Recycling Drop-Off Facility Review and Recommendations

Final Report

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1 BACKGROUND

Wright Township (Township) is in Luzerne County and has a population of about 5,700 residents over its 13.3 square miles. The Township is a mandated recycling community under the Pennsylvania Municipal Waste Planning, Recycling and Waste Reduction Act (Act 101). Solid waste in Wright Township is managed through multiple programs that are provided by municipalities, private haulers, and the Township. The Township does not provide residents curbside collection for municipal solid waste (MSW) or recyclable materials. Residents may contract individually with solid waste haulers operating in the Township to provide curbside collection services.

Wright Township provides some services to residents to manage materials generated at residential properties. These services include annual electronics recycling and bulky waste collection events. The anchor to the Township's recycling program is the regional drop-off facility located at 321 S. Mountain Blvd. in Mountain Top that has provided recycling services to the community for over 20 years.

The recycling drop-off facility is located on the same property as the municipal offices for Wright Township. The recycling center is open to residents, businesses, and residents of neighboring communities, Fairview Township, Rice Township, and Dorrance Township. Everyone delivering materials to the recycling center must have a permit and that permit is verified upon arrival at the recycling facility. Residents of Wright Township receive a permit at no charge while businesses and residents of neighboring communities must purchase permits for $250 and $30 per year, respectively.

The facility is open for residential drop-off of recyclable materials on Saturdays from 7:00 a.m. to 2:00 p.m. The facility is open for businesses and other commercial property owners to drop off recyclable materials on Wednesdays from 7:00 a.m. to 2:00 p.m. The site is staffed on Saturdays when the facility is open for residential use to monitor materials delivered and answer customers' questions. The following materials are collected at the drop-off site:

- Cardboard
- Office Paper
- #1 Plastic
- #2 Plastics
- Tin Cans
- Aluminum Cans
- Used Motor Oil
- Batteries

Residents place recyclable materials into roll-off containers that are hauled to a processing facility by a local hauler. The facility receives about 365 tons of recyclable materials annually. Recently, contamination rates have increased, and residents and business users are not properly preparing materials for recycling, which causes additional work for Township staff and creates risk for the Township in being charged additional fees.

The Township requested recycling technical assistance to improve service for customers, reduce costs and improve the quality of materials being delivered to the facility.

2 SUMMARY OF WORK

Task 1 – Project Planning Meeting and Scope of Work Development: The project planning meeting occurred virtually and allowed Township staff to provide information on the challenges and opportunities with the recycling center. Discussions held during the kick-off meeting were used to develop the scope of work for this project.

Task 2 – Site Visit and Drop-off Site Observations: The site visit and facility observations occurred on a Saturday when the site is open for residents to use. The site visit included a tour of the drop-off facility during active operations and residential use to fully understand current conditions. Attention was given to observing site layout, material types accepted and preparation requirements, customer usage/traffic flow, signage and instructions, accessibility and convenience, safety measures, staffing and customer service, cleanliness and maintenance, operational challenges, and equipment condition. The site visit included discussing operations with onsite staff on how the site might be managed/operated more efficiently.

Task 3 – Drop-off Facility Review: The observations and discussions held as a part of Task 2 were used to make recommendations for how the facility might be made more efficient, better serve customers, and be more sustainable overall. The recommendations include what the Township might do to improve the quality of materials collected and overall efficiency of the drop-off program to provide a better service and experience to residents and businesses using the facility.

Task 4 – Final Report: This report represents the final task of this project and includes our findings and recommendations.

