



ONONDAGA COUNTY RESOURCE RECOVERY AGENCY

ANNUAL REPORT ON RECYCLABLES RECOVERED: 2002

This report submitted pursuant to NYSDEC Permit Number 7- 3142-00028/00002-0, Certificate to Operate the Onondaga County Resource Recovery Facility; NYSDEC Permit Number 7-3156-00047/00001-0 Permit to Construct and Operate the OCRRA Landfill; NYSDEC Permit Number 7-3148-00048/00001-0 Solid Waste Transfer Station-Ley Creek and NYSDEC Permit Number 7-3142-00036/00001-0 Solid Waste Transfer Station-Rock Cut Road.

Period reported: January 1, 2002 through December 31, 2002
 Date: March 1, 2003
 Planning Unit: County of Onondaga including the City of Syracuse,
 excluding the Town and Village of Skaneateles
 Contact Person: A.T. Rhoads, Executive Director, OCRRA
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Tonnage of Mandatory Recycling Items Increases Again in 2002



During calendar year 2002, the OCRRA Operation Separation recycling program experienced an all time high recycling rate.

Approximately **741,548 tons** were recycled through mandatory and voluntary recycling in the community for a **recycling rate of 69%**.

For the sixth consecutive year, OCRRA met the NYSDEC permit goal that calls for 40% processible recycling with a **43% reduction** in the processible MSW * within the service area. In this category, mandatory curbside and commercial recycling totaled **217,060 tons, an increase of 3,104 tons over 2001**

OCRRA RECYCLING: 2002			
ITEM	TONS	RATE	Notes
MSW Ferrous Recycling	10,258		1. When calculating recycling rates, ferrous recovered from MSW is subtracted out so that it is not counted twice as both discarded waste and recovered recyclables.
Household Metal	1,529		
Incoming MSW	299,773		
Incoming C&D	41,967		2. Sources for this data include recycling companies, retail and commercial firms, institutions, industries, and governmental organizations, who voluntarily report to OCRRA.
MSW & C&D	341,740		
Curbside Recycling	42,328		
Processible Commercial	174,732		
Processible Comm\Curb Recycling	217,060	43%	
All Commercial	699,220		
Total Recycling	741,548	69%	

* Processible MSW is the material that could be disposed of in the waste to energy plant. The formula for calculating processible recycling is: curbside recycling + commercial processible recycling./ curbside and commercial recycling + MSW – MSW ferrous recovery. The formula for total recycling is: all recycling/all recycling +MSW + C&D – MSW ferrous recovery. (MSW is municipal solid waste; C&D is construction and demolition debris.)

OCRRA 2002 RECYCLING REPORT: BY COMMODITY (tons)

COMMODITY	COMMERCIAL	CURBSIDE	TOTAL
NonFerrous	9,059		9,059
Ferrous	181,244		181,244
Yard Waste	34,968		34,968
MSW Ferrous	10,258		10,258
Glass	8,207	5,706	13,913
Aluminum	7,339	119	7,458
Wood	15,529		15,529
Office Paper	27,287		27,287
Mixed Paper		1,426	1,426
Corrugated	64,351	3,339	67,690
News	12,412	26,912	39,324
Magazines*	5,953		5,953
Steel Cans and household metal		3,056	3,056
HDPE		1,244	1,244
PET		258	258
Kraft Bags*			
Gabled Cartons		267	267
Bottle Bill	5,918		5,918
Electronics and batteries	1,922		1,922
Food - Ind and Commercial	174,104		174,104
Textiles	7,607		7,607
Plastics	990		990
Sludge - D/S and papermill	116,051		116,051
Special Waste	12,541		12,541
Miscellaneous	3,476		3,476
Total	699,220	42,328	741,548

**Note: Kraft bags are included in OCC and curbside magazines are included in ONP.*

OCRRA inventories and records recycling tonnages of all material, mandated and non-mandated, which is diverted for recycling through the efforts of the curbside program, private sector commercial and industrial entities, public and private institutions. Material items include, but are not limited to: bulky metals (scrap autos are not counted), food waste (composted), textiles, unique plastics, sludge, oils and wood. Deposit beverage containers are also reported in the comprehensive recycling tonnage above.

