

Completion Status
 Open ●
 Partial ● ●
 Substantial ● ● ●
 Full ● ● ● ●

#	Observation Title	Recommendation	Action Item	Due Date	Completion Status	Comments/ Standing
1	Sufficient staffing needed	<i>Seek sufficient personnel to improve the efficiency and effectiveness of the Statewide Recycling Program.</i>	<ul style="list-style-type: none"> ◦ Request new employee in the FY16/FY17 budget. ◦ Hire new employee if approved by legislature. 	Complete	● ● ● ●	The Committee of Conference approved a full time position for FY16/FY17. Hired Oct, 2016.
2	Documentation of scrap metal price needed	<i>Ensure the contractor supplies all specified pricing documentation to validate the price paid on the day of pick-up and ensure sufficient staff are available to review and verify prices paid.</i>	<ul style="list-style-type: none"> ◦ Request monthly report from vendor. ◦ Have new employee review payments against monthly report. 	Complete/ Continuous	● ● ● ●	Vendor now supplies scrap metal index daily, and a database / system is in place to cross-reference the scrap processing date with commodity pricing on that date.
3	Pick-up frequency should be examined	<i>Regularly review cost-effective pick-up frequencies for State recycling</i>	Should be full or nearly full when emptied (NOTE: Relates #6 below in order to track).	Ongoing	● ● ●	Regular audits of sites/containers now conducted regularly to review container fullness; periodic conversations with staff / facilities. Connection between person(s) using the containers and the Recycling Program must still be strengthened. Tracking of fullness to be established.
4	Internal controls needed for marketable recycling assets	<ul style="list-style-type: none"> *Develop and adopt written policies, procedures, and administrative rules governing recycling and safeguarding of scrap materials. *Develop procedures to ensure trash does not get dumped in recycling containers. 	<ul style="list-style-type: none"> ◦ Fact sheets ◦ Program manual ◦ Agency handbook 	Ongoing	● ●	Written policy and procedural information needs to be developed.
5	Reporting should be improved	<i>Modify the reporting form for measuring and reporting recycling output with attention to cost and accuracy.</i>	<ul style="list-style-type: none"> ◦ Update the report template. ◦ Need system for regularly checking frequency/site. 	Complete	● ● ● ●	Legislative report (RSA 9-C:10) requirements repealed July 2015. NOTE: The program would benefit from an unofficial annual report for measurement and
6	Contracts should be evaluated for terms more favorable to the State	<i>Evaluate the pricing structure of its contracts prior to renewal.</i>	<ul style="list-style-type: none"> ◦ Research alternative pricing structures. ◦ If possible, add data collection mechanism for volume each pickup (relates to 3). 	Ongoing	● ● ●	Recycling collection sizes and frequencies were verified with the site/agency prior to the new contract starting May 1, 2017. Data collection mechanism for volume each pickup is not possible; system being developed for person(s) on site to monitor the containers per a consistent process.
7	Evaluate contracts for cost savings	<i>Evaluate contracts to determine whether better pricing can be obtained by changing pick-up schedules, container sizes, and using the most competitive vendor</i>	◦ Redesign recycling collection contract going to bid early March and taking effect May 1, 2017	1-May-17	● ● ● ●	Changes were made to the contract specifications which resulted in reduced recycling collection costs at several sites. Contract period through April 30, 2020.

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8	Liquor Commission should manage its own recycling program	<p><i>*Ensure recycling contractors send invoices for payment and remit revenues directly to Liquor Commission.</i></p> <p><i>*Ensure the Liquor Commission pay excess recycling funds to the DAS by June 30 of each year</i></p>	<ul style="list-style-type: none"> ◦ Transfer billing to Liquor ◦ Stronger relationship with the Liquor Commission is needed ◦ Need to set forth mutually agreeable expectations 	Complete; 5/1/2017; Continuous	● ● ● ●	Billing transferred to Liquor Commission on November 2015. There is not currently any surplus revenue to send to the Recycling Program. Should a revenue program be implemented, reporting format and submission requirements would need to be developed.
9	Liquor Commission should manage its own recycling program	<p><i>*Have the Liquor Commission establish accounting procedures to track recycling-related revenues and expenditures *Liquor Commission explore contracting with the warehouse and delivery contractor for recycling cardboard and revenue sharing.</i></p>	Liquor should upload separate audit response.	N/A	N/A	N/A