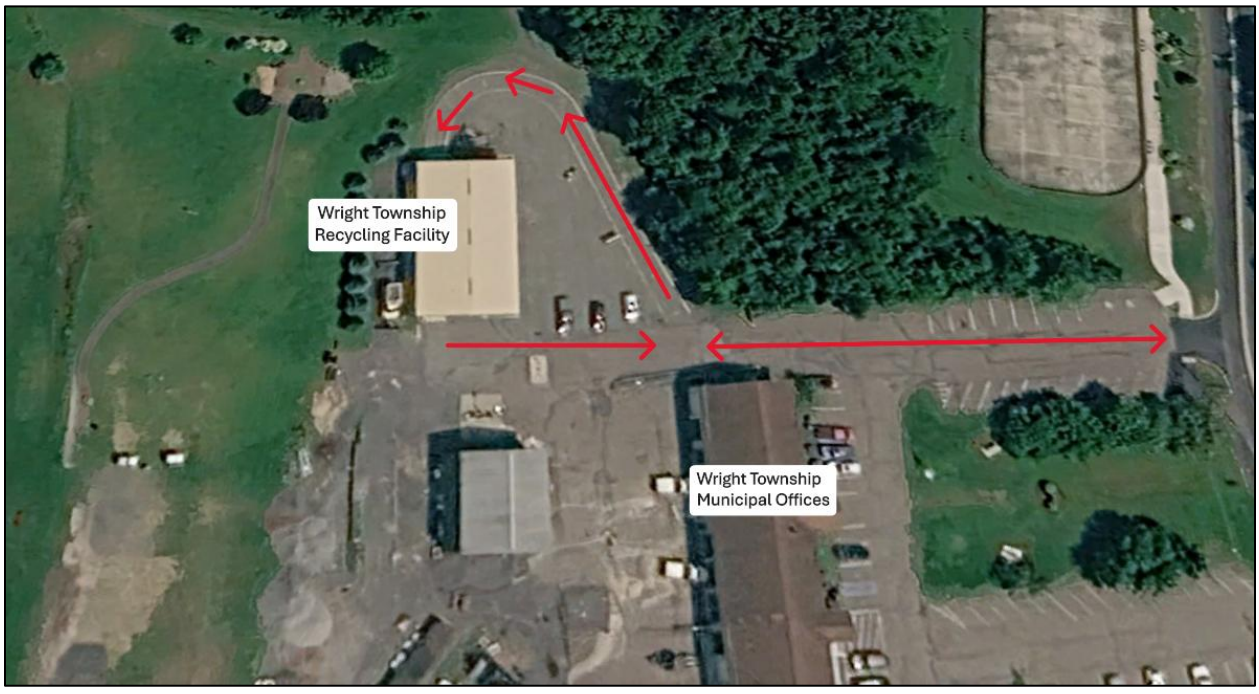
3 RESULTS

SCS staff visited the Wright Township recycling convenience center during residential drop-off hours on a Saturday morning to observe active operations and better understand how the facility functions during peak public use. The site visit included observing the entrance and permit verification process, on-site traffic routing and queueing, unloading behavior and material placement, container layout and labeling, and housekeeping conditions (including loose material and overflow potential). Staff also spoke with the on-site attendant to confirm operating procedures, common customer questions, recurring contamination issues, and typical post-Saturday cleanup needs. This section summarizes the conditions observed during the visit and incorporates follow-up review of supporting information provided by the Township and the hauler/processor.

Site Layout

The Wright Township recycling facility is located behind the Township Municipal Office. A large, paved staging area with painted striping and directional arrows guides vehicles through the site. Users follow the marked route into the building through overhead doors and proceed through the facility as shown in **Exhibit 1**.

Exhibit 1. Traffic Pattern at the Recycling Facility



Inside the building, six labeled roll-off containers line the left side of the travel lane to accept source-separated recyclables. Wooden staircases between containers help users place materials into the appropriate roll-offs. The building's overhead doors are numbered to support container service by the hauler. The container arrangement is shown in **Exhibit 2**. Near the building exit are a staff office and a designated drop-off area for used oil and batteries. After unloading, vehicles continue through the building and exit the site through the entrance gate near the municipal offices.

Exhibit 2. Layout of the Recycling Facility

Materials Managed

Wright Township's recycling facility is set up to manage multi-streams of materials by specific types. The following includes a list of materials accepted for recycling at the Wright Township recycling convenience center:

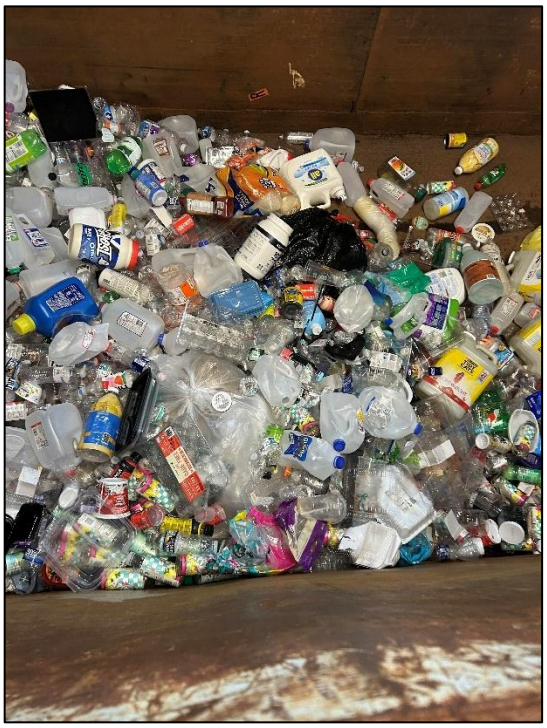
- Cardboard
- Office Paper
- #1 Plastic
- #2 Plastics
- Tin Cans
- Aluminum Cans
- Used Motor Oil
- Batteries