OCRRA is an advocate of expanding the existing returnable container law (the Bottle Bill) to include non-carbonated products such as water, juices, teas and sports drinks for the purpose of requiring deposits. The non-carbonated containers account for 22 percent of the beverage containers sold in the state. A 1998 study conducted by SCS Engineers for OCRRA indicated that a large percentage of beverage containers exempted by the existing bottle bill law were **trashed**.

Material (non bottle bill)	Amount Disposed Annually	Percentage Not Recycled
PET #1 Bottles	1,044.2 tons	83.7%
Aluminum Cans	607.9 tons	87.1%
Glass Bottles	4,303.9 tons	68.5%

Many of these containers are now consumed outside the home (on the road) and may be escaping the recycling system entirely. The resolution to expand the “bottle bill” underscores the Agency’s commitment to the New York State solid waste management hierarchy, which emphasizes waste reduction, reuse, and recycling first, and then waste to energy, followed by landfilling. By creating a deposit for the additional bottles, we hope to see more of them recycled and fewer trashed.

Mandated Recyclables in 2002 are as follows:

Residential

Newspapers, Magazines, Catalogs
Home office paper and discarded mail
Milk and juice gable top cartons
Glass food and beverage containers
Metal food and beverage containers including foil
Plastic bottles #1 and #2
Aerosol cans
Corrugated Cardboard and Brown paper bags
Paperboard, Pizza boxes

Commercial

All office paper
Corrugated Cardboard
Paperboard
Blue bin items if economically justified

2002 Recycling Program Costs Exceed \$1.1M

OCRRA’s trash tipping fee revenue provides the financing for critical recycling program components essential to achieving the mandated recycling rate. Waste and recyclable hauling costs are not part of the OCRRA service costs.

OCRRA manages the solid waste and recycling program for 33 municipalities in Onondaga County; each is somewhat unique. Some provide waste and recyclables collection through their own public employees, some contract with one or more private waste hauling firms to provide services for their residents and still others require residents to arrange for disposal and recycling by contracting with a private hauler or bringing their MSW and recyclables to one of the two OCRRA transfer stations. OCRRA maintains two drop off centers for waste and recyclables where recyclables are accepted at no cost.

Program costs include OCRRA’s Operation Separation comprehensive public education program. The program consists of radio, TV, billboards, and print media campaigns, personal visits to waste generators, a staff of recycling professionals offering technical assistance, a New York State certified school teacher, numerous brochures and teaching materials.

The OCRRA recycling program arranges for the processing and marketing of residential recyclables collected and covers costs necessary to assure waste haulers a zero tip fee for residential recyclables. OCRRA also provides two drop off centers for the collection of blue bin recyclables for those without curbside service. The transfer station drop-offs are also collection points for additional materials such as textiles, paper from small offices/home offices, scrap metal, small appliances and household batteries. OCRRA costs cover the handling and recycling of these special items collected.

During 2002, OCRRA’s Operation Separation program managed two yard waste compost sites, contracted for two Household Hazardous Waste events, held monthly household computer collections, conducted a yearly collection of batteries through a network of local drop off points, including a curbside collection of household batteries in July, and launched a month long pilot program for the collection of hard cover books. OCRRA also administered special services and programs for businesses, schools, and apartment building managers and owners, each at a cost to OCRRA.

Direct program costs in 2002 (*pre audit*), associated with the recycling services are as follows:

<i>Program Category</i>	<i>Expense</i>
Recycling Personnel	\$285,000
MRF Fees	334,970
Public Education - Outside Service	147,489
Composting	32,795
HHW Collection Program	213,366
Battery/Propane Collection Program	40,000
Other recycling	211,385
Total Cost - 2002	<u>\$1,158,990</u>

Recyclables collected at the curbside are taken for processing and marketing to a material recovery facility, or MRF. The OCRRA MRF contract provides for a variable payment to the privately owned MRF, which receives curbside recyclables collected by the private haulers, municipal haulers, and municipalities with private hauling contracts. The MRF accepts the recyclables at no charge to the waste hauler, and then sorts, bales and markets the recyclables.

Currently, OCRRA has two contracted material recovery facilities (MRFs) which process recyclable material from the County's curbside recycling program. The two contracted MRFs each use different processing methods when recycling material.

Recycle America, a service of Waste Management, opened a new multi-million dollar facility, which is processing material using the "single stream" method. Single stream recycling allows recyclable material such as paper, plastic, metal, glass and corrugated cardboard to be combined in one collection vehicle, taken to the MRF, dumped together and separated in one process.

