Snohomish County Revenue Share Agreement



2009 - 2010 Summary



Allied Waste Services of Lynnwood

Snohomish County Revenue Share Agreement 2009 - 2010 Summary

Data Reporting

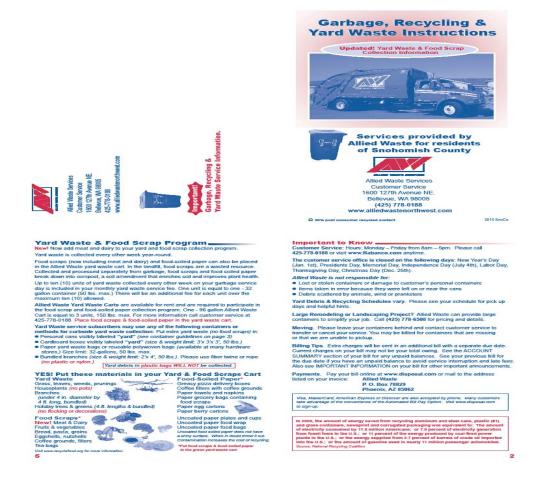
AW provided accurate monthly recycling and disposal reports using the format required by the county on a timely basis in the current agreement period.

Quarterly Updates and Coordination Meetings

AW met with County planning staff to report on implementation steps undertaken as per this agreement, lessons learned, and proposed next steps.

Educational Outreach has been extensive and continual throughout the agreement period including the following materials:

This is the existing approved educational brochure that was distributed to approximately 31,000 customers within Snohomish County in Fall 2009:



This is a new educational brochure that was submitted to Snohomish County for approval on June 29, 2010, that includes more commodities and information to encourage residents to buy recycled products



The following messaging was communicated on customer invoices during this agreement period:

Message 1

Buying recycled products helps preserve the environment. The material can be recycled into a new product after its use in your home or office.

Message 2

Buying recycled products helps conserve resources. Choose products made with post-consumer materials.

Message 3

Purchasing recycled products, you are helping to create long-term stable markets for the recyclable materials that are collected from Snohomish County homes, businesses and institutions.

Multi-Family Recycling Education Program.

An intern was hired in April to work on improving Educational Outreach.
 In addition the intern has been tasked with developing a Multi-family recycling program to encourage recycling on site Plan of action for Allied Multi-family Recycling Survey Project.

- A focused and very successful educational campaign has been developed and implemented in King County. The program outline and pilot implementation began in King County in May and to date show a 100% success
- Our plan is to roll out this program for MF units in Snohomish County beginning July 2010.

Steps to Implement Multi-Family Recycling Program in Snohomish County:

- Data will be evaluated to discover those MF units that do not show any recycling and or those with very little recycling activity.
- A letter will be drafted to the multi-family management informing them about the recycling program.
- A meeting will be set-up with each of the property managers to further explain the program and evaluate the complex.
- After an initial visit to the property a report will be completed on the multifamily complex and recommendations on the educational program for the complex and where recycling containers shall be placed.
- A follow-up call will be made to the property management informing them of all recommendations and who their contact person is for their recycling improvement program.
- In the next agreement for Snohomish County multi-family complex's without recycling will be targeted with brochures, flyers, decals, information packets, and posters.

General Promotion of Recycling Programs

Outreach efforts

- 1. Existing educational brochures were approved by Snohomish County in 2009. These brochures were approved and distributed to 31,000 single-family residents, multi-family complexes, and businesses in Fall 2009. New Brochures have been submitted to Snohomish County for approval in June 2010 and will be distributed upon approval in September 2010 (See insert above).
- 2. Updated Web site (www.rabanco.com) can now be reached with a new address at: www.alliedwastenorthwest.com. The plan is to eventually eliminate the Rabanco reference material and migrate toward Allied Waste Services.
 - http://www.rabanco.com/collection/snohomish/residential/residential.aspx

Website updates include the following enhancements:

E-Cycle Washington is Here!

