

**MINNESOTA  
WASTE WISE  
FOUNDATION**

**Scott County Business Recycling & Waste Reduction  
2016 Final Report**

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2016 Scott County Business Recycling & Waste Reduction

Contents

1. Introduction

1.1. Project Description ..... 3  
1.2. Document Description ..... 3  
1.3. Completed Activities ..... 3  
1.4. Project Summary ..... 4

2. Results

2.1. Outreach ..... 5  
2.2. Technical Assistance ..... 8  
2.3. Real and Perceived Barriers to Implementation ..... 10  
2.4. Final Results & Implementation ..... 12  
2.5. Success Stories ..... 15

3. Discussion ..... 15

4. Conclusion ..... 17

List of Figures

Figure 1. Outreach Methods & Total Resulting Business Participation ..... 6  
Figure 2. Business Participants by City ..... 7  
Figure 3. Business Participants by Industry ..... 7  
Figure 4. Types of Technical Assistance ..... 9  
Figure 5. Number of Recommendations Made in Each Area of Assistance ..... 10  
Figure 6. Real and Perceived Barriers to Implementation ..... 12  
Figure 7: Percent Compliance with 2016 Recycling Mandate ..... 14

List of Tables

Table 1. Business Outreach Methods & Participants Yielded ..... 6  
Table 2. Business Assistance Totals ..... 8  
Table 3. Quantifiable Waste Diversion ..... 13  
Table 4. Compliance with 2016 Recycling Mandate ..... 14

Appendix A: Terms and Definitions ..... 18

Attachment A: Business Participant Summary

Attachment B: Success Stories

2016 Scott County Business Recycling & Waste Reduction

**1. INTRODUCTION**

**1.1 Project Description**

The Minnesota Waste Wise Foundation was contracted to assist Scott County in providing technical assistance, research, liaison services and active marketing and outreach for area businesses and non-profit organizations concerning commercial waste management. These efforts were concentrated on waste reduction, recycling, organic waste recovery, resource recovery and cost effective waste management service strategies. Through its programs and consulting services, Waste Wise provides guidance and leadership to assist businesses with environmental sustainability programs and initiatives.

The desired outcomes of the project included:

- Landfill abatement
- Additional understanding of barriers and opportunities for landfill abatement
- Assistance with achieving the Solid Waste Mater Plan objectives

Documentation of the project outcomes were to be demonstrated by the following:

- Reduction in the amount of commercial waste generated
- Increased recycling and food waste/organics recovery by commercial solid waste generators
- Increased awareness and knowledge of commercial solid waste generators concerning waste delivered to resource recovery processing facilities

**1.2 Document Description**

This is the final report for the 2016 Scott County Business Recycling and Waste Reduction Contract. The report includes information on all tasks included in the 2016 Scope of Services, along with results recorded for each. The results for tasks 1-3, including outreach, technical assistance, site visits and final results for businesses assisted are detailed below in the Completed Activities section.

**1.3 Completed Activities**

To achieve the desired project outcomes, Waste Wise completed and tracked the activities as they related to the following work plan tasks and deliverables:

**Task 1** – Provide direct outreach, technical assistance and consulting services, including onsite, over the telephone, and electronic correspondence with businesses located in Scott County.

Deliverables:

- An agreed upon list of target businesses.
- A written work plan describing the outreach strategy.
- Outreach to a sufficient number of businesses to identify and provide detailed technical assistance and follow-up to 35-50 businesses during the term of the agreement.

**2016 Scott County Business Recycling & Waste Reduction**

- Provide a written report summarizing outreach services provided and recommendations for next steps. Include both qualitative and quantitative findings on the types of outreach services provided, reaction by businesses to outreach services and types of actions/steps taken by businesses.

**Task 2** – Provide technical assistance to Scott County businesses that make telephone, website, or email inquiries to the County.

Deliverables:

- Respond to technical assistance requests from businesses.
- Monthly written report outlining each of the calls, indicating type and number of calls and the resolution.

**Task 3** – Evaluate and track technical assistance and outreach services.

Deliverables:

- A written report outlining the data identified in A – D in scope of services.
- Monthly reports that address E - G in scope of services for the 2016 calendar year.
- Up to two oral presentations to the Scott County Board committee of jurisdiction detailing the data in the written reports.
- Discussion with staff prior to committee presentation about the successes, new approaches recommended, lessons learned for future programs, and progress made toward meeting the objectives of the Solid Waste Master Plan.

#### **1.4 Project Summary**

The Minnesota Waste Wise Foundation developed a work plan and business outreach strategies with Scott County. These components were based on an agreed upon priority business list and geographic areas for outreach purposes. Outreach services focused on engaging businesses and raising awareness of waste reduction and recycling options. This included providing technical assistance on waste reduction, recycling and cost effective waste management service strategies.

# MINNESOTA WASTE WISE FOUNDATION

## 2016 Scott County Business Recycling & Waste Reduction

The following is a summary of the outreach and service results for the 2016 contract:

- Completed **248 outreach contacts** to 235 Scott County business prospects
- Completed **40 initial site visits** with business participants and an **additional 11 site visits** to further assist business participants
- Provided assistance and services to **39 business participants**
  - Completed **86 instances of technical assistance** including meetings, calls, and emails to participating businesses
  - Assisted **10 businesses** in implementing or expanding recycling programs resulting in **18 instances of measurable waste diversion**
  - *Assisted businesses in diverting at least 157,088 pounds of waste from disposal annually.*
  - Assisted 7 businesses (10 locations) in utilizing **\$75,577** worth of grant funding to start or improve waste reduction programs.
  - Over **\$17,660** in cost savings were realized as a result of implementing or expanding waste reduction programs.

