



# Curbside Education Advisory Committee & Education Work Group

Member Focus: City of Colonial Heights



February 27, 2018



# Agenda

## **Welcome (Kim)**

## **Customer Service Survey Final Results (Kim)**

- Executive Summary
- Press Release
- CVWMA Website

## **National Sword- China (Rich)**

- Contamination
- TFC Recycling
- Education (rejection stickers; follow-up)
- Other Resources

## **Consistent Messaging (Locality Assistance) (Nancy)**

- Accepted Items/ Holiday/slides; inclement weather/delays: road construction; water main breaks

## **Earth Day 2018 (Nancy)**

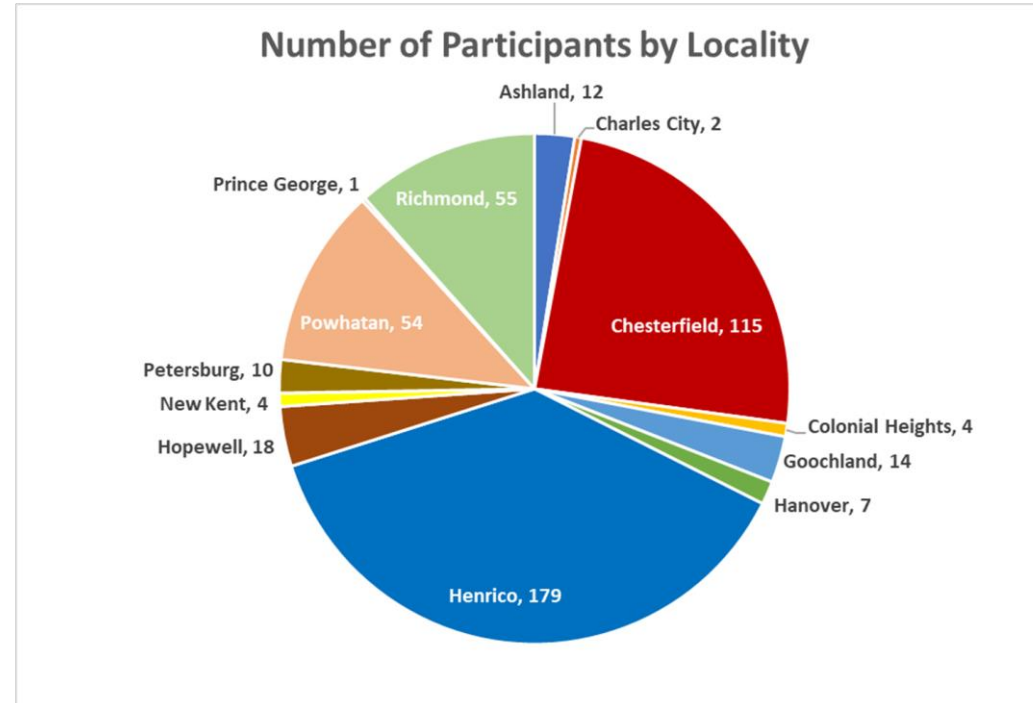
## **Member Focus (Todd)**

- City of Colonial Heights Public Works Department
- June Quarterly Meeting Member Focus

## **Roundtable (Nancy)**

**Next meeting date: June 2018 (Nancy)**

# Customer Service Survey Final Results



- Executive Summary
- Press Release
- CVWMA Website

# National Sword- China

Contamination

TFC Recycling

Education

- rejection stickers; follow-up

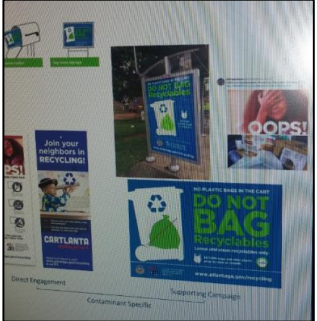
Other Resources (Nancy)

# Education- Other Resources

Carolina Recycling Association webpage

EPA Sustainable Materials Management  
 Recycling Markets- Resource Recycling Webinar 2/15/18

Recycling Partnership- How To Beat Residential Recycling Contamination-  
 webinar 2/22



Massachusetts Recycling IQ Toolkit <https://www.mass.gov/how-to/masdep-recycling-iq-kit>



# Agenda (continued)

## Consistent Messaging (Locality Assistance)

Accepted Items/ Holiday/slides; inclement weather/delays: road construction; water main breaks

	Calls	Emails	Infor Request	Bin Requests	Bin /Carts Purchased
Jan. 2017	11,748	631	946	870	50 bins 295 carts
<b>Jan. 2018</b>	<b>14,043</b>	<b>717</b>	<b>1,013</b>	<b>1,036</b>	<b>72 bins 304 carts</b>

Earth Day 2018

# CVWMA Member Focus



City of Colonial Heights Public Works Department– Todd Flippen

Programs offered to residents

# Agenda (cont.)

Roundtable

Next Meeting Date?

June 2018