Washington now has a FREE, convenient and environmentally responsible recycling program for computers, monitors, laptops and televisions. recycle electronic products free of charge in this program. Click here for more information.

Allied Waste also provides access to helpful information regarding:

- Transfer Stations (the Dump)
- Snohomish County Household Hazardous Waste
- Medical Needles & Sharps

Large and Bulky Items

- Allied Waste picks up large and bulky items, such as mattresses, appliances and furniture for a fee. Call 800-942-5965 for more information.
- Computers and televisions contain hazardous materials.
- 3. Invoice inserts No inserts were used for this agreement period because it is not possible with our billing system to target a specific group of customers to communicate specific enhancement needs.
- 4. Media Several ads were placed in Snohomish County newspapers or various organization web sites including Chamber of Commerce organizations or community event sponsorship ads. These are a few examples:

Sky Valley Event Guide Ad Proof



Please review your ad carefully for any errors. If you approve your ad, please sign below and return this form with your payment upon receipt as soon as possible. If you would like anything changed, including design, color or content, please let us know as soon as possible.

I approve this ad as is (sign here):	
Please print your name	



in a not one component, it's water when the management and the benefit and do not harm future generation. We are working with our customers, vendors and the communities we serve to ensure the protection and improvement of the environment. Affect Wazle Services provides innovative waste obtained with this communities we serve to ensure the protection and improvement of the environment. Affect Wazle Services provides innovative waste obtained which was the preserve and protect our natural resources. We put this communities every day. Our history and investment in the Northwest communities every day. Our history and investment in the Northwest demonstrate this ongoing commitment to the community. We ter making things better for

Our goal of maintaining high levels of customer satisfaction complements our operating strategy. Our personalized sales process is oriented towards maintaining relationships and ensuring that service is heigh property provided.

Scott Mullan, Operations Manager Allied Waste Services 21325 66th Ave W, Lynnwood, WA 98036 425-778-0188



It is not one component, it's what we do. We mustape materials used by the current generation so that they benefit and do not harm future generation was the property and one continues, seeded so and becommendate we enter the protection and improvement of the environment, of the current produces and improvement of the environment of the environment of the commentation of the current produces in commentation and protect our natural resources. We get this commitment into practice in our Northwest communities every day, our history and investment in the Northwest demonstrate the ongoing commitment to the community.

Our goal of maintaining high levels of customer satisfaction complements our operating strategy. Our personalized sales process is oriented towards

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Business of the Month

Allied Waste Services
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Remember when you had one, very larg garbage can? Today, we work together to separate reusable materials into co-minglerecycling carts, and food waste joins yar clippings in a compost bin. Our garbage can have gotten so small that a family of three

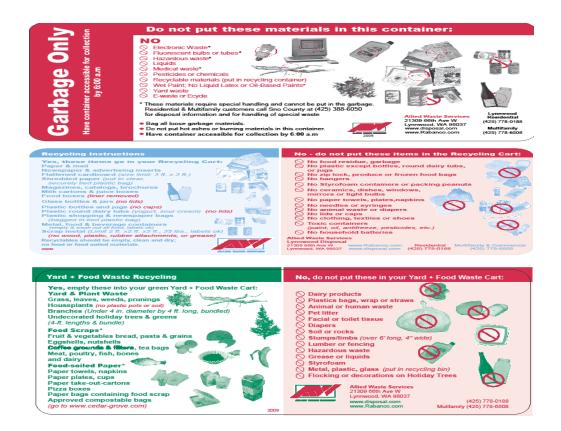
often just needs a 20-gallon "mini-can." Since 1927, Allied Waste has been on the leading edge of environmental services. Back in the '20s, we mostly worked with local sanitation departments, helping communities keep healthy and clean. While keeping public health and safety at the foorfront, we are now innovators in environmental services. We've helped you recycle and compost, We've engineered a remarkable landfill that will revert to agricultural land. We're introducing energy-efficient and quieter compressed natural gas trucks to our feet. And we remain committed to finding new ways to keep collection day litter free with new sealed carts that keep birds and animals from scavenging and leaving a mess.