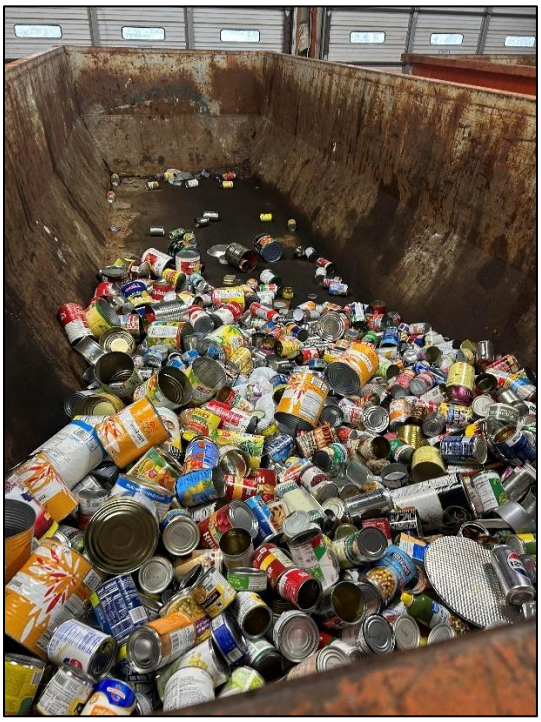
There are multiple reminders to users of the recycling facility on how to properly prepare materials for recycling. This is important to reduce contamination, maintain efficient operations, and promote a sustainable program. Material preparation requirements delivered to the drop-off facility include the following.

- Flatten cardboard and keep it clean and dry.
- Place office paper loose (no plastic bags) and keep paper products dry.
- For #1 and #2 plastics and metal cans (tin/steel and aluminum), empty and rinse containers to remove residue; allow to drain.
- Do not include non-accepted materials (e.g., glass) or contaminated items (food-soiled paper or containers with significant residue).
- Deliver used motor oil in a sealed, non-breakable container and follow on-site directions for unloading.
- Deliver batteries in a manner that prevents damage and follow on-site instructions for placement in the designated collection area.

Exhibit 3 includes pictures of select materials collected for recycling.

Exhibit 3. Materials Collected at the Recycling Center






ALDI


USED MOTOR OIL
ONLY
OTHER LIQUIDS
Smile you're on Camera!
PENNZ


ALUMINUM
CANS
NO PIE PANS
PLASTIC OR PAPER BAGS
NO METAL OR ANY
OTHER DEBRIS
20-07

Customer Usage/Traffic Flow

Permitted users access the facility by driving behind the municipal offices on the right and continuing past the sign and gate. There are painted lines indicating the proper routing and queue area to deliver recyclable materials. The painted lines lead to a building that provides for one lane of vehicles to enter. Permitted users should have their permits displayed on their windshield for the staff to easily verify their eligibility to use the facility. Roll-off containers of many sizes are located on the left side of the building for the placement of recyclable materials. Users are instructed to pull as far forward as they can without leaving the building before unloading recyclable materials. Once recyclable materials have been placed in the appropriate container, users return to their vehicles and exit the facility. **Exhibit 4** shows users unloading recyclable materials at the facility.

Exhibit 4. Permitted Users Unloading Recyclable Materials

During the site visit, no traffic flow issues were observed and the wait time for users was minimal. Few permits were visible on the windshields of cars entering the facility.

Signage/Information Availability

Several signs are posted on the property to help users find their way, understand usage requirements, and properly place materials with minimal staff intervention. At the entrance to the drive-through building, signs are mounted on both sides of the overhead door and oriented toward approaching vehicles so the information can be read before a driver enters the unloading lane and

reaches the roll-off containers. The signs on the left side of the doorway provide general operational guidance, including that the facility is self-serve and identifying the material types accepted at the site. This helps customers confirm what can be dropped off before unloading begins. The sign on the right side of the doorway emphasizes the current access control requirement that a permit is required to use the facility, reinforcing the Township's permitted-user policy at the primary decision point for entry. Collectively, the entrance signage functions as the first step in customer direction and rule communication by setting expectations for use (i.e. who may enter, what materials are accepted, and that users are responsible for unloading), which supports efficient traffic flow and helps reduce misplaced or non-compliant drop-offs. **Exhibit 5** shows the entrance signage observed during the site visit.