The other newly opened MRF is Naef Recycling, which began processing OCRRA's curbside material in December 2002. Naef is recycling material using the traditional two-sort method.

Taking into consideration the value of the commodities in the blue bin, OCRRA pays the MRF for processing and marketing recyclables using a formula adopted in 1995.

OCRRA's MRF payments for the period January 1, 2002 through December 31, 2002 are estimated to total **\$334,970**. OCRRA costs for processing and marketing recyclables were determined as follows:

Each month OCRRA pays a charge for the processing and marketing of the recyclables collected under the mandatory program. Revenue received from the sale of the material offsets the cost to process. Using a formula based on the value and quantity of each material collected under the program, OCRRA arrives at the Weighted Per Ton Revenue (WPTR), the value, per ton, of program material. When the WPTR drops below \$51.50, OCRRA pays the difference between the WPTR and the \$51.50 per ton benchmark cost for processing and marketing materials by making a payment to the contracted MRF. The specific MRF payment is calculated according to the tonnage of curbside program recyclables delivered to the MRF. An additional \$3 per ton administrative fee is also paid to the MRF.

The Agency's MRF charges are connected to recycling market prices. Although the recycling markets performed better than expected in 2002, it was not until the middle part of the year in which OCRRA was able to benefit from the market pricing. Pricing for old corrugated containers shot up in early spring to \$100.00 a ton, but slowly made its way down to \$60.00 a ton. The pricing for old newspapers was fairly strong all year long, ranging from \$45.00 ton to \$70.00 ton. Ferrous scrap prices were for the most part favorable, rising nine out of 12 months. Aluminum can prices were favorable, rising 3 cents per pound during the year. According to "Resource Recycling", the principal cause of the better than anticipated outcome of the markets for 2002 was the result of industry reduction, not expansion. Some producers cut capacity in 2001 and 2002 to get their supply of finished products more in synch with demand. "This resulted in low cost, highly efficient plants kept in operation, and industry wide capacity utilization moved higher, thus raising scrap prices". (Resource Recycling January 2003)

The values of specific program commodities for December 2002 compared to December 2001, December 2000 and December 1999 are shown in the chart below.

Residential Recycling				
End Market Value (per ton for each commodity, after sorting, processing, densification)				
Commodity	2002	2001	2000	1999
ONP/OMG	\$70.00	\$45.00	\$60.00	\$60.00
Mixed Paper/Paperboard	\$40.00	\$20.00	\$25.00	\$40.00
Clear Glass	\$21.00	\$15.00	\$31.00	\$29.00
Green Glass	(\$25.00)	(\$24.75)	\$3.00	\$3.00
Brown Glass	\$0	\$15.00	\$31.00	\$31.00
Mixed glass	(\$24.75)	(\$24.75)	(\$19.00)	\$0.00
Tin	\$40.17	\$5.36	\$22.32	\$50.76
HDPE Natural	\$140	\$140.00	\$260.00	\$172.51
HDPE Colored	\$140	\$140.00	\$260.00	\$185.00
Aluminum Cans	\$640	\$780.00	\$740.00	\$740.00
Aluminum Foil	\$640	\$780.00	\$740.00	\$740.00
OCC/Kraft	\$60	\$40.00	40.00	\$85.00

During the 1995 market high, OCRRA was able to renegotiate its MRF contract at a time when the per ton revenue for mixed recyclables was at \$150. If these prices had continued, OCRRA's 1996 MRF support would have been a \$126,000 payment for the \$3 per ton administrative fee only. Instead, market prices have fluctuated from year to year causing OCRRA's payment to contracted MRF's to rise much higher than anticipated. During 2002, OCRRA's expenses for MRF payments were \$334,970. **Fluctuations in the commodity markets are difficult to predict from year to year with any degree of certainty. Consequently, recycling program costs are vulnerable to rapid and unforeseen increases in MRF costs as noted below.**