## 2. RESULTS

### 2.1 Outreach

Minnesota Waste Wise engaged business participants through multiple strategies and received referrals from several sources. **Table 1** displays the methods in which Waste Wise identified and contacted prospective business participants and how successful each method was. **Figure 1** displays the percentage of each method and its contribution to Scott County's business participants throughout the year. The strategies used to reach out to businesses included:

- Waste Wise outreach including cold calling, door knocking, and e-mails (*Waste Wise Outreach*)
- Utilizing referrals from other business locations (*Waste Wise partner referral*)
- Referrals from Scott County (*Scott County referral*)
- Referrals from Minnesota Chamber of Commerce membership (*MN Chamber referral*)

In total, 235 new businesses were contacted during Waste Wise's outreach efforts yielding 39 new program participants. This year's outreach efforts and resulting successes have provided Waste Wise with useful information to incorporate into future outreach efforts.

In 2016, Waste Wise utilized a lead generation and appointment-setting service to conduct an outbound phone calling campaign. These campaigns focused heavily on specific businesses and industries, including food service, convenience stores, and places of worship, known to have opportunities for recycling improvements and high waste diversion potential. In addition, Waste Wise made direct contact to businesses of interest via cold calls, emails, and door-knocking. *Waste Wise Outreach* yielded 29 of the 39 program participants (74%) in 2016.

# MINNESOTA WASTE WISE FOUNDATION

## 2016 Scott County Business Recycling & Waste Reduction

Scott County referred 7 business participants, 18% of the year’s participants. As word of mouth spreads and 2016 success stories are published, we anticipate that this referral method will grow into a reliable source of motivated business participants.

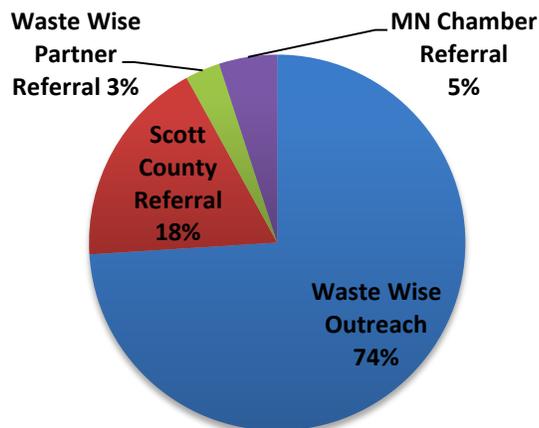
Two of 2016’s business participants (5%) came to Waste Wise from the Minnesota Chamber of Commerce. Because of the limited activity in Scott County by this source, they are not a primary outreach method for garnering business participants.

Waste Wise received one referral from a business located in another metro area county. This referral method, termed *Waste Wise partner referral*, resulted in 1 business participant in 2016, 3% of the year’s total. Waste Wise hopes to increase growth in the hauler segment of these referrals, as route density increases for single-stream and organics recycling, and as haulers become more aware of the availability of Scott County Business Recycling grant funding.

**Table 1: Business Outreach Methods & Participants Yielded**

	Business Participants Yielded	Percent of 2016 Business Participants
Waste Wise Outreach	29	74%
Scott County Referral	7	18%
MN Chamber Referral	2	5%
Waste Wise Partner Referral	1	3%