Exhibit 5. Signs at the Entrance of the Facility

In addition to the general guidance signs located at the facility entrance, each roll-off container inside the building has a container-specific label intended to direct users to the correct drop point and reduce the need for staff assistance. During the site visit, the container labels were not consistent in format (e.g., layout, wording, and graphics) and varied in the amount of information provided about what is accepted. Several labels appeared worn and outdated, which can reduce readability and increase the likelihood of improper material placement and cross-contamination. In addition, labels were installed in various locations on each container, meaning users cannot rely on a

predictable place to look for instructions as they pull forward through the unloading lane. **Exhibit 6** includes images of the container-specific signs observed at the facility.

Exhibit 6. Container Labels/Signs

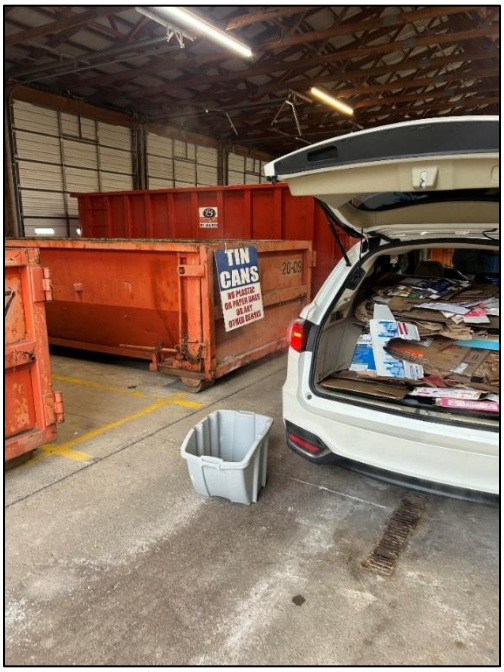
Accessibility/Convenience

The drop-off recycling facility is accessible and convenient for permitted users. Vehicles enter from behind the municipal offices, pass the facility sign, and follow a one-way traffic pattern through the drive-through building. Access can be controlled using the entrance gate near the municipal offices and by opening/closing the overhead doors to the building, which helps restrict use to approved hours and manage who enters the unloading lane. **Exhibit 7** shows the facility sign and gate at the entrance.

Exhibit 7. Drop-off Facility Sign

Once on site, painted pavement markings (lane lines and directional arrows) and container labels inside the building guide users to the unloading locations. The drive-through layout allows customers to stop briefly, unload into the appropriate roll-off container, return to their vehicle, and continue forward to exit without needing to back up. However, container labels were installed in various locations on each container, which can make instructions harder to find quickly - especially for first-time users or during busy periods. **Exhibit 8** shows a vehicle staged inside the facility with recyclable materials ready to unload.

Exhibit 8. Vehicle with Materials to Unload



Staffing

The facility is staffed during the hours of operation on Saturday for the residential drop-off period. The staff member is present to verify users have permits allowing access to the facility, enforce the proper separation of materials, assist users deliver materials, and answer questions about the operations. The staff member has a small office towards the exit of the building where permits can be issued, and breaks taken.

Following the Saturday residential drop-off hours, staff noted that the facility often requires extra staff to clean later that day or the following week. The extra time and staff required to clean after a Saturday collection is caused by overflowing containers or customers not properly placing materials in the containers. **Exhibit 9** shows the facility following a Saturday collection.

During the commercial business drop-off hours on Wednesday there are no staff available to monitor the facility.

Exhibit 9. Cardboard Overflowing after Saturday Collection

Equipment

The facility has six roll-off containers provided by the hauler to collect materials in. The container sizes by material type and approximate service interval are provided in **Table 1** below.

Table 1. Drop-off Facility Containers

Material Collected	Container Type and Size	Service Interval
Newspaper/Office Paper	40 yd compactor	Monthly
Commingled Plastics	40 yd open top	Biweekly
Commingled Plastics	40 yd open top	Biweekly
Cardboard	40 yd open top	Weekly
Steel/Tin Cans	20 yd open top	2 months
Aluminum Cans	20 yd open top	2 months

Hauling and Processing

To understand downstream requirements and identify opportunities to improve operations, SCS staff interviewed the Township's current hauler/material processor. The Township works with Solomon Container Services to provide, deliver, and service the roll-off containers used at the drop-off facility. Solomon's responsiveness and processing requirements directly affect day-to-day site conditions (e.g., container availability, overflow potential, and the level of staff time needed to manage mis-sorted materials).