YEAR	TOTAL MRF PAYMENT
1999	\$369,506
2000	\$ 74,043
2001	\$432,000
2002	\$334,970

Other program costs

➤ COMPOSTING



Food waste composting continued at OCRRA's Jamesville Compost Site in cooperation with the Jamesville Penitentiary. 15,000 lbs. of food waste were mixed with the yard waste at the site to create compost. The penitentiary estimated cost savings of \$350 because of the program. In 2002, the compost sites had 25,242 users bringing yard waste and/or brush to the sites, which produced 2,000 tons of mulch and 1,000 tons of compost. Several large volume mulch and/or compost users included the NYS Prison System, which is using the mulch as a bulking agent in its food-composting program. (Yard waste is banned in Onondaga County and backyard composting is heavily promoted.) OCRRA charged compost site users through a \$10 seasonal car sticker, and sold 3,287 seasonal stickers with receipts totaling \$32,870. Net costs to operate the compost sites were \$32,795. (The costs continue to decline because of the purchase of equipment instead of long-term leases. In 1996 net costs were \$68,363.) A lease with the City of Syracuse Dept. of Public Works allows the DPW to use a tub grinder (that OCRRA purchased with a 50% grant from NYSDEC) at no charge. In exchange, the City provides the necessary labor to operate and maintain the tub grinder and other services equipment on an as needed basis. The annual report on compost operations is attached.

➤ HOUSEHOLD HAZARDOUS WASTE

Household Hazardous Waste Day continues to be one of the most popular services the Agency offers. OCRRA held two household hazardous waste events in 2002 at two locations on each day.

Direct costs included the fee charged by the vendor to conduct the event, battery and propane cylinder handling, the lab fees for testing the paint collected for recycling and the charges by Strathmore Paint to reformulate and package the collected paint for the paint give-away to municipalities and human service agencies. Indirect costs included the OCRRA personnel (minimum of 20 persons per site) to work on the day of the event as well as the countless hours beforehand taking reservations, recording the information and sending out information/confirmation packets to each of the more than 1,500 residents who made appointments for each event.



OCRRA has been awarded a NYSDEC grant to cover nearly 50% of certain direct costs of the HHW events. Total costs in 2002 for this valuable community program were approximately \$213,000.

➤ HOUSEHOLD COMPUTER RECYCLING

The EPA reports that electronics are a fast growing portion of America's trash. EPA estimated that 250 million computers are destined to become obsolete by the year 2005, and that more than 3.2 million tons of electronic waste will find their way into thousands of landfills across the country. To encourage the safe management of old computers, OCRRA took the environmental sound approach in removing computer equipment from the waste stream by implementing a household computer recycling program in 2002. The program will also ensure that the material, which cannot be recycled or reused, will be disposed safely at an approved site.



Onondaga County residents were able to drop off old monitors, printers, computer towers, laptops, mouse, keyboards, scanners, and other peripherals at Rock Cut Road Transfer station the second Saturday of each month from 8:00 a.m. to 12:00 p.m. Residents were limited to 2 computer systems per household. Over 137,000 pounds of old computer equipment, including 2,325 monitors, 2,037 computer towers, and 1,117 printers were collected. Over 2,333 residents were served through December 2002. Because of an overwhelming response to the program, OCRRA will continue to offer residents in Onondaga County the opportunity to recycle old household computers and equipment in 2003. The program will cost OCRRA over \$11,500 per year.

➤ BATTERY COLLECTION

County residents can drop off their old batteries at 10 area grocery and drug stores service desks. OCRRA staff collects them from the sites each week. In addition, OCRRA maintains two drop off centers at its transfer stations and there is an annual monthly curbside collection of batteries during July. OCRRA's battery collection program is a costly program with more than **68,000 lbs.** of batteries collected in 2002 at a cost of approximately **\$35,000**. Curbside collection of batteries in July is born by the resident as part of their usual garbage collection costs.

➤ PUBLIC EDUCATION

Every year a significant percentage of the population hears the recycling message for the first time. Therefore, constant public education is an important part of the OCRRA program as reflected in the recycling budget.



In 2002, approximately **\$147,000** was spent on direct public education through radio, TV, and print media campaigns. OCRRA also employs a six-person professional recycling unit engaged in spreading the recycling message and bringing all levels of technical assistance to the residents, schools and businesses in the OCRRA service area.

NYSDEC awarded OCRRA a three-year \$500,000 grant for its recycling education. The grant covers 50% of expenses for public education such as advertising and flyers, and personnel costs for the recycling director, recycling educator and business recycling consultants. The grant also covers expenses associated with the publication of the *Operation Separation Update*, a newsletter that goes out to approximately 35,000 residents on a quarterly basis.

