Glass **ONLY**

Not sure? ...

go to our Waste Wizard:

<http://www.sanipac.com/waste-wizard/>



PO Box 10928 Eugene, OR 97440
541.736.3600 • sanipac.com



The Sanipac® Recycler

Summer 2018
Commercial Edition

Hello from Sanipac!

As you may be aware, in recent months global recycling market volatility has put a strain on recycling efforts here locally in Lane County. Unfortunately this volatility has caused Northwest processors who accept the recyclables to announce they no longer have markets for many previously recyclable items. As a result the recycling guidelines for what can go into the recycling cart has changed. The main adjustment has been with regards to plastic items. Previously the plastics accepted were jugs, tubs, and bottles. Moving forward the acceptable plastics will be milk jugs and drink bottles only. Other changes include no aseptic containers, (these are commonly in the form of soy milk or juice boxes), no drink cartons, (such as milk or juice cartons), and no shredded paper, (shredded paper falls through the sorting machinery and contaminates other recycling). We appreciate your understanding during these conditions and please reach out to us with any questions. Also, please consider checking out the Sanipac Waste Wizard at Sanipac.com. The Waste Wizard allows you to type in an item and see where it could be recycled in Lane County.

Thanks for your time and thanks for caring about recycling!
Your Sanipac Team

Commingle Recycling



Flattened Cardboard Boxes & Egg Cartons

Excludes frozen food packaging, grease and waxed & waxed cardboard



Pop Cans and Food Cans

Empty and rinse all cans, No Lids
(No food or liquid residue)



Milk Jugs & Drink Bottles Only

Empty and rinse all containers, No Lids
(No food or liquid residue)



Newspapers, Magazines, Junk Mail, Office Paper, Paper Scrap

Clean Paper only



Glass

Your Blue Box is for
CLEAN & UNBROKEN
Glass ONLY

Not sure? ...

go to our Waste Wizard:

<http://www.sanipac.com/waste-wizard/>



PO Box 10928 Eugene, OR 97440
541.736.3600 • sanipac.com



THE RECYCLER



Oregonians are practical and savvy. They buy, wear and wash of as are choosing quality clothes that save money, last longer and reduce waste. Well-made clothes are available for every budget, are built to last, and can be worn often and for years to come. It's about making choices that make sense which is just part of who we are.



MAKE EVERY THREAD COUNT.



For more information please visit:
www.oregon.gov/deq

Save money.
Save resources.
Be a leader.



JOIN OTHER OREGON BUSINESSES AND BE PART OF THE SOLUTION TO STOP WASTED FOOD.

Each year, an estimated 25 to 40 percent of all food produced or imported for consumption in the United States is never eaten. That's as much as 83 million tons of wasted food. Of that food, 40 percent is estimated to come from consumer-facing businesses—businesses like yours. That wasted food means wasted money, by some estimates as much as \$57 billion annually for U.S. businesses.

The good news is that reducing waste isn't hard and really pays off.

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don't forget
THE BAG!



Sanipac wants to remind the community "Don't Forget the Bag!" When you grocery shop, be sure to take along reusable bags. Pick up your free reusable bag at the Sanipac office!

Never put plastic bags in your recycle cart. They cause jams in processing equipment that are very dangerous and time consuming to remove.



Plastic bags are extremely lightweight and can act like balloons blowing out of garbage trucks and landfill, often leading to litter found in Oregon's rivers and beaches.

One trillion plastic bags are manufactured each year around the world. Three hundred and eighty billion plastic bags and wraps being used in the United States alone, requiring 12 million barrels of oil to create. Exploration, extraction, production, and transportation of oil can take a significant toll on the environment.

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Oregonians are practical and savvy. That's why more and more of us are choosing quality clothes that save money, last longer and reduce waste. Well-made clothes are available for every budget, are fun to use, and can be worn often and for years to come. It's about making choices that make sense which is just part of who we are.

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HELPFUL RECYCLING INFORMATION & RESOURCES

Did you know the Oregon DEQ has a goal of achieving a 55% recovery rate by 2025 on all waste generated in Oregon? Here are some helpful links for waste prevention/reuse/recycling/composting in our area to help us get there:

Making new products uses energy and creates pollution. Prevent waste in the first place by donating and shopping at reuse stores. For locations and hours visit: www.goodwill.org, www.salvationarmy.org, www.svdpc.us, www.materials-exchange.org, www.nextsteprecycling.org/, www.bringrecycling.org, and <http://habitatlane.org/restore/>.