When a container needs to be pulled, Township staff contact Solomon to request service and coordinate timing. Solomon transports the collected material to a material recovery facility (MRF) in Wilkes-Barre, Pennsylvania, for processing and marketing. According to Solomon, loads that are kept clean and properly source-separated can be processed with minimal additional sorting before baling. However, loads that contain higher levels of contamination or cross-contamination may require extra sorting at a single-stream processing facility, which can result in additional processing charges on a per-ton basis. Solomon also noted that, depending on market conditions, rebates may be available for clean loads of certain recyclable materials.

At the time of this review, Wright Township did not have an active contract in place with Solomon for hauling and processing services associated with the drop-off facility. Township staff indicated that contracts were used in the past but are not currently in effect.

Material Quantities

Wright Township reports annual material quantities collected at the drop off facility to DEP. The reported quantities indicate that cardboard is the largest and most significant material stream each year and accounts for most tons managed at the site. Single stream material, aluminum cans, and steel/tin cans comprise comparatively smaller portions of the overall total. **Table 2** provides the annual recycling tonnages by material stream collected at the facility as provided by Township staff.

Table 2. Recycled Material Quantities (tons)

Year	Single Stream (SS1)	Cardboard (C01)	Aluminum Cans (AA1)	Steel/Tin Cans (F02)	Total
2021	47.9	270.4	3.0	4.7	326.0
2022	69.0	286.0	5.8	7.3	368.1
2023	49.1	327.6	2.7	5.1	384.5
2024	45.0	312.0	2.3	5.2	364.5
2025	45.1	62.9	3.3	4.1	115.3

4 RECOMMENDATIONS

STAFFING AND CUSTOMER SERVICE

Wright Township's Recycling Convenience Center is staffed by one person when it is open to the public. Staff should prioritize maintaining safe, orderly site operations while supporting customers and protecting the quality and cleanliness of collected materials. During open hours, the attendant's primary focus is to keep vehicles moving through the building, reduce conflicts between vehicles and pedestrians, and address unsafe behavior early (e.g., speeding, backing, or unloading in non-designated areas). Staff should also remain visible and approachable so customers can quickly confirm where to go and what to do, minimizing delays and preventing placement of materials in the wrong container or dumping of unaccepted materials that increase contamination.

A second priority is customer assistance and education to improve compliance with preparation requirements and reduce re-handling by Township staff. Staff should proactively coach customers at the point of unloading, especially first-time users, and redirect non-accepted items before they are placed in containers and/or special-waste collection areas. Discussion points staff can emphasize include:

- Confirm permit display/eligibility at entry and direct customers to the correct unloading lane and container locations.
- Reinforce preparation rules (e.g., flatten cardboard; keep paper clean/dry; empty and rinse #1/#2 plastics and metal cans).
- Identify and refuse/redirect common contaminants and non-accepted materials before they are dumped.
- Encourage customers to unload quickly, but safely, then pull forward/exit so the next vehicle can enter.

Staff should also monitor container conditions and overall housekeeping, so the facility remains functional throughout peak periods. This includes checking fill levels, preventing overflow, keeping drop areas free of loose material, and noting when containers or equipment need service. Key actions include:

- Track roll-off/compactor fullness and initiate haul requests (or notify the appropriate contact) before containers overfill.
- Keep unloading areas clear (pick up unintentionally dropped paper/plastic; break down stray cardboard; remove obstructions from the vehicle path).
- Visually inspect signs, cones/barriers, gates, and painted routing markings and report items that need repair or replacement.
- Document recurring issues (overflow points, peak-time backups, frequent mis-sorts) to inform operational improvements.

Finally, the attendant should manage special materials (e.g., used motor oil and batteries) and complete basic documentation and closeout tasks that protect safety, environmental compliance, and program integrity. Staff should respond promptly to spills or unsafe conditions, secure controlled areas, and record notable events for follow-up. End-of-shift priorities include:

- Ensure used oil and battery drop points are clearly identified, in good condition, and not overfilled; keep incompatible materials separated.
- Implement basic spill response (secure area, use absorbents if available, notify supervisor/appropriate responder, and document the incident).
- Maintain security controls (close/lock gates as required; discourage after-hours dumping; report vandalism or illegal dumping).
- Complete simple activity notes (unusual volumes, contamination observed, customer issues, safety concerns) to support continuous improvement and contract/hauler coordination.