In addition, the Agency's website, www.OCRRA.org, provides extensive recycling and waste reduction information, as well as recycling instructions in Spanish. Online registration for household hazardous waste collection and various other events such as Earth Day is also available on the OCRRA website.

Participation and Program Efficiency Remain High

The Operation Separation program efficiency is measured in participation, separation and processing efficiencies against the original Program Definition projections, which were developed in 1987 in the recycling program design.

- The participation rate is the percent of waste generators who are recycling.
- The separation rate/efficiency is the percent of accuracy the waste generators have in correctly recycling (e.g. sorting and handling recyclables to keep them in marketable condition).
- The processing rate/efficiency is the percent of recyclable material collected that is available for markets after handling and sorting the recyclables for the ultimate markets, processing which usually takes place at the MRF.

Original Projections of Program Definition – 1987

Phase	Average Participation Rate	Average Separation Efficiency	Average Processing Efficiency
I	35%	50%	95%
II	50%	60%	95%
III	80%	75%	95%

Program effectiveness is documented in the recyclables recovery rate of 69%. It is a result of the participation rate and affected by the separation efficiency and the processing efficiency. The recycling rate and tonnage are calculated after deducting residue. The residue fraction is a combination of material placed incorrectly by the generator (e.g. trash in with the bottles and cans), non-recyclables placed in the bin (e.g. plastic toys, metal cookware) which are separation factors and processing efficiency, losses caused as a result of sorting and processing the material for sale.

To calculate the separation efficiency and the processing efficiency OCRRA needs to know what is in the bin and what happens at the MRF where material is sorted and processed for market. OCRRA has examined trucks delivering recyclables, bin set outs and MRF processing. OCRRA calculates the separation efficiency at 97% and the processing efficiency at 95%

Through visual inspection and survey, Operation Separation has documented a participation rate of 98% in most neighborhoods and determined that over 95% of the county's 196,633 households and over 90% of the estimated 15,000 businesses are participating in the program.

Current Recovery Rates

Phase	Average Est. Participation Rate	Average Separation Efficiency	Average Processing Efficiency
III	98%	97%	95%

Program Enforcement

OCRRA continues to enforce the Local Law mandating source separation for recycling through a system of public education, outreach and surveillance.

The OCRRA Operation Separation business-recycling specialists follow through on complaints and inquiries about business recycling. They are on the road 5 days a week calling on institutional, industrial and commercial businesses. OCRRA continued to employ the services of a former VISTA member to supplement the work of the recycling business specialists by calling on the smaller businesses, schools,

motels, hotels, and institutions in the City of Syracuse. In 2002, OCRRA's business recycling specialists visited hundreds of local businesses.

The OCRRA's Operation Separation apartment recycling specialist calls on apartment buildings having more than 5 units to ensure compliance with the recycling law and to assist in designing effective collection systems for recyclables. During 2002, OCRRA continued to provide high visibility decals to be affixed to recycling totes at apartment buildings. The stickers use a combination of text and graphics to make it clear just where tenants are to place their recyclables. There are two types of signs suitable for interior and exterior containers.

When needed, an enforcement officer supplements the efforts of the business and apartment recycling specialists. An enforcement officer calls on businesses and apartment buildings where it is determined other venues have not resulted in cooperation.

The enforcement officer spends a portion of the week inspecting loads of solid waste at the waste-to-energy plant looking for loads containing recyclables and issuing warnings and/or violations. Pictures are taken of the loads and the waste hauler must identify the origin of the waste. Then the business or apartment recycling specialist calls on the waste generator to determine the source of the problem and assist in designing a recycling program which will capture the mandated recyclables.

Highlights of the 2002 OCRRA Operation Separation Recycling Program

- ***Hardcover books recycling***

OCRRA demonstrated its latest effort to provide yet another recycling service to the community by implementing a month long hardcover book recycling program. County residents, businesses, and schools had the opportunity to drop off their old hardcover books at the Rock Cut Road Transfer Station during the month of July. More than 40,000 books were collected and recycled. The program was a tremendous success, in which approximately 45 tons of old books were recycled. Because of the overwhelming response from the community, OCRRA will again offer the hardcover book recycling program in 2003.



