

Guidance on Residential Curbside Solid Waste and Recycling Collection Contracts

Performance Measures, Outreach, and Education

The following performance measures, outreach initiatives, and education initiatives should be considered as part of a community recycling and trash program. Answering these questions will help improve service, performance, and participation by residents.

- ✓ *Is my community recycling?* The HOA or Town may want to develop contract language or internal programs that collect data about recycling and resident participation within their community.
- ✓ *Does the community want recycling incentive programs?* The Contractor may have incentive-based programs that reward residents for recycling. However if it does not, the community may want to develop its own program. Incentives could include community contests or reward programs..
- ✓ *How does the community want to educate residents about what goes in their bin?* The contract may include language that requires the Contractor to provide education materials to the residents on what may or may not be placed in their recycling bin. The community also may educate residents on what may be recycled by providing information on the community's website, monthly newsletter, door tags, magnets, or recycling bin signage. Consider developing these tools in multiple languages to address the needs within your community.
- ✓ *How does the community want to promote recycling?* The community may develop outreach activities that highlight recycling and its benefits. The community may want to develop a green committee, provide education workshops, host litter cleanup days, or promote other fun activities for the community.