**Figure 1: Outreach Methods & Total Resulting Business Participation**

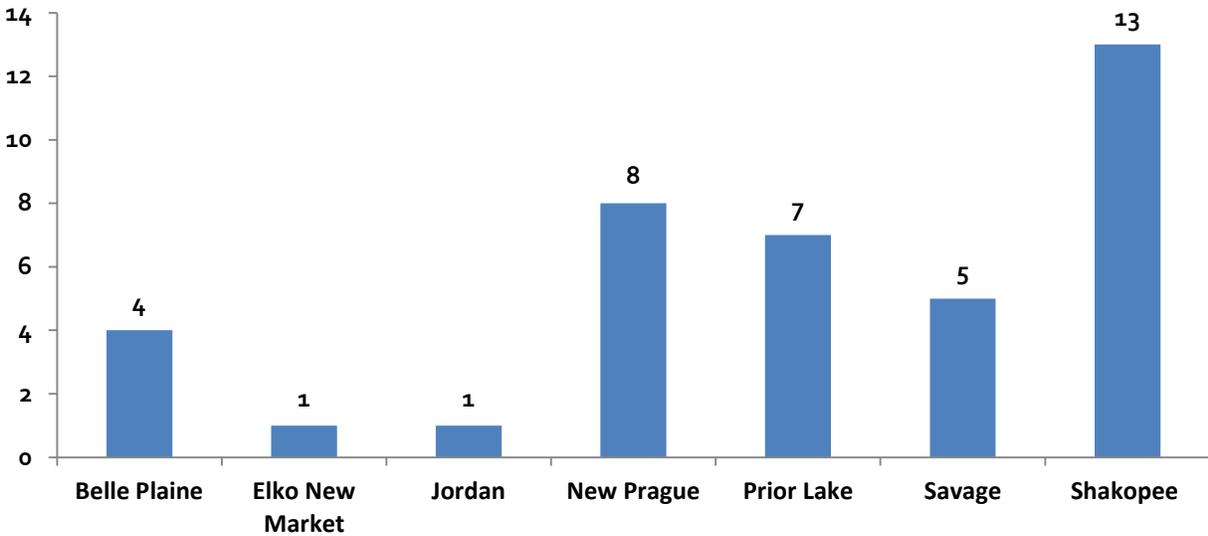


Waste Wise conducted outreach in every city within Scott County yielding business participation from seven municipalities. The cities with the greatest number of participants were Shakopee, New Prague, Prior Lake, and Savage. **Figure 2** displays program participation by city in 2016.

# MINNESOTA WASTE WISE FOUNDATION

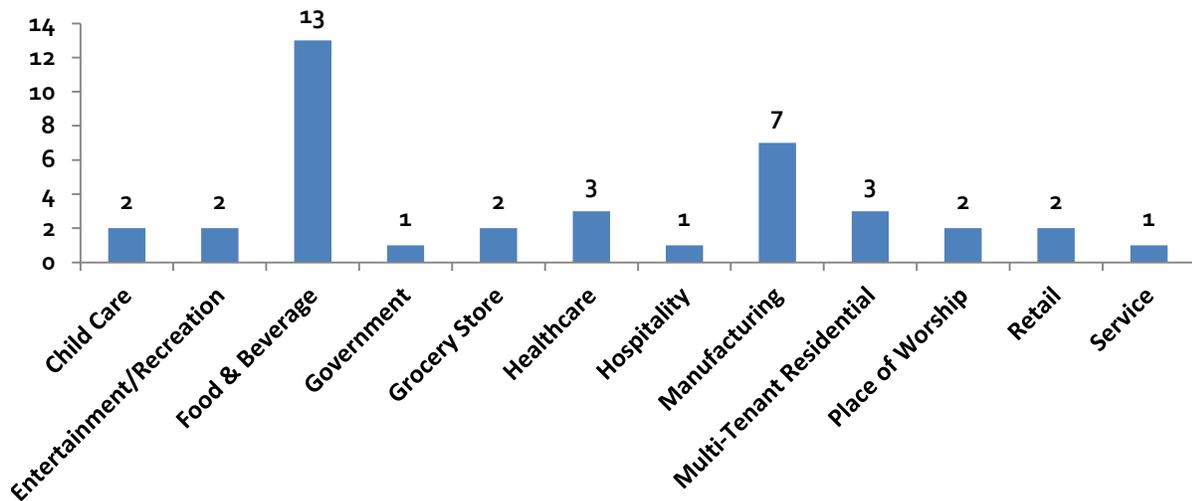
## 2016 Scott County Business Recycling & Waste Reduction

Figure 2: Business Participants by City



Waste Wise assisted businesses across 12 different industry sectors in 2016. The food & beverage, manufacturing, healthcare, and multi-tenant residential were the most well represented industries. Figure 3 displays business participants by industry.

Figure 3: Business Participants by Industry



2016 Scott County Business Recycling & Waste Reduction

**2.2 Technical Assistance**

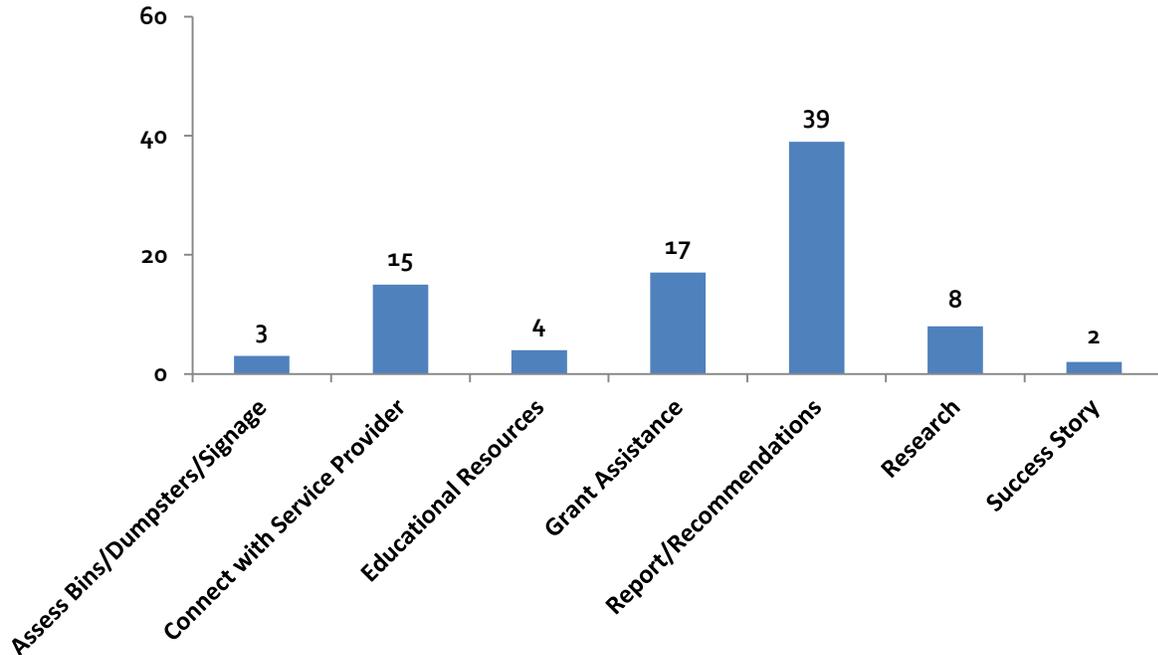
Waste Wise provided 40 initial site visits to 39 participating businesses in order to identify opportunities for waste reduction, recycling, and organic waste diversion. During these visits, Waste Wise documented individual barriers to enhanced recycling efforts and addressed each business' unique concerns and challenges. Keeping in mind these barriers, preliminary recommendations were made regarding the best practices to improve waste and recycling collection; in addition, Waste Wise outlined critical next steps for ensuring the overall success of the program. Beyond the initial site visit, Waste Wise was on site at participating businesses 11 additional times. These follow-up site visits occurred for a variety of reasons including aiding in the grant application process, assisting with bin placement and labeling, providing staff training, and gathering information for the purposes of producing success stories.

