

Member/Operation Marketing Meeting
September 14, 2016
NRRRA Offices, 2101 Dover Rd., Epsom, NH

Notes

In Attendance: Paul Hayden, Gilmanton; Fred Garofalo, Lisbon; Paul Colburn, Walpole; Richard Williams, Rye; Dennis Patnoe, Lancaster; Roger Rice, Lee; Jim Tessier, Eliot, ME.; Dustin Bowles, Loudon; Chuck Whitcher, Candia; Sally Hyland, Nashua; Bruce Lee, Loudon; Jon Hixon, ERRCO; Nathan Akins, Warner; Steve Bennett, Loudon, Regan Price, NCC; David Hartman, Warner; Carl Hultberg, Danbury; Jim Larkin, Danbury; Ken Tripp, Andover.

NRRRA: Mike Durfor, Bonnie Bethune, Mike Nork, Stacey Morrison

Roger Rice called the meeting to order at 9:00.

- I. **Introductions**-Group introductions were made.
- II. **Vendor Spotlight**- Jonathan Hixon from ERRCO was the Vendor Spotlight guest of the day. Jonathan reviewed C&D material specifications and gave an overview of ERRCO's business operations. Members were given an opportunity to ask questions following his presentation.
- III. **Approval of Notes**-Dennis Patnoe made a motion to accept the notes from the June 8, 2016 M.O.M meeting as written. Paul Colburn seconded the motion. The motion passed unanimously.
- IV. **Market Update**- Mike Nork gave the Market Update. Fiber Pricing had increased about \$20 over the Summer. More recently, OCC has come down about \$10/ton. Mike gave a brief review of the various markets that are covered by Pulp & Paper Index. In Plastics, PET has been holding steady, HDPE Natural is down about \$.04/lb while Mixed Color HDPE came up about \$.03/lb. Scrap Metal and Steel Cans have come down \$10/ton. Aluminum cans are down \$.02/lb as of that morning. Bonnie reminded Members that the Freon pricing would be coming down \$1.00 to "Winter Pricing" as of October 1st.
- V. **"How We Spent Our Summer Vacations"/Lessons learned from site visits & reviews**-Each of the Member Services Representatives gave an overview of their summer spent reviewing their respective accounts and the things they may have learned while doing so. Bonnie reviewed about 12 accounts. Some were account reviews, some were on-site visits and there was even a SWAT. At the Souhegan site-visit, Bonnie learned that operators like sharing their success stories as well as their challenges. She also was able to see, first hand, just how a solid waste district operated as opposed to how a single municipality transfer station may operate. She shared that esthetics and appearance really makes a difference and reminded Members to be mindful of keeping their transfer stations tidy and organized. Bonnie further discussed contamination in MSW loads and storage solutions. Marilyn performed 10 site visits, one SWAT, 4 phone reviews, a training workshop and a Town meeting. She reported that many of her sites face similar challenges such as budget constraints, market pricing, contract negotiations, staffing/training & logistic issues. She reminded Members that NRRRA can assist with many of these challenges. Furthermore, she learned how hard-working and appreciated the transfer station workers are in their communities. Mike Nork had 9 on-site visits, a SWAT, renegotiated 3

contracts and attended a Select Board Meeting. In one instance, he was able to get a Member \$.06/lb more for their aluminum cans. He found that many Western Towns were taking their cans into Vermont to redeem them which is not always the best practice. Market pricing often affects the way a Town collects/sorts/handles materials. Towns that have their own trucking/transportation available, save a lot of money by delivering their materials to mills. Mike mentioned that a common theme that he noticed was a downward trend in electronics collected at many sites.

- VI. **Cone of Silence & Gravity Forms-** Mike Durfor explained what the “Cone of Silence” is (a quiet “time out” away from phones and emails/distractions) for Member Services and why this time is beneficial to them and our Members. Mike announced that we are actively working with our I.T. person to design an on-line order form that Members could complete themselves that would help us expedite and streamline “load booking” procedures.
- VII. **Upcoming Budget Season-**Bonnie asked Members how many of them had started to plan budgets for the upcoming year. Mike let Members know that we are in the process of sending letters to all of our Vendors to update their information and to remind them to notify us, ahead of time, if they see any significant price changes occurring in the next year.
- VIII. **Save the Dates-**Mike reminded Members that there would be no M.O.M Meeting in October but instead we were accepting registrations for a Fall Bus Tour to ecomaine that would be occurring on October 12th. Our Annual Meeting is scheduled for Wednesday, November 9th this year (a week earlier than usual) and there will be a MOM Meeting prior to the Annual Meeting. Finally, our 36th Annual Conference and Expo has been scheduled for May 22 & 23, 2017 at the Radisson in Manchester, NH.
- IX. **NHtB & New Recyclemobiles-** Stacey announced a list of NHtB Sign orders that were recently delivered and available for pick up. She also reminded Members that the final NHtB Board Meeting for the 2015-2016 Fiscal Year would be held on October 27 so anyone wishing to apply for a grant under the current fiscal year should get their applications in to her no later than October 15th. The biggest NHtB News is that the recently purchased 2016 Recyclemobiles (two) had been delivered and are now assembled and just waiting to be reserved for sporting events, Fall Festivals, School events and more. The new units are replacing two older and well-worn units which NHtB have generously donated to Warner and Milford, NH.
- X. **Transfer Station Safety-**Mike announced that there are new NHDES regulations coming and that we will further discuss these at a future MOM Meeting.
- XI. **Other Business-** Mike announced that NRRRA has been awarded another grant from the USDA with this one focusing more on PGA, Plastics, Electronics and Composting. Chuck Witcher expressed frustration that there are not more, geographically desirable, PGA sites available to his location and asked if there were any new sites pending. Ken Tripp asked the group what they do about Rat infestations, Chuck strongly recommended Terminex. Sally Hyland asked the group to contact her should they have any theme ideas for her annual School Recycling Calendar Contest. Gwen will add this to her School News You Can Use.

Roger made a motion to adjourn the meeting at 10:35 a.m. Motion was seconded. The next MOM Meeting will be held just prior to our Annual Meeting on November 9th at 9:00 a.m.