DOING A CONSTRUCTION PROJECT?

Bring Recycling has a program to visit your project on-site and help increase your recycling and recovery efforts. <https://bringrecycling.org/services/consulting/construction-materials-recovery-and-reuse-program/>

INTERESTED IN HOME COMPOSTING?

OSU's extension services provide free home composting workshops in Lane County. <https://extension.oregonstate.edu/lane>

How to Compost at Home:

There are many different ways to make a compost pile; we have provided the following for general reference. Helpful tools include pitchforks, square-point shovels, and water hoses with a spray head. Regular mixing or turning of the compost and some water will help maintain the compost.

Backyard Composting

- Select a dry, shady spot near a water source for your compost pile or bin.
- Add brown and green materials as they are collected, making sure larger pieces are chopped or shredded.
- Moisten dry materials as they are added.
- Once your compost pile is established, mix grass clippings and green waste into the pile and bury fruit and vegetable waste under 10 inches of compost material.

NEED TO DROP OFF LARGE VOLUMES OF YARD DEBRIS?

You can deliver materials here:

- Rexius – 150 Hwy 99, Eugene
- Lane Forest Products – 2111 Prairie Rd., Eugene or 820 N. 42nd St., Springfield
- Glenwood Lane County Transfer Station – 3100 E 17th Ave, Eugene

Lane County Citizens and Businesses recycled 516 million pounds of material last year! Because these materials will be used in manufacturing instead of mining or harvesting raw materials, we reduced energy use and pollution at a rate equivalent to taking 139,995 cars off the road for a whole year – eliminating the use of 74 million gallons of gasoline. Thank you
(*Equivalency data provided by EPA WARM model.)

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Recycling can save your business money on your trash bill. Please let us know if you'd like to increase your recycling service at any time for no additional charge. We are also available to perform a waste audit for your business to let you know what materials you are throwing away the most. Call us at 541-736-3600.

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FOOD WASTE

Are you a business interested in food waste collection, or how to keep your food waste free of contaminants? Please visit:

<http://www.sanipac.com/compost/>

Multi-Family tenants are provided the opportunity to recycle in Oregon through landlord tenant law: https://www.osbar.org/public/legalinfo/1259_Habitability.html

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Sanipac thanks Northwest Association for Blind Athletes for Doing Good In Our Community

Founded in 2007, Northwest Association for Blind Athletes (NWABA) has been providing life-changing opportunities through sports and physical activities for individuals of all ages and abilities who are blind or visually impaired.

Through participation in NWABA's programs, individuals build confidence and gain the skills, tools, and resources they need to achieve success in all areas of life. The opportunity to ride a bike for the first time or meet others with a visual impairment is the catalyst individuals need to reach their greatest potential.

In 2015, NWABA started providing adaptive sports programming in the Southern Willamette Valley. In the past year, they have served more than 200 individuals in our community. Activities have included swimming, skiing, hiking, tandem cycling and goalball. They couldn't do it without volunteers who dedicate their time on the weekends to be guides or pilots.



If you would like to learn more about how to volunteer or know someone who would be interested in participating in an event, please contact Megan Ahleman at 360-758-5649 or mahleman@nwaba.org. You can also visit nwaba.org where you can find out what events are happening in our area.

Another way you can support NWABA is by attending their first Southern Willamette Valley Fundraiser, which Sanipac is the presenting sponsor. It will be taking place on Thursday, April 11, 2019 from 6-8pm at the Hilton Garden Inn Eugene/Springfield. Tickets are \$25. If you are interested in attending, please contact Dawn Wensel at 360-985-5506 or dwwensel@nwaba.org.



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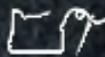


THE RECYCLER



Sanipac's recycled and easy-to-wear, moisture-wicking uniforms are made of fabrics that are durable, long-lasting and reduce waste. We make uniforms available for every budget, and we'll help you choose the right one for your business. It's about making uniforms that make sense in the long run.

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A Message from Composters Serving Oregon:

Why We Don't Want Compostable Packaging and Serviceware

Every year, the Pacific Northwest's compost industry turns hundreds of thousands of tons of yard and food wastes into nutrient-rich compost for agriculture, nurseries, landscaping businesses and home gardens. The quality compost products that we create develop healthier and more resilient soil, reduce greenhouse gas emissions, recycle nutrients, conserve water, and may reduce the use of synthetic fertilizers, pesticides and herbicides.