Your co-mingled recycling goes to our state-of-the-art recycling center, just one mile south of downtown Seattle. This amazing facility houses the latest technology that separates, cleans and ships metal, cardboard, paper and plastic. Allied Wast's recycling facility is the largest of its kind on the west coar, processing more than 16,000 tons of material each month, material that used to go to a landful.

Together, we're making Lake Stevens a safer, cleaner and more environmentally friendly city.



5. Labeling of carts – Educational cart decals were submitted to Snohomish County for approval in 2009. Allied estimates that over 6,000 decals have been applied to replacement and new delivery carts in Snohomish County in 2009 and 2010. Current approved decals are below:



6. Allied Waste Services is currently developing an outreach material in Multi-Lingual format - The example below has been submitted to Snohomish County for approval. This Multifamily poster is in English and Spanish. See below:



7. Developing and incorporating messaging related to green house gas.

Due to green house gas emission impacts and other environmental benefits, AW is targeting food waste along with yard waste as both are significant contributors. New city collection contracts will include food waste with yard waste. Recently food waste has been added to the Monroe contract. AW will target education efforts to increase the recycling of all metals (small metals), paper and carpet. Curbside recycling of carpet is not practical and collaboration of more manufacturer stewardship must be promoted.

8. Evaluation of previous Recycle Audit conducted in July 2009 in the city of Lynnwood:

The results of the Recycling Audit by Green Solutions were evaluated by the owner, Rick Hlavka in which he concluded, the level of contamination (5%) is reasonable, and it compares reasonably well to the MRF's (less than 5%) average. In Table 2 there is more plastic, glass and metal, but less paper, than "normal" (compared to what is typical for the MRF). The glass content is higher but the plastic is much higher (7% versus 1% for the MRF average). Most of additional plastic seems evenly split between PET and HDPE, which is good in that it indicates that more plastic in general is being recycled and it's not just that they are generating more of one or the other. One conclusion with the glass is that the results in Table 1 show that not much of it is broken in the collection process.

Additional evaluation by Allied Waste Services:

This report may also show that our educational outreach combined with the demographics show significant improvement of the quality of recycle from this area. There are less residuals, more metal, glass, and plastic than the MRF averages. Interestingly, there is less paper overall (mostly newsprint) which may indicate reduced purchasing of this media.

Decrease Residuals and Contaminants

Lander MRF Investment: \$7.5 million

Allied Waste Division 4584, also known as Rabanco Recycling Co., installed new processing equipment in July 2008. The equipment represents significant upgrades in processing capacity and capability. With the new equipment our processing capacity increased 26%. The facility is producing higher quality and superior grades of fiber.

Overall plant residual has been reduced from 8.9% to a current level of 4% and glass cross contamination has been reduced. In 2009, additional new processing technologies improved efficiencies even further in capturing high grades in the container segments of

the feedstock. Also installed in 2009, an integrated glass cleaning system has resulted in more single-stream glass being delivered to market.

Key elements include:

- New Glass breaker/Load leveler
- Additional new ONP screen with take-away sort (existing news line remains)
- Three new debris/roll screens for separation of glass from other product(s)
- New glass cleaning system with air classification
- Two New container (polishing) screen for separation of mixed fiber from containers
- Two new electro-magnets
- New optical sorter for separation of remaining fiber from containers
- New optical sorter for separation of polyethylene from mixed plastics
- New optical sorter for separation of colored and natural PE
- Reconfigured high-speed metal detection for separation of aluminum
- New gated commodity storage bunkers with integrated feed belting
- New high-speed, high-density baler (installed October, 2007)
- New controls, associated belting, lot structures, etc.

