



WELCOME
CITY OF SPRINGFIELD
INCORPORATED 1885
GATEWAY TO THE
McKENZIE RIVER

FRANCHISE REPORT FOR THE CITY OF SPRINGFIELD
JULY 1, 2019 TO JUNE 30, 2020



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Introduction

For over 40 years Sanipac has been proud to serve the citizens of Springfield 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 quite natural that we are involved in many Springfield activities. We also 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

We work according to our 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 and our employees. 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 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 in recycling 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
2019-2020	3353	2458	5812

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, 2020 Springfield residents and commercial customers recycled nearly 12 million pounds of material!

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, International Paper in Springfield 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 2020. 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

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TTY 711

June 26, 2020

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

Nancy Newton, City Manager
City of Springfield
225 Fifth St.
Springfield, OR 97477

Re: Approval of Springfield's 2019 Opportunity to Recycle Programs

Dear Ms. Newton:

This letter acknowledges receipt of Springfield's 2019 Opportunity to Recycle Report. The City of Springfield chose the following recycling programs to meet the requirements of Oregon Administrative Rule 340-90-0040 and 0041, and a waste prevention program under OAR 340-90-0042.

Recycling Program Elements: OAR 340-90-0040 and 041

- (a) Provision of at least one durable recycling container
- (c) Provision of an expanded education and promotion program
- (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 340-90-0042

- (2) Implementation of a city- or county-wide education and promotion program
- (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 for food that would otherwise be composted or disposed

DEQ approves the 2019 Opportunity to Recycle report for Springfield with the following recommendation.

The city's Waste Prevention and Reuse Program includes Food Rescue Program Support, for which Springfield provides funding to FOOD for Lane County. While not checked on your 2019 report, DEQ believes Springfield also conducted "Technical Assistance" (*a local government website page to inform and promote food rescue opportunities*) to provide a second required component of this program. The city's website includes resources on food rescue and pantries in Springfield, but the information is difficult to find and not associated with waste prevention. DEQ suggests better online promotion of the available food resources in your community and connecting food rescue to your Recycling and Waste Prevention webpage.

Please also ensure links to online resources are current, including those for Lane County transfer stations and electronics recycling.

Contact me if you have questions or would like to discuss Springfield's program 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
Materials Management
DEQ Western Region

ec: Aaron Donley, Sanipac: Aaron.Donley@WasteConnections.com
Sam Kelly-Quattrocchi, City of Springfield: skellyquattrocchi@springfield-or.gov
Sarah Grimm, Lane Wasteshed Representative: sarah.grimm@lanecountyor.gov

Yard Debris Program

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 36.7% of our residential customers subscribe to yard debris recycling. The number of participants in the yard debris program continues to grow. In 2019, we picked up 3,344 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
2020	6248

Commercial Compost Program

In March 2012, commercial compost was introduced to Springfield. We currently have 15 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 stated reasons, including plastic contamination concerns and low nutrient value of compostable wares, 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 16,759 residential homes as well as 1577 commercial and 120 roll off customers within the city limits of Springfield.

Using Springfield sewer customer counts as a guide, 91% of Springfield residences and businesses are currently Sanipac customers.

The total number of customers we are fortunate to serve in Springfield is 18,456.

The franchise fee for fiscal year 2019-2020 totaled \$581,298.42.



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.

Sanipac is also excited to provide the free Sanipac Mobile App to the residents of Springfield. 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, 2019 to fiscal year ending June 30, 2020, delinquent account balances increased 2.14% increasing from 24.18% of receivables in 2019 to 26.32% of receivables in 2020. The total value of accounts that were written off decreased from \$61,869 in fiscal 2019 compared to \$38,782.54 in fiscal 2020.

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:

The City compiles a list of contacts from customers relating to garbage and recycling issues throughout the year. This year there were 0 contacts to the City related to those issues.



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 \$80.73/ton effective 7/1/2019.

City Beautification

Due to Covid-19 concerns the City decided to postpone the Springfield Annual Cleanup until later in the year. We look forward to supporting this valuable event in the coming months!

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 \$2,666.40.

We provide weekly trash pickup at the Wildish Theatre at no charge to the city for an annual savings of \$458.64.

We provide 3 times per week service at the Jail for an annual savings of \$12,508.68.

