



Glass Removal Outreach and Implementation Plan

Primary Communication Tools

- Letter to residents
- 2020 Calendar
- 5-Things
- E-newsletter
- Recycle Coach
- NHA Emails
- Olympian
- Signage

Key Messages

- Glass no longer allowed to be mixed in commingled recycle – Beginning January 1, 2020.
- Take glass to drop-off site or put in garbage.
- Global circumstances beyond the City's control
- Request from recycle processor.
- Improves the overall quality of other recyclables, e.g., paper.
- Saves an estimated \$100,000 annually.

Status

- Letter to Residents – Mailing soon!
- Webpage created and ready to make live.
 - FAQs
 - Video
 - Drop-off Sites
- Calendar arrives to residents last couple weeks in December.
- Recycle Coach will be updated before January 1, 2020.
- Jan/Feb Utility Billing Insert will contain information about glass.
- Post card reminder to mail in late February, early March.
- In-house recycle program
 - New signage
 - Email to employees
- Drop-off sites secured and special drop boxes ordered. Boxes will arrive in time for implementation.
 - Fence is completed at Saturday drop-off site.
 - Yauger Park site prepared secured.
 - Concrete Recyclers site is a go and will be ready.
- E-newsletter
- NHA email
- Potential decals for new cart deliveries.

Public Outreach and Implementation Plan

January 1, 2020: Acceptable Materials Change - Remove Glass and Poly-coat - Begin Glass Drop-off -

| | 2019 | | | | | | | | | | | | 2020 | | | | | | | | | | | |
|--|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|--|--|--|--|--|--|
| | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | | | | | | |
| Public Outreach | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet with Communication Services | | | | | | | | | | | | | | | | | | | | | | | | |
| FAQ | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff Talking Points | | | | | | | | | | | | | | | | | | | | | | | | |
| Letter to Residents | | | | | | | | | | | | | | | | | | | | | | | | |
| CNA | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet with NHAs | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet with Utility Billing | | | | | | | | | | | | | | | | | | | | | | | | |
| Cart tags | | | | | | | | | | | | | | | | | | | | | | | | |
| Customer education at Sat Drop-off Site | | | | | | | | | | | | | | | | | | | | | | | | |
| Collection Calendar | | | | | | | | | | | | | | | | | | | | | | | | |
| Recycle Coach | | | | | | | | | | | | | | | | | | | | | | | | |
| Post Card | | | | | | | | | | | | | | | | | | | | | | | | |
| 5-Things | | | | | | | | | | | | | | | | | | | | | | | | |
| Media Release | | | | | | | | | | | | | | | | | | | | | | | | |
| Commercial Customers | | | | | | | | | | | | | | | | | | | | | | | | |
| Signs on Commercial Containers | | | | | | | | | | | | | | | | | | | | | | | | |
| Signs on Event Containers | | | | | | | | | | | | | | | | | | | | | | | | |
| MF Brochure | | | | | | | | | | | | | | | | | | | | | | | | |
| Decals | | | | | | | | | | | | | | | | | | | | | | | | |
| Operations | | | | | | | | | | | | | | | | | | | | | | | | |
| Order or Modify Containers for Drop-off Site | | | | | | | | | | | | | | | | | | | | | | | | |
| Signage on Drop-off Containers | | | | | | | | | | | | | | | | | | | | | | | | |
| Secure at least 1 west Olympia location | | | | | | | | | | | | | | | | | | | | | | | | |
| Fence at Drop-off Site | | | | | | | | | | | | | | | | | | | | | | | | |
| Build Glass Drop-off Into Routing | | | | | | | | | | | | | | | | | | | | | | | | |
| Glass Drop-down in Collector App | | | | | | | | | | | | | | | | | | | | | | | | |
| Driver Education | | | | | | | | | | | | | | | | | | | | | | | | |
| City Internal Changes and Communication | | | | | | | | | | | | | | | | | | | | | | | | |
| Signage | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff Communication | | | | | | | | | | | | | | | | | | | | | | | | |
| Containers | | | | | | | | | | | | | | | | | | | | | | | | |

● Urgent/Timely
● Priority
● Important
● Ongoing