



# **Environmental Services Department**

Implementing an Effective Recycling  
Education and Compliance Strategy

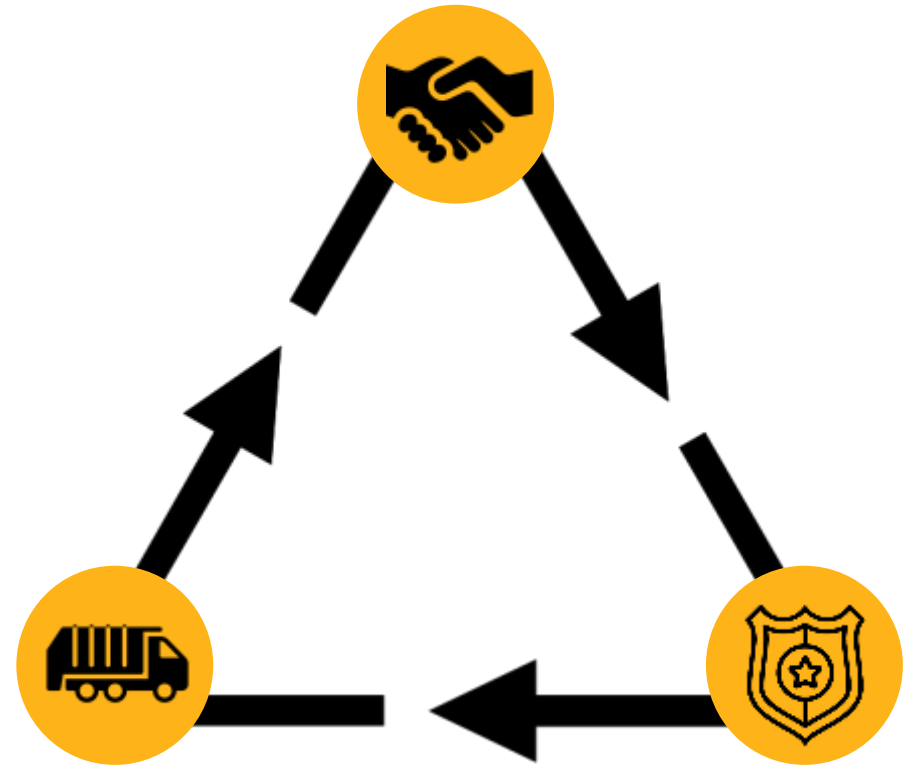
# Residential Recycling Program (RRP)

Several components to the RRP, with special consideration applied to **outreach + education, compliance** and **collections**.

**01. Outreach + Education** – educate the public on the “do’s and don’ts” of recycling that are unique to the El Paso community.

**02. Compliance** – regularly audit bins to ensure that recycling guidance is followed and contamination is addressed.

**03. Collections** – collect recyclables, while also reporting contamination concerns.



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# *Outreach + Education*

## **Required Recycling Education Course:**

- Applies to new customers setting up service at either a new or established residential property, and existing customers who need to request a new or replacement recycle bin.
- Course offered several times each month with at least one class a month taught in Spanish
- Limit class waivers – currently only allow an exception for when bin falls into hopper.

## **Recycling Wizard:**

- Online tool/resource to assist customers with identifying if a certain material is recyclable or should be disposed in waste bin. Also available on “ESD Works For You” mobile application.

## **Community Engagement:**

- Incentivize people to recycle right through **ESD’s Recycling Challenge**, which is offered to new customers along with customers who are grandfathered into RRP.
- Take part in community events to promote proper recycling practices and Recycling Challenge.

- Want to apply or renew your Senior/Disability Discount or Sidedoor Collection Waiver? >
- What goes where?** >
- Collection Stations >
- Report a Problem >  
(Missed Garbage and Request a Bin)
- My Collection Day >
- Notifications >
- View Work Order Status >
- Request Citizen Collection Site (CCS) Pass >
- View CCS Pass >



[Recycle Guide](#) | [Non-Accepted Items](#)



Type the name of a waste item and we'll tell you how to recycle or dispose of it.

Popular Searches



Trash-up Household Waste



Paper



Batteries



Yard and garden trimmings

The **ESD Recycling Challenge** consists of a ranking system that is categorized by a belt color. Under this program, customers are rewarded with swag (i.e., promo items) each time they level up to the next belt color.



