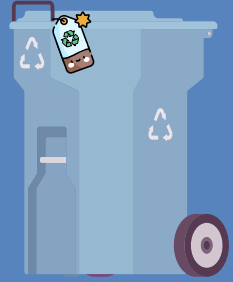


# CURBSIDE RECYCLING EDUCATION



In 2018, the Phoenix Public Works Department (PWD) created a new program to help tackle recycling contamination at the curb. Oops/Shine-on, as it was coined, is the department's program to get boots on the ground inspecting the contents of its residents' recycling containers across the City. The program is currently maintained by one Solid Waste Supervisor, one Lead Solid Waste Environmental Specialist and seven Solid Waste Environmental Specialists.



The purpose of this program is to educate residents on proper recycling methods, reduce contamination being placed in recycling containers, reduce operational expenses at the City's recycling facilities, increase the amount of material diverted from the landfill and maximize the environmental benefits of Phoenix's recycling program. An average of 35,000 Phoenix residents are educated through this program on an annual basis.



## CITY STAFF RESPONSIBILITIES

- Educate residents on how to recycle properly.
- Conduct weekly recycling container inspections within the specified routes/neighborhoods.
- Enter all data into an application.
- Provide follow-up to residents, when requested.

## PROGRAM PROCESS

- Four different routes are inspected over six consecutive weeks.
- An average of 4,500 addresses are located within the four routes.
- One of the following tags is attached to recycling containers every week to help educate residents.



**1** • **Shine-On (Green tag) is left when 0% contamination is found in the recycle container.**

**2** • **Oops (Yellow tag) is left when 1 – 19% contamination is found in the recycle container.**

- Residents should leave container at curb for collection.

**3** • **Reject (Orange tag) is left when 20% or more contamination is found in the recycle container.**

- A courtesy collection is provided only during week 1 of the process for any container with 20% or more contamination. After week one, residents are required to remove contamination and wait until the next week for collection.



### IMPORTANT NOTICE:

If any address receives four reject tags within the six week inspection period, the recycle container(s) is removed from the property and the customer will be prohibited from participating in the recycling program for one year.