Based on information gathered during initial contacts and site visits, participating businesses received tailored assistance leading to improved recycling and waste management procedures. In addition to site visits, Waste Wise provided ongoing technical assistance such as generating educational materials, connecting businesses with service providers, identifying bins for implementation, assisting with new recycling collection procedures, and leading businesses through the grant application process. **Table 2** and **Figure 4** outline the service totals and types of assistance provided by Waste Wise. The different types of technical assistance and report recommendations offered are defined in **Appendix A**.

**Table 2: Business Assistance Totals**

<b>Business Assistance Category</b>	<b>Quantity</b>
Businesses Served in 2016	39
Basic Site Visits Provided	40
Additional Site Visits ( <i>includes any on-site assistance after the initial evaluation</i> )	11
Technical Assistance Provided to Businesses	86
Participant Follow-up Contacts	225

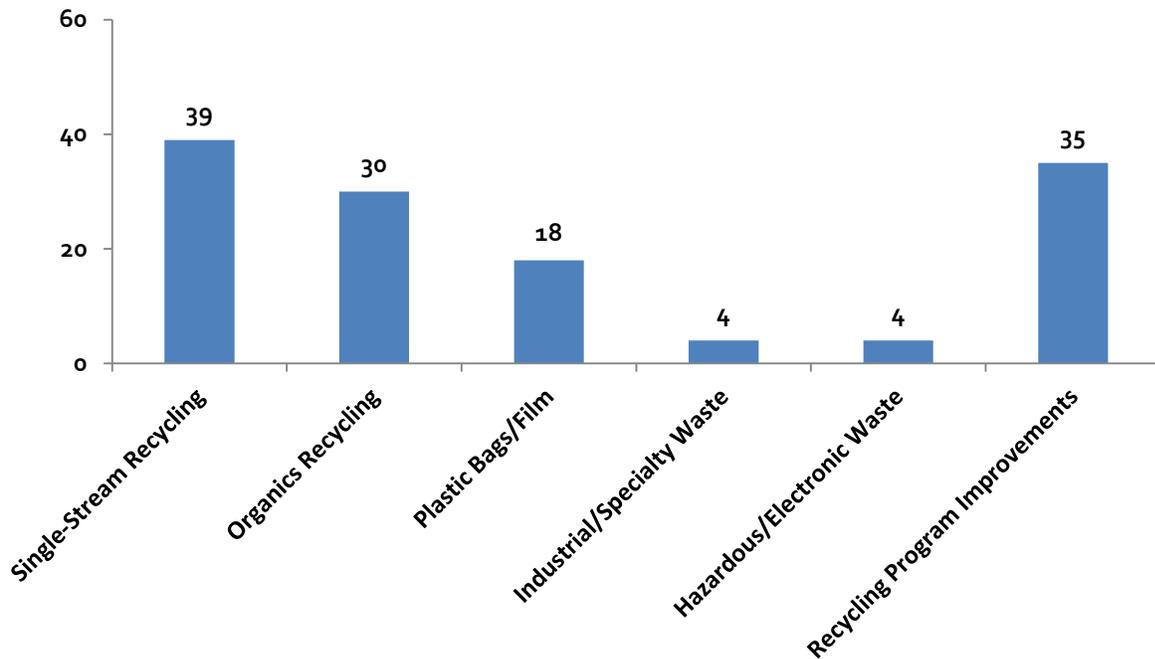
Figure 4: Types of Technical Assistance



In 2016, Waste Wise conducted 51 in-person site visits to address waste and recycling issues and assist with implementation. These site visits accomplished many goals including reviewing current waste and recycling operations, offering on the ground assistance for program improvements, and providing initial recommendations outlining steps towards recycling improvements and overall waste reduction.

A total of 86 individual instances of technical assistance were provided to Scott County businesses in 2016. The most prominent reason for technical assistance was to provide a formal written report with recommendations, which occurred 39 times. All reports included recommendations for adding single stream recycling, 35 reports included recommendations to improve the overall recycling program, and 30 included detailed information regarding the implementation of an organics recycling program. Waste Wise helped participating businesses with the grant application 17 times. There were 15 instances of technical assistance that connected businesses to a service provider, whether to their current hauler or to an outlet for material outside of their regular waste stream. **Figure 5** details the specific recycling recommendations that were made within the 39 reports provided to participating businesses.

