

#	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. Independent listSERV was created for agencies to submit service requests and vendor will not provide service without form going through system. Vendor emails Recycling Coordinator a completed form with ticket number to cross reference with payment.
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 to #6 below in order to track).	Ongoing	● ● ●	Sites with collection have been entered into Google Maps. Regular audits of sites/containers now conducted to review container fullness; conversations with staff / facilities are ongoing. Connection between person(s) using the containers and the Recycling Program must still be strengthened. Improved system for tracking of fullness still being developed.
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	● ● ●	Some forms, fact sheets and policies have been developed. More formal written policy and procedural information still needs to be developed. Informal agency handbook has been started.
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 communication of goals and achievements. Such an undertaking would likely require another staff member to establish and manage that system.
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. Adjustments were made to pricing structure so agencies Data collection mechanism for volume each pickup by vendor is not possible; system being developed for person(s) on site to monitor the containers per a consistent process. Next contract would begin May 1, 2020; RFB process will deeply research pricing structures.

Completion Status

- Open ●
- Partial ● ●
- Substantial ● ● ●
- Full ● ● ● ●

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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.
8	Liquor Commission should manage its own recycling program	<i>*Ensure recycling contractors send invoices for payment and remit revenues directly to Liquor Commission. *Ensure the Liquor Commission pay excess recycling funds to the DAS by June 30 of each year</i>	◦ 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	<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>	Liquor should upload separate audit response.	N/A	N/A	N/A