Harmonization with Other Area Curbside Recycling Programs

Allied Waste Services provides collection and recycling services throughout the Puget Sound area including King, Snohomish and Skagit Counties. We are in the process of harmonizing the list of commodities in all WUTC franchise authority and contracted Cities. This change will take some time to update all contracts as this issue does not qualify as a contract opener.

AW will examine materials (i.e. clean aluminum foil and cookware) collected in other Puget Sound area programs and recommend to Snohomish County which of these materials should and should not be collected in the next agreement period.

AW has identified a problem commodity in both the recycle and organic recycling programs:

Plastic Bags

Plug up the disk screens which means at every labor break these have to be cut off manually or the quality of recycling with these screens is significantly reduced. In composting plastic is still the number one contaminant that needs to be eliminated.



Targeted Commodities

E-Waste, Problematic and Household Hazardous Waste

AW has implemented an educational program to educate its customers on ways to properly recycle/dispose of E-Waste and household hazardous waste by:

- AW has implemented a program, in cooperation with the Snohomish County Solid Waste Division, to better inform customers of the ban on the disposal of fluorescent lamps, including handling instructions and recycling options through the use of brochures, decals, and the website.
- AW has a continuing program to ensure call center staff is educated and up to date on information and locations for electronic waste, other problematic materials, and household hazardous waste.
- AW has included in our information mailers references to websites and phone numbers where Snohomish county residents and businesses can access information on locations and services for electronic waste, other problematic materials, and household hazardous waste.
- AW will not provide any collection or drop off services for e-waste in the new electronics recycling system which began in 2009.

 All decals were updated and approved in 2009 and were used to better inform residential and commercial customers of proper recycling and disposal regulations.

Organics Collection

• Throughout 2009 and 2010, the postcard below was distributed to existing garbage customers that were not signed up for yard waste service. This proved to be a great success in increasing the yard waste participation rates by 7.6% in 2009 and 1.6% in 2010 as attested to in the stats report on the final page.



- Our existing Brochures have good information including food waste description with environmental reasons and cost reductions to garbage customers.
- Allied Waste Services has coordinated with Cedar Grove Compost to confirm the
 many materials that can be received, key contaminants (PLASTIC). There are
 new compostable materials such as corn based cutlery and compostable drink
 ware that can be added. Odor is a problem in that every other week collection
 means that the food waste can be two weeks old by the time it reaches Cedar
 Grove. More education about mixing the yard waste to control odor may be in
 order.
- The educational outreach is working as we see the yard waste participation rates increase. AW will explore ways to determine decreases in disposal tonnage and increases in organic materials to the yard waste program that can be used to gauge the success of this program.
- AW will implement promotion of the food waste service throughout Snohomish County in the next agreement period.

Planning for Possible Future Transition to Every-other-week/Weekly Recycling, Weekly Organics, Every-other-week Garbage

AW developed this draft outline, including steps to be undertaken and realistic schedule, for the possible transition from the current set of services to every-other-week garbage service provided universally and combined with every-other-week or weekly recycling and weekly organics collection. The draft will serve as a basis of discussion with Snohomish County during our quarterly meetings.

WORKING DRAFT

Vision: Zero Waste

Zero Waste maximizes recycling, minimizes waste, reduces consumption and ensures that products are made to be reused, repaired or recycled back into nature or the marketplace. Grassroots Recycling Network, 2007

Goals: 1. Reduce landfill-bound waste in Snohomish County.

2. Increase the quantity of recyclable and compostable material.

Objective: Educate and incentivize new behaviors.

Latest Snohomish County data: garbage includes 30 percent food waste and 30 percent paper.

Plan: Move from weekly garbage and recycling pick-up to every-other-week

garbage and recycling pick-up. Yard waste/food waste to remain as

weekly pick-up.