Figure 5: Number of Recommendations Made in Each Area of Assistance



### 2.3 Real and Perceived Barriers to Implementation

#### Barriers to Recycling Implementation

Waste Wise witnesses various barriers to recycling implementation among the Scott County business community. In order to improve future outreach and implementation efforts, Waste Wise records how often certain barriers are reported or perceived. The following section outlines the barriers of knowledge, cost, and hauler issues.

Waste Wise documented the real and perceived barriers that prove challenging when businesses are looking to implement new or improved waste reduction, recycling, and organics recycling programs. Eliminating these barriers, increasing business confidence, and lowering participants' perceptions of their impact are all critical factors leading to a successful waste reduction program. Every business has at least one real or perceived barrier to implementation. Among 39 total participants in 2016, 8 different types of barriers were identified. Figure 6 illustrates the frequency of real and perceived barriers to implementation.

## 2016 Scott County Business Recycling & Waste Reduction

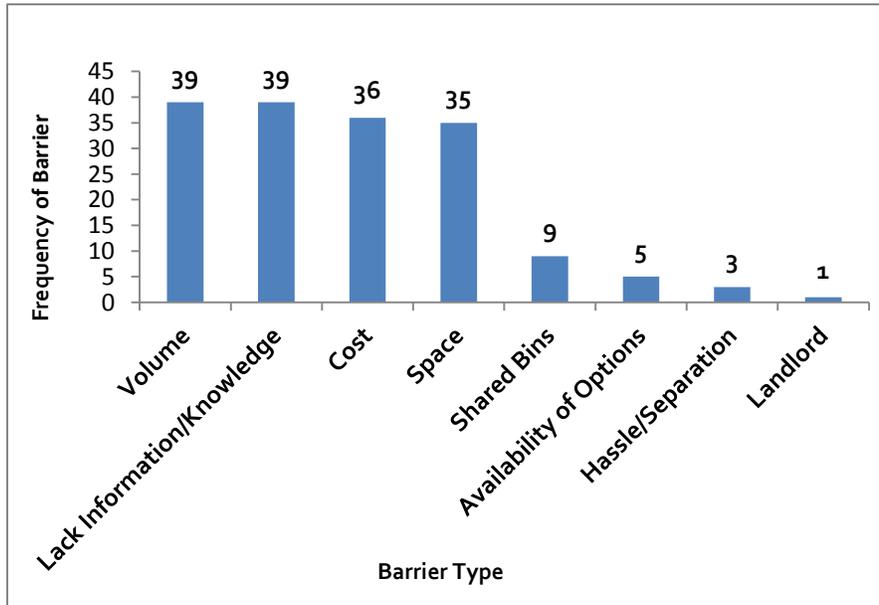
**The lack of information or knowledge and recycling volume** were two barriers present among every participant. Waste Wise addresses these issues through technical assistance services to businesses and ongoing follow-up through education, training, and troubleshooting problems that may arise. A primary goal of Waste Wise technical assistance is to provide the on-the-ground knowledge and support to overcome these barriers, while providing the resources to assist with the smooth transition into a successful waste reduction program particularly among businesses concerned with contamination or lack of participation. Best practices, such as color-coding bins, pairing bins, and keeping labels uniform are implemented to ensure the long term success of recycling programs. Waste Wise helps businesses to overcome these barriers by providing in depth recommendations that clearly outline the path to recycling implementation while serving as a reliable resource should questions arise throughout the process.

**Cost and space** are two additional barriers that are present in nearly all of the participants. By obtaining accurate pricing from service providers, the cost barrier is usually overcome since the perceived costs are often much higher than the actual amount. Scott County grant funding helps to alleviate this barrier by covering the purchasing costs of bins, signage, and compostable materials that often burden businesses when implementing waste reduction programs. Cost is an especially inhibiting factor in regards to beginning organics programs, where the businesses are concerned with the ongoing cost of compostable supplies. Additionally, space constraints occur when the areas are not conducive to pairing recycling with trash bins. Best practices such as centralized waste stations have helped solve this problem as well as eliminating deskside bins and excess waste receptacles. Hanging waste baskets have proven effective as well as training staff on the small volume of trash that is generated as a result of a successful waste reduction program.

**Lack of Knowledge Regarding Hauler Services and Pricing** – Many business participants lack the initial knowledge and confidence to reach out to their waste hauler to make service changes. Businesses often find difficulty in identifying a new hauler that offers service tailored to their needs. While Waste Wise always maintains hauler indifference and encourages businesses to first work with their existing hauler, we do offer assistance in obtaining quotes for services. In addition to this, Waste Wise frequently facilitates meetings to connect haulers with business participants to review issues regarding dumpster placement, right sizing, and acceptable materials. Waste Wise's knowledge of area haulers and ability to facilitate communication between businesses and their service providers often makes implementation a smoother process for both parties.

**Lack of Engagement of a Decision Maker** – While many motivated employees recognize the need for recycling improvement, ensuring a successful program takes commitment and effort by a key decision maker. The initial engagement does not always yield implementation. Waste Wise assists businesses in overcoming this barrier by clearly outlining the various environmental and economic benefits associated with improved recycling activities.