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 \$278.35.

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 a savings to the City of Springfield of \$86,043.26.

Sanipac provides a number of other donated services to City facilities and endeavors, including: Public Works (\$8,759.02), Maintenance Department (\$10,076.28), City Hall (\$6,623.64), Carter Building (\$420.42), Fire Stations (\$11,365.44), and Overnight Parking (\$4,248.96).

Sanipac is also happy to work with the Springfield 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.

All told the donation of services to the City of Springfield this year was \$143,449.



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 5 incidents/accidents in Springfield this year involving Sanipac trucks:

- 12/27/2019: Driver clipped a parked truck when turning in a parking lot.
- 03/10/2020: Driver clipped a car that was passing him as he pulled away from servicing an account.
- 04/06/2020: Driver hit parked car with his cart grabber when servicing an account.
- 5/20/2020: Driver clipped a parked car when making a turn.
- 06/08/2020: Driver hit an automatic gate while it was closing.

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.

- Mark Gingrich, Division Vice President: 541-287-6130; mark.gingrich@wcnx.org
- Brian White, District Manager: 541-736-3637; brian.white@wcnx.org
- Viky Saysamone, Controller: 541-736-3688; viky.saysamone@wcnx.org
- Aaron Donley, Marketing Manager: 541-736-3642; aarond@wcnx.org
- Bobby Ladley, Operations Manager: 541-736-3605; bobbyl@wcnx.org
- Madyson Lawlor, Office Manager: 541-736-3615; madysonl@wcnx.org

Exhibits

2019 Summer Residential Newsletter

2019 Summer Commercial Newsletter

2019 Fall Residential Newsletter

2019 Fall Commercial Newsletter

2019 Winter Residential Newsletter

2019 Winter Commercial Newsletter

2020 Spring Residential Newsletter

2020 Spring Commercial Newsletter

2020 Summer Residential Newsletter

2020 Summer Commercial Newsletter

SUMMER 2019

RESIDENTIAL EDITION

THE RECYCLER



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 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

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 landfills, 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 are 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.

don't forget
THE BAG!



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 63 million tons of wasted food. Of that food, 40 percent is estimated to come from consumer-facing businesses—businesses like yours. And 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.

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



Need a Little More Space?

If you are overfilling your cart each week you may consider choosing a larger cart to avoid being charged for extra garbage.

You have the opportunity to choose the cart size and frequency that works best for you.

Our customer service representatives are happy to help discuss your garbage and recycling needs. We may be able to save you money by changing your service level.

Remember to Stop at the Top! ✓



Please remember your carts may be placed out no earlier than 7:00 p.m. on the day prior to your regularly scheduled collection, and empty receptacles must be removed from curbside no later than midnight on the day of collection.

Place out
no earlier than 7:00p.m.
day prior to pick up



Remove
no later than midnight
on day of pick up

Separating recyclables from your trash reduces the amount of waste that ends up in landfills, saves energy, and reduces emissions!

Haul-i-days

If your pick up day falls on or following one of these holidays, your pick up will be one day later ending with Friday's pick up being done on Saturday.
Example: Thanksgiving Day only affects Thursday & Friday customers

New Years Day
Memorial Day
4th July
Labor Day
Thanksgiving Day
Christmas Day

YARD DEBRIS RECYCLING

Place in your grey yard debris cart anything that grows above the ground.

Including:

Raw fruits and raw vegetables, coffee grounds (no protein). Grass, leaves, branches up to 4" in diameter, brush, fruit tree discards and plant vegetation.

- Close the lid
- 120 pound limit
- No dirt or rocks



- No bags
- No Pet Waste
- No Poison Oak

Commingle Recycle Instructions:

ALL RECYCLING MUST BE CLEAN!

INCLUDE ONLY THE FOLLOWING ITEMS:

Flattened Cardboard Boxes & Egg Cartons

Excludes frozen food packaging, gable top cartons & waxed cardboard



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

Clean Paper only



Milk Jugs & Drink Bottles Only

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



Pop Cans and Food Cans

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



Would you like to volunteer, discuss, or have questions about recycling? We value your input on recycling education! Please call PJ Silva at 541.736.3614.

