

#	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 is in place to cross-reference the scrap processing date with commodity pricing for the pick up date.
3	Pick-up frequency should be examined	<i>Regularly review cost-effective pick-up frequencies for State recycling.</i>	<ul style="list-style-type: none"> ◦ Audits of sites/containers ◦ Collaboration with facility/site staff 	Complete/ Continuous	● ● ● ●	Containers/sites are mapped in GIS platform for efficient scheduling of audit visits; a list staff responsible for recycling at each site is compiled and updated with change in personnel; a schedule is established to check on containers directly and to obtain information from facility/site staff indirectly.
4	Internal controls needed for marketable recycling assets	<p><i>*Develop and adopt written policies, procedures, and administrative rules governing recycling and safeguarding of scrap materials.</i></p> <p><i>*Develop procedures to ensure trash does not get dumped in recycling containers.</i></p>	<ul style="list-style-type: none"> ◦ Fact sheets ◦ Program manual ◦ Agency handbook ◦ Standard operating guide 	In Progress	● ● ●	Resources have been developed for tracking revenue and are currently being developed for recycling services.
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◦ Need system for regularly checking frequency/site 	Complete	● ● ● ●	Legislative report (RSA 9-C:10) requirements repealed July 2015; regular checks of frequency/site are conducted.
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 	Complete/ Continuous	● ● ● ●	Recycling collection sizes and frequencies were verified with the site/agency prior to the new contract starting May 1, 2017; research was conducted for alternative structures; that process will continue with each new contract cycle; a data collection mechanism for volume each pickup is not possible within current industry availability.
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>	<ul style="list-style-type: none"> ◦ Research contract schedules, sizing and frequency each contract cycle 	Complete/ Continuous	● ● ● ●	Changes were made to the next contract specifications which resulted in reduced recycling collection costs at several sites; that contract period runs through April 30, 2020 and then the next contract cycle will re-evaluate again.

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

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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 ◦ Need to set forth mutually agreeable expectations 	Complete	● ● ● ●	Billing transferred to Liquor Commission on November 2015 and regular collaboration on site size/frequency is in place; there currently is not any surplus revenue being generated to send to the recycling program; should a revenue program be implemented by the Liquor Commission, reporting format and submission requirements would need to be established.
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.</i></p> <p><i>*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