Action Steps:

Public Involvement

- 1. 1:1 meetings with stakeholders (pro/con)
- 2. Focus groups (commercial, residential, multi-family, cultural communities)
- 3. Community workshop

4. Communicate findings

Policy

1. County Council resolution (instant press/education)

Incentives

- 1. Contests
- 2. "Catch 'em doing something right" rewards
- 3. Provide kitchen compost containers make it easy

Communications

1. Outreach (multi-family managers, commercial owners, cultural communities, schools)

Education

- 1. Media relations (success stories, e.g., Comcast Arena; individual homeowner PSAs)
- 2. How-to videos (How to enjoy low-odor yard waste containers)
- 3. Website
- 4. Speakers bureau
- 5. Identify champions in various communities (cultural, geographic)

Implementation

- 1. Voluntary opt-in?
- 2. Mandatory?

Follow-up

- 1. Survey
- 2. Continued outreach to new residents/business owners

AWS LynnwoodWUTC Snohomish County Residential Waste Stream
Volume Comparison

				MSW				
								Cumulative
Year	Months	Custome	ers	Tons/Mon	th	Lbs/Custo	mer	Growth %
2004-2005	12	15,966		1,089.20		136.44		
2005-2006	12	16,232	1.7%	1,062.31	-2.5%	130.89	-4.1%	-4.07%
2006-2007	12	16,519	1.8%	1,060.13	-0.2%	128.35	-1.9%	-5.93%
2007-2008	12	16,704	1.1%	1,048.55	-1.1%	125.54	-2.2%	-7.99%
2008-2009	12	16,679	-0.2%	1,000.95	-4.5%	120.03	-4.4%	-12.03%
2009-2010	11	16,655	-0.1%	976.02	-2.5%	117.20	-2.4%	-14.10%

				Organics				
Year	Months	Custom	ers	Tons/Mon	th	Lbs/Custo	mer	Cumulative Growth %
2004-2005	12	8,934		596.63		133.56		
2005-2006	12	9,249	3.5%	592.01	-0.8%	128.02	-4.1%	-4.15%
2006-2007	12	9,511	2.8%	660.39	11.5%	138.87	8.5%	3.97%
2007-2008	12	9,435	-0.8%	643.75	-2.5%	136.47	-1.7%	2.17%
2008-2009	12	10,156	7.6%	679.21	5.5%	133.75	-2.0%	0.14%
2009-2010	11	10,318	1.6%	647.30	-4.7%	125.47	-6.2%	-6.06%

				Recycling				
								Cumulative
Year	Months	Custom	ers	Tons/Mon	ith	Lbs/Custo	omer	Growth %
2003						65.86		
2004-2005	12	15,966		546.05		68.40	3.9%	3.86%
2005-2006	12	16,232	1.7%	545.96	0.0%	67.27	-1.7%	2.14%
2006-2007	12	16,519	1.8%	594.19	8.8%	71.94	6.9%	9.23%
2007-2008	12	16,704	1.1%	606.57	2.1%	72.62	1.0%	10.27%
2008-2009	12	16,679	-0.2%	607.43	0.1%	72.84	0.3%	10.60%
2009-2010	11	16,655	-0.1%	528.47	-13.0%	63.46	-12.9%	-3.64%

Re	venue S	haring Progra	am			Cus	tomer						Allied	Wa	aste		
					70%		70%		50%								
				(Customer	Cr	edit per	Cı	edit per		30%		30%		50%		50%
				С	ommodity	Cu	stomer	C	ustomer	F	Revenue	F	Revenue	F	Revenue	Re	venue per
Year	Months	Customers	Tons		Credit	pe	r Month	ре	r Month		Share	ı	per Ton		Share		Ton
2004-2005	12	15,966	6,552.55	\$	282,223	\$	1.47	\$	1.05	\$	120,953	\$	18.46	\$	201,588	\$	30.76
2005-2006	12	16,232	6,551.49	\$	283,185	\$	1.45	\$	1.04	\$	121,365	\$	18.52	\$	202,275	\$	30.87
2006-2007	12	16,520	7,130.27	\$	360,444	\$	1.82	\$	1.30	\$	154,476	\$	21.66	\$	257,460	\$	36.11
2007-2008	12	16,704	7,278.79	\$	455,496	\$	2.27	\$	1.62	\$	195,213	\$	26.82	\$	325,354	\$	44.70
2008-2009	12	16,679	7,289.12	\$	230,019	\$	1.15	\$	0.82	\$	98,580	\$	13.52	\$	164,300	\$	22.54
2009-2010	11	16,655	5,813.17	\$	238,022	\$	1.30	\$	0.93	\$	102,009	\$	17.55	\$	170,016	\$	29.25