Figure 6: Real and Perceived Barriers to Implementation



#### 2.4 Final Results and Implementation

As part of the consulting process, Minnesota Waste Wise gathers and tracks results from all participating businesses. All businesses begin at various stages of implementation and improve at different speeds. This means that businesses receiving assistance in 2016 may not be able to report accurate results until 2017. Waste Wise will continue to collect information and track results for these participants in an ongoing capacity. This includes tracking of waste diversion and cost savings for businesses that have already adopted changes to their waste management programs.

Minnesota Waste Wise quantifies waste diversion results using the following methods:

- We work closely with each business to gather waste reduction and recycling volume data. If available, data from invoices and internal tracking is used.
- We work with the businesses to observe and document waste containers during each site visit.
- We work with the business and waste haulers to gather estimates on how full the containers are when they are serviced.

Nearly all of the participating businesses are unable to directly track exact weights of waste and recycling via their waste haulers because most haulers do not utilize scales in their trucks. Most determinations of waste diversion are made using reported changes in trash and recycling volumes, or

# MINNESOTA WASTE WISE FOUNDATION

## 2016 Scott County Business Recycling & Waste Reduction

reported levels of fullness of individual recycling bins that were received from the Scott County Business Recycling Grant. These volumes are converted into weight estimations by applying industry standard weight conversion factors based on material type (139 lbs/yard for single stream recycling and 200-500 lbs/yard for organics recycling). In addition to waste diversion figures, Waste Wise attempts to gather information regarding cost savings that businesses experience resulting from improved recycling however these instances are rare. Cost saving figures are generally self-reported by business participants, and only realized when drastic reductions in trash services are coupled with recycling increases and these activities don't involve significant additional staff time or ongoing purchasing expenses.

**In 2016, 10 different Scott County businesses were able to implement and record 18 unique improvements that resulted in over 157,000 pounds of waste diverted from the landfill.** Of the 18 measurable diversion activities, 9 involved new or improved single stream recycling programs, 3 involved the implementation of new cardboard recycling programs, 2 involved the implementation of unique fibers including plastic film and Styrofoam recycling, and 4 involved the implementation of a new organics recycling program.

Seven unique businesses (10 different locations) made verified recycling improvements, including employee or customer education regarding the addition of improved signage, improved bin placement, or providing information to employees and customers about recycling. Other businesses made the switch from commingled recycling to single stream recycling and improved their internal handling of recyclable material. Some recycling improvements will result in quantifiable diversion and cost savings that have not yet been verified by Waste Wise. **Table 3** summarizes the instances in 2016 that resulted in quantifiable waste diversion.

**Table 3: Quantifiable Waste Diversion**

Waste Category	# of Instances	Annual or One-Time	Estimated Diversion (lbs.)
Single Stream Recycling	9	Annual	30,468
Organic Recycling	4	Annual	31,200
Paper	3	Annual	92,800
Packaging (Styrofoam / Plastic)	2	Annual	2,620
<b>TOTAL RECYCLED</b>	<b>18</b>		<b>157,088</b>

A primary goal of the Minnesota Waste Wise Foundation is to help businesses reduce costs through improved recycling. Since adding a service from a waste hauler represents additional cost, it is important for businesses to monitor their waste and right size the trash dumpster to realize any potential savings. Waste Wise verified 2 instances of recycling programs that created cost savings in excess of \$17,000.

# MINNESOTA WASTE WISE FOUNDATION

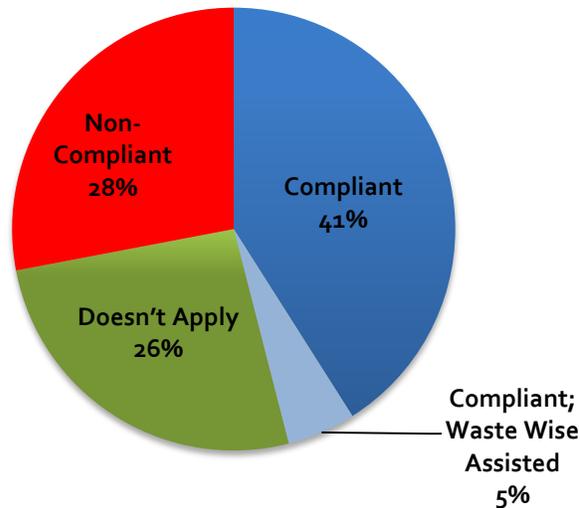
## 2016 Scott County Business Recycling & Waste Reduction

Waste Wise has noted that the MPCA’s business recycling mandate is a motivating factor in many business’ decisions to implement new and improved recycling programs. As such, Waste Wise gathers information regarding the number of participants that are compliant with this mandate. Beyond compliance, Waste Wise tracks how many businesses that we directly assisted in order to gain compliance. Of the total 29 Waste Wise business participants that were impacted by the mandate, 18 were compliant by the end of 2016. The recycling mandate does not apply to 11 of the business participants, and the remaining 10 business participants are still non-compliant as of December 31<sup>st</sup>, 2016. **Table 4** and **Figure 7** outline mandate compliance across 2016 business participants.

