

#	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	● ● ● ●	Vendor now supplies scrap metal index, 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	N/A	As of May 1, 2020, agencies took control of frequency and payment of recycling collection services. This adjustment resulted from recycling industry changes necessitating more direct accountability for service audits in correct recycling and pricing increases at facilities, as well as decreasing recycling revenue to support collection expenses.
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	● ● ●	Written policy and procedure has been developed for governing and safeguarding scrap materials. Procedures need to be developed to prevent trash from being dumped in containers.
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	● ● ● ●	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 ● ● ● ●

#	Observation Title	Recommendation	Action Item	Due Date	Completion Status	Comments/ Standing
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 Commission ◦ 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