- ***Household mercury thermometer exchange program***

OCRRA held two household mercury thermometer exchange events in 2002. Onondaga County residents were able to exchange their mercury containing thermometers for a new non-mercury thermometer during HHW events. Over 500 thermometers were collected and replaced during the two events. The mercury thermometer exchange program helps prevent mercury contained in household thermometers from escaping into the environment when the thermometers are broken or thrown away.

- ***Recycled Paint Give-Away***



The Agency implemented a direct mail campaign to reach out to hundreds of community organizations, inviting them to utilize recycled paint from OCRRA's September Household Hazardous Waste Collection. As a result, over 1,500 gallons of recycled paint were provided to over 50 non-profit agencies, municipal entities, park systems, and other human service organizations. OCRRA conducted the paint give away on November 15, to coincide with the America Recycles Day celebration. Recipients included: Westcott Community Center, the Native American Service Agency, Exceptional Family Resources, and the City of Syracuse's Graffiti Busters.

- **OCRRA's Community Events and Public Outreach**



OCRRA is committed to maintaining high levels of community participation in the Operation Separation recycling program. In 2002, OCRRA hosted informational booths at various events including the Flower and Garden Show, the Family Show, the Spanish Action League Health Fair, Northeast Community Center Picnic, and the Golden Harvest Festival at Beaver Lake Nature Center. A variety of recycling information was distributed including nearly 2,000 blue bins, recycling instructions, battery bags, household hazardous waste sign up, and compost site registration. OCRRA promoted its “two bins are better than one” recycling campaign at numerous events and functions. The Agency gave away recycling bins at the Regional Farmers Market, Power Jam at Jamesville beach, Juneteenth Celebration in Downtown Syracuse, and Nojaims supermarket. Over 25,000 people were contacted through these events. In addition, OCRRA delivered 50,000 new blue bins to local highway garages and municipalities for distribution to residents.



Recycling containers were distributed to various schools, businesses, restaurants and parks to encourage separation and recycling of paper and beverage containers. OCRRA produced approximately 4,000 recycling containers for distribution to a variety of institutions.

Earth Day

OCRRA highlighted Earth Day with numerous activities. It honored Lincoln Elementary School in Syracuse with the Dr. Vonnell Matri Recycling Award at a school assembly attended by County Executive Nick Pirro and a representative from the Mayor's office.



OCRRA ran ads on WSYR radio and in the *Syracuse Business Journal* promoting Earth Day litter clean up. Finally, the annual Earth Day litter clean up on the Saturday after Earth Day, which OCRRA coordinated, saw some 50 tons of litter and 1,150 tires collected by approximately 5,000 volunteers in 223 community groups.

America Recycles Day

OCRRA participated again in the NYS Steering Committee for the national America Recycles Day on November 15 that promotes the purchase of products made of recycled materials. OCRRA submitted over 7,410 pledge cards collected during the State Fair.



Beyond these noteworthy activities, a host of other services continued to be provided through the recycling program, including the following:

- ✓ Ran a recycling drop off six days/week, year round for mandatory recyclables at the Agency transfer stations. Provided a no-charge drop-off for household scrap metal and office paper from small businesses.
- ✓ Guaranteed a zero tip fee for haulers who deliver curbside recyclables to the Agency's contracted Material Recovery Facility. OCRRA paid \$334,970 for the processing of recyclables collected from the households of the community.
- ✓ Continued curbside collection of discarded license plates. The program will run from 2001 to the end of 2003.
- ✓ OCRRA operates an automated hotline answering common recycling questions twenty-four hours a day, seven days a week.

The Recycling Department added one new member to the team this year. Jan Schober replaces Dave Schultz and brings with her an abundance of experience and knowledge. Jan was previously employed by the Americus-Sumter County Chamber of Commerce in Americus, Georgia as the Director of Membership and Community Development. She is a graduate of the University of North Florida with a degree in Communication and Political Science.

The rest of the recycling team members are:

- Angie Scafidi, Recycling Operations Manager
- Mark Burger, Recycling Operations Manager
- Jeff Cooper, Business Recycling Specialist

The remaining team members are:

- Elaine Van Avery, Recycling Educator (Contracted Service Provider)
- Jim Carroll, Business Recycling (Contracted Service Provider)
- Tom Monty, Compost Site, and
- Numerous community volunteers.