**Table 4: Compliance with 2016 Recycling Mandate**

Recycling Mandate Status	# of Business Participants
Compliant	16
Non-Compliant	11
Doesn’t Apply	10
Compliant; Waste Wise Assisted	2

**Figure 7: Percent Compliance with 2016 Recycling Mandate**



Waste Wise tracked instances of recycling implementation for business participants throughout 2016. A business was considered to have implemented if they made a recycling improvement following Waste Wise recommendations. This often means adding or improving a recycling program, improving signage, pairing recycling bins with trash, training their staff, putting together a public awareness campaign, or even implementing non-traditional recycling endeavors such as Styrofoam or plastic film recycling. In total, **10 business participants implemented verified recycling improvements following Waste Wise recommendations, resulting in an implementation rate of 26%.**

## 2016 Scott County Business Recycling & Waste Reduction

Scott County's Business Recycling grant program experienced ongoing success in 2016. **In 2016, seven different businesses were able to utilize grant funding totaling \$75,577.** The average grant award was \$10,796.71 per business. The availability of grant funding and technical assistance continues to be an incredible motivator in a business' decision to increase recycling efforts frequently resulting in measurable waste diversion.

### 2.5 Success Stories

In order to showcase the recycling improvements made by Scott County business participants and advertise the grant program, Waste Wise creates success stories that highlight individual business achievements. These stories highlight some of the businesses that were able to make improvements to their waste and recycling programs that resulted in enhanced waste diversion. Success stories are provided to Scott County to be used on their website and in the Scott County SCENE and are also provided to the businesses so they can advertise their achievements. Waste Wise created 5 success stories in 2016. These stories are included as **Attachment B** to this report. As new programs are implemented and resulting diversion data is collected, Waste Wise will continue to assemble success stories for Scott County.

## 3. DISCUSSION

The information gathered by Waste Wise through outreach efforts, on-site consultations, and technical assistance reveals that there are a wide variety of barriers and opportunities to continue effectiveness of outreach and subsequent diversion of commercial recycling and organics recycling. The following depicts successes, including the Scott County Business Recycling Grant Program, the availability of free signage, the MPCA Recycling Mandate, and similar business' successes as incentives. The discussion section will also outline a common challenge experienced by business participants, that of haulers who are resistant to service changes. Finally, several recommendations are made regarding the 2017 Scott County Business Recycling Grant Program, including continuing the program and its offering of free signage, increasing advertisement and outreach of the Scott County Business Recycling Program, and considering an organics reimbursement component of the grant.

### Successes and Barriers

**Scott County Business Recycling Grant Program** – Offering financial incentive to offset the high costs associated with new recycling initiatives has proven to be the most effective strategy to influence decision makers to undertake recycling initiatives. The grant program provides funding for bins and tools to aid in implementation, including a six month supply of compostable service ware. The grant program was especially helpful to several businesses with large employee bases in the manufacturing

## 2016 Scott County Business Recycling & Waste Reduction

industry where it can be expensive and difficult to make any changes to existing programs. Additionally, having Scott County order and ship the bins directly from the vendor helped eliminate confusion and reduce steps that businesses need to take.

**Free signage** – The availability of free recycling, organics, and trash labels has proven effective in implementing new programs, since it takes little effort to understand which receptacles correspond to the appropriate stream. These labels aid in the implementation of new and improved programs as they are clear and concise educational tools that eliminate user confusion.

**MPCA Recycling Mandate** – Waste Wise continues to inform all business participants of the recent MPCA recycling mandate which requires businesses that use at least 4 yards of waste collection services per week (and have non-manufacturing NAICS codes) to be recycling at least three unique materials. With the knowledge of this mandate, many businesses are motivated to consider improving their waste reduction programs.

**Highlighting Similar Business' Successes** – When a business representative is able to see an account of a successfully implemented recycling program within their industry (often achieved by a competitor) they are motivated to implement similar improvements. These success stories are also useful in detailing the recycling improvement process and making recycling projects appear achievable.

**Haulers Resistant to Change Services** – A challenge that presents itself is haulers who prefer to provide cardboard recycling as opposed to single-stream. In some cases Waste Wise was able to facilitate successful conversion to single stream recycling, however several participants were limited by not having the option to make the recycling adjustment they desired.

## Recommendations for 2017 Grant Program

### Continue the Scott County Business Recycling Grant Program

The Scott County Business Recycling grant program is crucial to successful business recycling program implementation. Businesses cite this program as the determining factor to make recycling upgrades or implement new programs. This incentive has increased “word of mouth” references to other businesses and engages decision makers to act more quickly. **Waste Wise recommends maintaining the Business Recycling Grant Program and creating a stockpile of labels so they are available to businesses as they implement.**

### Increase Advertisement and Outreach of the Scott County Business Recycling Grant Program

As mentioned, the grant program is the most convincing factor in a business participant’s decision to make a recycling improvement. As such, Waste Wise believes that the promotion and advertisement of this program are beneficial to increasing the flow incoming participants. Waste Wise will conduct an outbound calling campaign again in 2017 which has proven successful. In addition to these calling

# MINNESOTA WASTE WISE FOUNDATION

## 2016 Scott County Business Recycling & Waste Reduction

campaigns, Waste Wise hopes that an increasing number of participants reach out to us directly, as these are the participants that are most eager to implement improvements. Waste Wise recommends that Scott County implements a form of online referral through the county website. In addition, it would be worth including information in the Scott County SCENE and any hazardous waste or miscellaneous mailings to the business community. **Waste Wise recommends utilizing various new forms of outreach to engage more businesses in improved recycling activities.**