"Compostable" packaging and serviceware items have been on the rise for the past decade and they are increasingly ending up in our facilities. These materials compromise our composting programs and limit many of the environmental benefits of successful composting.

Here are nine reasons why we don't want "compostable" packaging or serviceware delivered to our facilities:

- 1 They don't always compost:** Not all 'certified' compostable items will actually compost (break down) as fully or quickly as we need them to. This is because certification standards test compostability based on laboratory conditions. Those conditions are not always replicated in the real world (our facilities) which means that some "compostable" items don't fully compost. The result is a finished compost that is contaminated with bits of partially degraded "compostable" material.
- 2 Contamination happens:** As a consumer, you may sort properly – but your neighbor might not. When collection programs accept compostable products, non-compostable look-alike items inevitably end up in the mix. These materials then must be removed, either at the start (when we receive them) or at the end (as pieces of garbage mixed in with finished compost). Either way, this contamination increases our operating costs and degrades the quality of our product, which makes the compost industry less economically viable.
- 3 They hurt resale quality:** We don't want to produce finished compost that is contaminated with fragments of packaging and serviceware, and our consumers won't purchase contaminated material. Contamination lowers the value of our product, making it difficult and sometimes impossible to sell. When fewer people use compost, its environmental benefits aren't realized.
- 4 We can't sell to organic farmers:** Farmers often use compost in the production of certified organic foods. National standards prohibit the use of many different packaging materials when making compost used to grow crops certified as "USDA Organic". Accepting packaging and serviceware at our facilities hinders our ability to provide finished compost to organic farmers.
- 5 They may threaten human and environmental health:** Compostable packaging can contain chemicals that can transfer into finished compost. For example, some paper items have commonly been treated with a class of chemicals called perfluorinated alkyl substances (PFAS) to provide water and grease resistance. PFAS is persistent in the environment, can transfer from compost to ground and surface waters, can be taken up by plants from compost, and may have negative health impacts – affecting child development, reducing fertility, disrupting hormones, affecting the immune system, and increasing risks of cancer. While PFAS is being voluntarily phased out by some producers, it has not been outlawed, and may continue to be used in products that end up at our facilities. Separately, non-degraded fragments of plastic packaging can contaminate finished compost, intensifying environmental health concerns when it is used by buyers. We want to keep our compost clean and safe for all.

- 6 It increases our costs and makes our job harder:** Some of us have accepted compostable packaging in the past, and found that loads of compostable packaging require us to change our processes, adding water, using more energy and spending additional resources to produce finished compost. Some types of compostable packaging mostly degrade into carbon dioxide and water and leave behind little of value for all of the extra effort required.
- 7 Just because something is compostable doesn't mean it's better for the environment.** Oregon DEQ has found that compostable serviceware often has a larger (life time) environmental footprint than non-compostable items*. For example, compostable materials may require more fossil energy use, release more greenhouse gases, or result in more ecological toxins than their non-compostable counterparts, mostly due to how they're made. The research confirms what scientists already know: that *what materials are made of, and how they're made, may be more significant than whether they're composted vs. landfilled.* "Composting" and "compostable" are not the same idea. Composting is a beneficial treatment option for organic wastes, but "compostable" is not a guarantee of low impact.
- 8 In some cases, the benefits of recycling surpass those of composting.** Some items, like paper bags, can be either composted or recycled. Generally speaking, the recycling of manufactured materials (such as packaging) back into new products or packaging can provide greater overall environmental benefits than composting does.
- 9 Good intentions aren't being realized.** Compostable items often cost more – sometimes up to five times as much as non-compostable alternatives. That's a lot of money spent on products that might not actually help the environment – money that could be spent in more productive and beneficial ways.

Not only do compostable products often cost more to purchase, they also drive up the costs to operate our facilities and impede our ability to sell finished compost. Compostable packaging is promoted as a means of achieving "zero waste" goals but it burdens composters (and recyclers) with materials that harm our ability to efficiently process recovered materials. Reusable dishware is almost always a better choice for the environment. If you must use single-use items, please don't put them in your compost bin.

We need to focus on recycling organic wastes, such as food and yard trimmings, into high-quality compost products that can be used with confidence to restore soils and conserve resources. Compostable packaging doesn't help us to achieve these goals. We need clean feedstocks in order to produce quality compost.

Please help us protect the environment and create high quality compost products by keeping "compostable" packaging and serviceware out of the compost bin.

Thanks for your cooperation!



*See <https://www.oregon.gov/deq/FilterDocs/compostable.pdf>