AWS Lynnwood

WUTC Snohomish County Revenue Sharing Summary



Cia ala Familio Valua	Total	70% Passed Back		Retained
Single-Family Value	\$ 368,468	\$ 257,928	\$	110,54
Multi-Family Value	\$ 51,426	\$ 35,998	\$	15,42
Total Revenue Retained			\$	125,96
Program Costs				
Customer Communication Costs 07/01/09 thru 06/30/10				
77/01/09 thru 06/30/10				
Program	Communities			
Educational Recycling Brochures	All WUTC Customers		\$	18,16
ducational Organics Brochures	All WUTC Customers		\$	7,29
Educational Cart Decals	All WUTC Customers		\$	7,19
A CONTRACTOR OF A	All WUTC Customers		\$	11,28
Annuai Mailing Cost	All WOTC Customers		Ψ	,_,
	All WOTC Customers		\$	
	All WOTC Customers			43,93
Total Communication Costs	All WOTC Customers			
Fotal Communication Costs Other Costs	All WOTC Customers			
Fotal Communication Costs Other Costs	All WOTC Customers			
Other Costs 07/01/09 thru 06/30/10			\$	43,93
Total Communication Costs Other Costs O7/01/09 thru 06/30/10 Municipal Intern hired in April 2010 (Split between Snoh			\$	43,93
Total Communication Costs Other Costs O7/01/09 thru 06/30/10 Municipal Intern hired in April 2010 (Split between Snoh			\$	43,93 4,91 3,00
Total Communication Costs Other Costs O7/01/09 thru 06/30/10 Municipal Intern hired in April 2010 (Split between Snoh Recycle Audit performed in July 2009 Community Involvement and Sponsorships			\$ \$ \$ \$ \$ \$	4,91 4,91 3,00 6,10
Total Communication Costs Other Costs O7/01/09 thru 06/30/10 Municipal Intern hired in April 2010 (Split between Snoh Recycle Audit performed in July 2009 Community Involvement and Sponsorships	omish and King Counties)		\$ \$ \$ \$ \$	4,91 3,00 6,10 17,41
Other Costs Other Costs O7/01/09 thru 06/30/10 Municipal Intern hired in April 2010 (Split between Snoh Recycle Audit performed in July 2009 Community Involvement and Sponsorships Advertising Schools and Community Education - Mini MRF & Traile	omish and King Counties)		\$ \$ \$ \$ \$ \$	4,91 4,91 3,00 6,10 17,41 13,50
Total Communication Costs Other Costs O7/01/09 thru 06/30/10 Municipal Intern hired in April 2010 (Split between Snoh Recycle Audit performed in July 2009 Community Involvement and Sponsorships Advertising Schools and Community Education - Mini MRF & Traile	omish and King Counties)		\$ \$ \$ \$ \$	4,91 4,91 3,00 6,10 17,41 13,50
Annual Mailing Cost Total Communication Costs Other Costs 07/01/09 thru 06/30/10 Municipal Intern hired in April 2010 (Split between Snoh Recycle Audit performed in July 2009 Community Involvement and Sponsorships Advertising Schools and Community Education - Mini MRF & Traile Regional Recycling Education Outreach Total Other Costs	omish and King Counties)		\$ \$ \$ \$ \$ \$	