### **Consider an Organics Reimbursement Aspect of the Business Recycling Grant**

A main goal of Waste Wise is to increase organics recycling activities. As hauler route density increases, the costs of these services decrease, making it more financially feasible for businesses to engage in this type of recycling program. In the meantime, a service reimbursement could prove beneficial for those businesses that are wavering on implementing organics recycling due to the added service costs. This service reimbursement method, usually 3 months of service, has proven successful in other counties' grant programs to engage businesses in beginning new organics recycling programs. **As such, Waste Wise encourages Scott County to consider adding an organics recycling service reimbursement aspect to their grant program.**

## 4. CONCLUSION

During the 2016 Scott County Business Recycling and Waste Reduction contract:

*Waste Wise provided assistance to 39 businesses, 10 of which implemented new or improved recycling programs resulting in 18 measurable instances of waste diversion totaling an estimated 157,088 pounds annually. Waste Wise assisted 7 businesses in securing more than \$75,577 of grant funding to improve waste diversion, and realized \$17,660 in cost savings. Waste Wise continued to solidify its role in the Scott County business community as the go-to provider of free on-the-ground technical recycling assistance.*

The motivations and barriers detailed above allow Waste Wise to inform Scott County on future improvements that could be made to maximize our efforts, and create greater recycling diversion within the county. These ongoing efforts will continue to build business awareness of recycling options while increasing landfill abatement. Thank you for the opportunity to work with Scott County on commercial waste management efforts.

2016 Scott County Business Recycling & Waste Reduction

**Appendix A: Terms and Definitions**

**New Participant**

A business that has agreed to work with Waste Wise and is interested in receiving waste reduction and recycling assistance.

**Participant Served**

Waste Wise has provided a business with technical assistance or waste consulting services that allows the business to make improvements to their existing programs.

**Carried-Over Participant**

A “new participant” agrees to work with Waste Wise at the end of one contract year, but did not receive direct assistance and services until the next contract year. This participant will be counted towards the goals of the new contract year, since that is when direct assistance will be provided.

**Closed Participant**

All necessary work and follow-up has been completed for a participant and they no longer require assistance from Waste Wise. Participants may also be “closed” if they fail to respond to repeated follow-up attempts by Waste Wise (at least three attempts).

**Re-Opened Participant**

A “closed participant” that has previously received services from Waste Wise under a county contract and has requested assistance on a new issue that was not originally addressed. A participant may also be “re-opened” if the business was “closed” after no response with three attempts from Waste Wise, and later contacts Waste Wise with new or similar requests.

**Basic Site Visit**

The first occurrence of an on-site walk through of a building or facility for the purpose of identifying opportunities for waste recycling, reduction, composting and other resource conservation initiatives.

**Other Site Visit**

Include any on-site visits to participants that are not for the purpose of the initial evaluation. The purposes included checking implementation progress, meeting with haulers, helping set up bins and signage, tracking data, staff trainings and gathering information for success stories.

**Technical Assistance**

A direct service or dissemination of specific information meant to cause a change in behavior or lead to a quantifiable action taken by a business or organization. Technical assistance can be in the form of report/recommendations, educational resources, connecting with a service provider, assessing bins/dumpsters/signage and reviewing bills/contracts (all defined below).

## 2016 Scott County Business Recycling & Waste Reduction

### **Report/Recommendations**

Providing recommendations and information to a business on waste and recycling opportunities. Topics include single stream recycling, commingled containers, mixed fibers, organics recycling, plastic bags/film, hazardous/electronic waste, service related issues and recycling program improvements (all defined below).

### **Single Stream Recycling**

Recycling programs that accept all recyclables in the same bin, no sorting required.

### **Commingled Containers**

Recycling systems that accept mixed recyclable plastic, glass and metal containers and packaging. Paper and cardboard are collected separately.

### **Mixed Fibers**

Recycling programs that accept fiber only (mixed paper and cardboard).

### **Organics Recycling**

Recycling programs that divert food scraps and other compostable material from the landfill. This includes commercial composting and food to hogs processes.

### **Plastic Bags/Film**

Recycling outlets and collection programs for recyclable plastic wrap, film, bags and other similar material.

### **Hazardous/Electronic Waste**

Recycling outlets and collection programs for hazardous waste, e-waste, batteries and other unit waste.

### **Service-Related Issues**

Information and recommendations on how to address service related issues, usually pertaining to the business's hauler(s).

### **Recycling Program Improvements**

A broader category used to define any recommendations made to help improve recycling programs internally. Can include employee training, signage, bin placement, outlets for hard to recycle items and any other program improvements unique to an individual business.

### **Educational Resources**

Posters, flyers and other informational materials that can be used to help businesses with recycling efforts and train employees on what goes where.

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**2016 Scott County Business Recycling & Waste Reduction**

**Connect with Service Provider**

Waste Wise either provides contact information for service providers to a business, sends an email to both the business and service provider or schedules an on-site meeting to discuss new collection programs or adjustments to existing services.

**Assess Bins, Dumpsters, Signage**

Conduct an assessment of a facility's collection bins, recycling posters and other signage and outside dumpsters in an effort to promote recycling.

**Reviewing Bills/Contracts**

Review copies of service provider invoices or contracts. Intended to help Waste Wise gauge current service levels and pricing structures.