HEALTH AND SAFETY

Solid waste facilities pose numerous safety hazards to workers and customers utilizing the facility. Safety protocols for staff and customers should be implemented and maintained to promote safety and reduce the likelihood of an incident occurring.

Staff

The Township should establish minimum personal protective equipment (PPE) expectations for staff assigned to monitor the drop-off facility during public operating hours. At a minimum, the attendant should wear a high-visibility safety vest and safety shoes or boots. The high-visibility vest allows customers to quickly identify staff and helps the attendant remain visible while working throughout the facility. Improved visibility supports safer interaction between staff, customers, and vehicles entering and exiting the facility, and it also helps customers locate the attendant for prompt assistance before unloading materials in the wrong location. Safety shoes or boots are important to protect the feet of staff particularly from the risk of objects and materials being dropped.

The Township should communicate these PPE requirements as part of routine staff procedures and make appropriate PPE available before each operating period. Incorporating these expectations into staff training will help make safety practices consistent, reduce the likelihood of preventable injuries, and reinforce the Township's commitment to maintaining a safe and orderly drop-off facility.

Customers

The Township may improve customer safety by clearly separating vehicle travel lanes from areas where customers may walk while unloading recyclable materials. Painted lines may be added inside the drop-off facility to identify the lane of travel, stopping/unloading positions, and designated pedestrian areas between vehicles and containers. These markings should be simple, high-contrast, and consistent with the existing one-way traffic pattern so customers understand where to drive, where to stop, and where it is appropriate to walk when placing materials in the containers.

The Township may also consider establishing and communicating customer safety expectations that limit pedestrian activity inside the building. Only individuals actively unloading recyclable materials should be outside of their vehicle while in the facility, and customers should return to their vehicle promptly after unloading. Children, pets, and passengers who are not assisting with unloading should always remain inside the vehicle.

These customer safety expectations should be reinforced through entrance signs, container-area signs, and verbal reminders from the attendant during staffed operating hours. Recommended messages include "follow marked travel lane," "stay in vehicle unless unloading," "watch for pedestrians and staff," and "do not climb on or into containers." Incorporating these reminders into onsite signage and staff procedures will create more predictable customer behavior, reduce the likelihood of slips, trips, falls, and vehicle/pedestrian conflicts, and support a safer, more orderly drop-off experience for all users.

Additionally, the Township should keep a first aid kit onsite for minor injuries that may occur during operation of the facility. The first aid kit should be in a secure location and its use under the supervisor of Township staff only. Staff should know what supplies are included in the first aid kit.

STAFF OFFICE

Locating the recycling attendant's office at the entrance of the facility, rather than the exit, improves safety, efficiency, and material quality by placing staff at the point where the most important decisions occur. An entrance location allows the attendant to verify permits immediately, communicate site rules and unloading procedures before drivers enter the tight unloading lane, and direct customers to the correct containers on the first pass - reducing wrong turns, backing, and pedestrian/vehicle conflicts. Early interaction also helps intercept non-accepted materials and reinforce preparation requirements (e.g., flattened cardboard and rinsed containers) before items are unloaded, which can reduce contamination and the need for Township staff to re-handle materials. Finally, an attendant positioned at entry can better manage queueing during peak periods, identify unsafe behavior early, and maintain orderly one-way traffic flow, minimizing delays and improving the overall customer experience.

HAULER/MATERIAL PROCESSOR COORDINATION/COMMUNICATION

Regular communication and coordination with the hauling contractor and the material processor is essential to maintain reliable service, control costs, and protect the quality of recyclable materials collected at a municipal drop-off center. The hauler and processor determine how materials must be prepared, loaded, and delivered (e.g., acceptable levels of contamination, requirements for flattening and keeping material dry, limitations on certain container types or liners, and protocols for special materials). When the municipality has clear, current expectations from these downstream partners, staff can provide consistent on-site direction and signage, and the program can adjust quickly when processor requirements or end-market conditions change.

Coordination also improves day-to-day operations. Confirming container placement, pull schedules, holiday coverage, and response times for full or contaminated loads helps prevent overflow, illegal dumping, and unsafe conditions that arise when roll-offs are unavailable or unusable. Routine feedback from the processor (e.g., contamination trends, rejected loads, and widespread problem materials) allows the municipality to target education, modify accepted-material lists, and train attendants to intercept issues before they become costly. In addition, consistent reporting from the

hauler/processor (weights, load counts, contamination charges, and disposition) strengthens budgeting, supports recycling performance tracking, and helps demonstrate compliance with state recycling requirements.

