

CIWMB Commercial Recycling Cost Study Stakeholder Interview Questionnaire

The purpose of this interview questionnaire is to better understand the local and statewide activities, material flows, and other dynamics surrounding commercial recycling activity.

Collection Issues

1. Approximately what percentage of all of your customers and the tons that you collect are serviced through roll-off, compactor, or flat-bed trucks (dedicated equipment) compared to rear-, side- or front end loader vehicles?

	Roll-off, Compactor, Flatbed	Rear-, Side-, or Front- Loader	% of Total
Customers	%	%	100%
Tons	%	%	100%

2. The CIWMB is trying to determine what thresholds would be most effective for requiring businesses to recycle. What solid waste service level threshold (e.g., six cubic yards per week) would capture the majority of customers? Would you be willing to share with us a listing of the number or percentage of your accounts at each level of service?
3. What percentage of the commercial recyclable material (including roll-off, bins, etc.) that you collect is source separated (e.g. OCC, mixed fibers, wood, etc.) versus commingled (e.g. single-stream, mixed C&D)?
4. Is the commingling of recyclable materials by generators more a function of: (check one of the following)
 - Customer convenience,
 - Customer space constraints (no room for extra bins),
 - Collection efficiency (density of customers); or,
 - The volume of source separable materials that are generated?
5. What percentage of your customers are institution-sized generators (i.e. large enough that they bale their own material for market delivery)?
6. How are your operational/financial arrangements different with institution-sized customers? For example, do you: Provide in-building collection service? Make net payments to them for recyclables? Provide/lease a baler to them? Consult with them on maximizing recycling opportunities?

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Processing Issues (PROCESSORS ONLY)

7. How much pre-sorting must the generator do (e.g. white ledger, mixed office pack, mixed fibers) to enable you to bypass the sorting/pre-processing stage and deliver the material to your point of sale? Specifically, what materials can you send to market without sorting:
- | | | | |
|--|---|---------------------------------------|--------------------------------------|
| <input type="checkbox"/> White Ledger | <input type="checkbox"/> Mixed Office Paper | <input type="checkbox"/> Mixed Fibers | <input type="checkbox"/> OCC |
| <input type="checkbox"/> Mixed Glass | <input type="checkbox"/> Color Sorted Glass | <input type="checkbox"/> Mixed Metals | <input type="checkbox"/> Ferrous Mix |
| <input type="checkbox"/> Non-Ferrous Mix | <input type="checkbox"/> Aluminum | <input type="checkbox"/> Tin | <input type="checkbox"/> Copper |
| <input type="checkbox"/> Mixed Plastics | <input type="checkbox"/> Resin Separated | <input type="checkbox"/> Mixed #3-7 | <input type="checkbox"/> Other? |
8. What percentage of the recyclables tons that you process are run through sorting/pre-processing before being brought to your point of sale?
9. Without adding capital costs but using operational changes only (e.g., adding shifts, running on weekends, etc.) how much could you increase your annual processed tons (e.g., 25%, 50%, 75%, 100%, etc.)?
10. How much does your cost per ton processed decrease as the composition of material from a generator is more separated (e.g. single stream, to mixed fibers, to mixed office paper)? (check one of the following):
- Substantial Savings Some Savings, Not Significant No Real Savings

Marketing/Brokering Issues

11. Do you broker your own materials or use a third party?
12. Do you maintain separate brokering relationships for different material types or one broker for all?
13. If you use third party broker(s), how are they compensated (e.g. commissions, flat fees, etc.) for the transaction?
14. Which materials do you consistently sell to domestic markets? Generally, who are the domestic buyers?
15. Which materials do you consistently sell to export markets?

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16. Which materials frequently shift between domestic and export buyers? Is the shift a function of price, demand or both?

17. What portion of the transportation cost of your materials (to the U.S. port, to the foreign port, to the foreign refiner) do you pay and what portion does the broker pay?

18. We have a number of questions regarding supply and demand for these materials. Would you be willing to put us in contact with your broker?