For questions on recycling at the Lane County transfer sites please call: 541.682.4120



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541.736.3600 • sanipac.com



Printed on
Recycled paper

SUMMER 2019

COMMERCIAL EDITION

THE RECYCLER



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MAKE EVERY THREAD COUNT.



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

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 landfills, 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 are 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.



don't forget
THE BAG!



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 63 million tons of wasted food. Of that food, 40 percent is estimated to come from consumer-facing businesses—businesses like yours. And 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.

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





Office Remodel or Cleanup Project?

We offer roll off service to Eugene, Springfield, Creswell, Veneta and the surrounding areas. We can usually have a roll off delivered to your job site within 24 hours. Please call for availability 541.736.3618

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Need Junk Removal?

Call: 541.736.3600



Implementing recycling for your business is a great way to engage your staff and protect your resources.

Please give us a call if you'd like to discuss options for your business!

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THE RECYCLER



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.svdps.org, 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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www.nextsteprecycling.org/,
www.bringrecycling.org, and
<http://habitatlane.org/restore/> .

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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THE RECYCLER



Hello from Sanipac!

Hello from Sanipac! Thanks to everyone for all your hard work in keeping the recycling in our area as clean as possible. Please see a list below of common items that contaminate recycling, as well as a list of acceptable items on the back page.

Thanks so much for continuing to keep our area a leader in recycling!

The items listed below contaminate curbside recycling. Please keep them out of the can.			
NO	Problem	Reason	Solution
	Plastic bags and film	Bags and film jam equipment at the sorting facility and create slow downs in processing. Removing the film from the processing equipment is difficult	Plastic grocery bags are accepted for recycling at many local grocery stores. (Or dispose of as trash.)
	Plastic clamshells	There is no current market for this material. Processors receiving a high level of these contaminants can potentially reject entire loads of recycling.	Dispose of as trash.
	Food residue	Food residue can cause the processor to reject materials. Food residue can also leak onto and contaminate other materials in the recycling stream.	Always rinse and clean out food residue before recycling.
	Styrofoam	Unwanted by processors. Breaks up into small pieces and contaminates other recycling.	St. Vincent De Paul also has a styrofoam recycling program. For more information visit: www.svdp.us . (Or dispose of as trash.)
	Napkins and paper towels	Unwanted by processors. Can contain food/liquid which contaminates other recyclables.	Napkins and paper towels can also act as a good source of carbon for backyard compost piles. (Or dispose of as
	Any plastic item that is <u>not</u> a milk jug or translucent drinking bottle (water/soda/juice)	Market conditions have caused these materials to be currently unwanted by processors as part of a mixed recycle stream.	Save these items for periodic "plastics roundup" events in our area. For more Information please visit: https://www.lanecounty.org (Or dispose of as trash.)


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THE RECYCLER



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 400 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.



NW ASSOCIATION
FOR
**BLIND
ATHLETES**



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 360-768-5649 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 is by attending NWABA's annual Southern Willamette Valley Fundraiser, which Sanipac is the presenting sponsor. It will be taking place on Thursday, April 23, 2020 from 6-8pm at the Hilton Garden Inn Eugene/Springfield. Tickets are \$35. If you are interested in attending, please contact Sue Warren at 360-984-5506 or swarren@nwaba.org.

www.nwaba.org



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The Recycler



Coach Cristobal and Family Donate Lunches to Sanipac Drivers

We are extending a big thank you to Oregon Duck's Football Coach Mario Cristobal and his wife Jessica for buying Sanipac's drivers lunch on April 10. They paid for Vinnie's Smokin' BBQ to come out to Sanipac during lunch time and make boxed lunches, which were distributed to the drivers. This act of generosity is greatly appreciated by our hard working drivers. Thank you from Sanipac to the Cristobal family and... Go Ducks!

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 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.

To learn more, visit <http://bit.ly/Every-Thread>

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



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



Save money. Save resources. Be a leader.

Each year, an estimated 25 to 40% of all food produced or imported for consumption in the United States is never eaten. That's as much as 63 million tons of wasted food. Of that food, 40% is estimated to come from consumer-facing businesses—businesses like yours. And that wasted food means wasted money, by some estimates as much as \$57 billion annually for U.S. businesses. More info: www.oregon.gov/deq



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