Finally, a coordinated approach helps protect the municipality's reputation and the long-term viability of the recycling program. Proactive alignment with the hauler and processor reduces the likelihood of load rejections, unexpected fees, or service disruptions that frustrate residents and businesses. It also ensures that messaging to permit holders is accurate and consistent across the entire recycling chain—from the drop-off containers to the processing line, so participants have confidence that the materials they deliver are managed responsibly.

SIGNAGE

Clear, consistent signage should be provided throughout the facility, including the facility approach, entrance gate, and queue area. These signs should communicate essential information before drivers enter the unloading lane, including operating hours, permit requirements, accepted materials, and the one-way traffic pattern. The following updates to entrance signs will improve clarity for customers using the facility.

- **Entrance** – Consider raising the sign or moving it to the other side of the entrance to improve visibility for customers. **Exhibit 7** depicts the entrance sign.

- **Accepted Materials** – Increase the size of the text on the accepted materials sign located on the left side of the main entrance. Text should be larger in size to allow all to clearly see when entering the facility. Incorporate material preparation requirements into the sign detailing accepted materials. Sign is shown on the left of **Exhibit 5**.

Container-specific signs and simple material preparation instructions should also be used to reduce customer questions, prevent misplaced materials, and limit contamination, which can decrease staff intervention and help avoid added processing costs. Adjustments to current signage to improve clarity include:

- **Signage Location** – Signs indicating accepted materials should be in the same location at each container. This reduces the likelihood materials are placed in the wrong container. Consider hanging container specific signs above each container to prevent damage/loss when containers are being serviced. Alternatively, signs could be hung on the edge of each container and removed prior to hauling like the aluminum cans sign shown in **Exhibit 3**.

- **Accuracy** – Changes to accepted materials, preparation requirements, permit rules, operating hours, or traffic procedures should be reflected on revised signs as soon as possible. Temporary corrections made with tape, marker, stickers, or handwritten notes should be avoided because they can be difficult to read, appear unofficial, and create confusion about which instructions are current. The Township should review signs routinely, especially after changes in processor requirements or program rules, and replace worn, faded, damaged, or outdated signs with clean, permanent versions.

- **Consistency** – All signs should have a consistent look and format so customers can quickly recognize official Township instructions as they move through the facility. Signs should use similar colors, fonts, headings, icons, and terminology, with the most important information

placed prominently at the top. A standard format should be used for each material stream, including the material name, examples of accepted items, and preparation requirements.

Directional arrows, stop/yield points, speed reminders, and "stay in vehicle unless unloading" messaging reduce conflicts between vehicles and pedestrians. Standard safety notices (watch for trucks, no climbing into containers, no children allowed on drop-off floor, slippery surface) reinforce safer behavior in a shared traffic environment.

High-contrast, easy-to-read signs (simple wording and icons, placed at readable heights and visible in low light) help first-time and frequent users navigate confidently. Faster wayfinding shorten time on-site and reduce stress and backups during peak hours.

CARDBOARD COMPACTION

The Township may explore switching the material collected in the 40-yd compactor at the drop-off facility from mixed paper to cardboard. A dedicated cardboard compactor increases on-site storage density for bulky material and reduces haul frequency. Fewer pulls and better load utilization can lower hauling costs and keep the unloading area functional by preventing overflow and the need for staff to re-handle material.

Reducing overflow and loose cardboard lowers trip hazards and keeps vehicle paths clearer. When paired with guarded openings, physical barriers, and clear markings that keep users away from pinch points, a compactor can reduce the likelihood of injuries compared with overfilled roll-offs and improvised unloading.

A consistently available, clearly defined cardboard drop point makes unloading faster, especially on Saturdays, because users are less likely to encounter full containers or struggle to fit flattened boxes. A cleaner, less cluttered drop area also feels easier and more convenient to use.

HAULING/PROCESSING CONTRACT

Hauling contracts formalize pricing, service levels, and responsibilities so the Township can manage container capacity proactively. Contract terms such as pull triggers, response times, contamination procedures, and required reporting (weights/tons, pull frequency, contamination notes) improve reliability, budgeting, and program oversight.

More predictable pulls reduce overflow conditions that create trip hazards and force users to maneuver around debris. Contract requirements for maintaining container doors/latches, cleaning up after service, and coordinating truck movements help reduce unsafe conditions around roll-offs and during hauler activity.

Users are less likely to arrive to full containers, blocked access, or messy drop areas when service is consistent. A cleaner, well-maintained site shortens unloading time and improves confidence that the program is well-run.

USER PERMITS

Requiring permits to be displayed in a consistent, visible location allows staff to verify eligibility quickly without stopping vehicles in the unloading lane. Faster screening reduces delays, protects

limited capacity for authorized users, and supports accurate revenue capture and usage forecasting for paid permits.

Addressing permit issues at the entry point prevents sudden stops, backing, or mid-stream confrontations in the narrow unloading area. Clear rules and consistent enforcement reduce traffic disruptions that can create conflicts between vehicles and pedestrians.

When expectations are clear (permit required, where to display it, and what to do if it is forgotten), entry is smoother and more predictable. Compliant users move through faster and perceive the system as fair and well organized.

SECURITY

Security measures (gates, fencing where needed, and locked/controlled access to sensitive areas such as used oil and batteries) discourage after-hours dumping, scavenging, and vandalism that create contamination, cleanup work, and unplanned maintenance. Posted rules and enforceable penalties reinforce proper use and protect Township equipment and infrastructure.

Good lighting at entry, unloading, and exit improves visibility, particularly during winter conditions, reducing slips and vehicle/pedestrian conflicts. Cameras and/or visible monitoring can deter unsafe behavior and support incident documentation. Securing special waste reduces spills, tampering, and fire risks.

A clean, well-lit, and clearly controlled facility increases user confidence and encourages compliance with site rules. First-time visitors are more likely to follow the intended process when the site feels orderly and straightforward.

EDUCATION

Educating members of the community about the details of the recycling program on a regular basis can improve the operation of the program. The Township should develop a concise educational flyer that summarizes the recycling drop-off program and provides customers with the information needed to use the facility correctly. The flyer should be written in plain language, use consistent terminology, and mirror the instructions provided on facility signs so customers receive the same message before and during their visit.

The flyer should include key program details such as operating days and hours, permit requirements, accepted materials, material preparation instructions, traffic flow expectations, safety reminders, and contact information for questions. It may also include a simple facility map or step-by-step instructions showing where users should enter, unload, and exit.

The flyers should be handed out whenever permits are requested or included in township newsletters. Keep extra flyers in the attendant office to hand out to customers that request information about the program. This information should also be made available through a QR Code that can be scanned for electronic access.

5 CONCLUSION

Wright Township's Recycling Convenience Center is the cornerstone of the Township's recycling program and provides a long-standing, permit-based drop-off option for residents, businesses, and neighboring communities. With the Township's status as a mandated recycling community under Act 101 and the absence of Township-provided curbside recycling collection, reliable and efficient operation of this facility is essential. The site serves a high volume of users - particularly on Saturdays - and manages multiple source-separated material streams through roll-off containers serviced by the Township's hauler/processor. As noted by Township staff, increasing contamination and inconsistent material preparation have added cost, increased staff workload, and created risk of additional processing charges, prompting the Township's request for technical assistance to improve service, reduce costs, and strengthen material quality.

This facility review was completed through a project planning meeting, an on-site Saturday observation during active residential operations, and follow-up discussion of conditions and downstream requirements. During the site visit, attention was given to the permit verification process, traffic routing and queueing, unloading behavior, container layout and labeling, housekeeping and overflow potential, safety considerations, staffing practices, and the condition and use of equipment. SCS also interviewed the current hauler/material processor to confirm service practices, processing requirements, and how contamination and cross-contamination can affect processing effort and fees. Together, these activities were used to identify practical, near-term steps that can be implemented to support smoother operations and protect the long-term sustainability of the drop-off program.

Overall, the facility benefits from a functional drive-through layout, paved and striped routing, and entrance signage that communicates key rules at the decision point for entry. During the observation, traffic flow was orderly with minimal queuing; however, the visit also highlighted several operational vulnerabilities that contributed to contamination and added staff burden. Inconsistent and worn container labels can make it difficult for users to quickly find and follow instructions, increasing opportunities for cross-contamination. Limited permit display compliance can slow verification and complicate enforcement. In addition, high Saturday volumes and container capacity constraints - particularly for bulky cardboard - can lead to overflow and litter issues, which creates safety concerns and requires additional staff time for cleanup. Finally, the absence of on-site monitoring during Wednesday commercial hours and the lack of a current hauling/processing contract reduce the Township's ability to proactively manage service levels, response times, and performance expectations.