Register and successfully complete recycle education course.



Pass an unannounced inspection of recycle bin contents to show your mastery of the residential recycling program.



Pass a second unannounced inspection of recycle bin contents to become a **BLACK BELT in RECYCLING!**

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# Compliance

## Process for Compliance:

### *Tag 1 – issued for first contamination offense*

- “OOPS tag” and Notice of Correction: explains what contamination was observed.
- Tag Letter: summarizes incident and notes where to access recycle information.

### *Tag 2 – issued for second contamination offense OR*

### *Severe Contamination – issued when severe contamination is observed (essentially skips tag 1)*

- Notice of Correction + Tag Letter
- Additionally, bin removal order will automatically apply.
- Customer required to complete recycle education course and wait six months opting back into the RRP.

## Routine Bin Audits:

- Compliance Officers routinely audit bins before they are serviced on collection day.
- Proactive versus reactive approach.

## Recycle Education Course:

- Compliance Officers are required to complete recycle education course.





**BAGGED  
RECYCLABLES**  
No Garbage  
No papeo reciclables  
en bolsas



**TEXTILES**  
No clothing, shoes,  
carpet, pillows  
or comforters  
No los ropa, zapatos,  
alfombras, almohadas,  
o cojines



**YARD  
WASTE**  
No wood, leaves,  
or compost  
No los recortes  
de jardinería



**PIZZA  
BOXES**  
No pizza boxes  
No los cajas de pizza



**FOOD OR  
LIQUID**  
Empty all food containers  
No los comida o  
bebidas vacía todos  
los contenedores de  
comida y bebidas



**GLASS**  
No glass  
No los vidrios



**PLASTIC  
BAGS**  
No plastic bags  
Plastic in curbs  
No los bolsas de  
plástico desechados  
a la strada



**STYROFOAM**  
No styrofoam  
No los espuma de  
poliestireno



**YARDLERS**  
No hoses, wires,  
chains, or electricians  
No los mangos,  
alambres,  
cadenas, o electricos

Please remove these items so your recycling bin can be serviced on your next collection day pickup.

Elimine estas cosas para que su contenedor de reciclaje pueda ser recolectado en el próximo día de recolección.

**Recycle  
Only These!**



**Recicle Solo  
Estas Cosas!**



**Cardboard  
El Cartón**  
Cardboard, Corrugated  
and Dry Food Boxes  
Empty and flatten  
Cajas vacías y aplastadas

**Paper  
Papel**

Mixed paper, Newspaper,  
and Magazines



**Cans  
Latas de Metal**  
Aluminum and Steel Cans  
Empty and rinse  
Vacia y enjuague

**Plastic  
Plásticos**

Plastic bottles and jugs marked  
#1 and #2, such as water and  
soda bottles, and milk, fruit and  
detergent jugs Empty and Rinse  
Vacia y enjuague



Scan the code  
to download the  
**ESD WORKS  
FOR YOU**  
app for recycling tips



Escanea el código para  
descargar la aplicación  
**ESD WORKS  
FOR YOU**  
para consejos de reciclaje

Questions? ¿Preguntas?  
Visit [elpaso.tx.gov/recycle](http://elpaso.tx.gov/recycle) or call (915) 313-6000

The following potential violations of the El Paso City Code were observed during this inspection:

1. **Contamination found inside blue recycle cart Serial No.**  
 ( \_\_\_\_\_ )

2. \_\_\_\_\_

3. \_\_\_\_\_

The violations noted above are regulated by the following applicable sections of the El Paso City Code:

Applicable	Code Reference	Regulated Items
XX	9.04.050 - 110	Waste and recyclable material generated at residential properties
<input type="checkbox"/>	9.04.150 - 220	Waste and recyclable material generated at commercial or mixed-use properties
<input type="checkbox"/>	9.04.250 - 320	Construction or demolition material
<input type="checkbox"/>	9.04.350	Recyclable material for commercial collection
<input type="checkbox"/>	9.04.360 - 380	Animal waste, dead animals and other waste
<input type="checkbox"/>	9.04.390 - 510	Permitted haulers
<input type="checkbox"/>	9.04.660 - 680	Illegal dumping and construction sites
<input type="checkbox"/>	9.04.800 – 810	Prohibited accumulation of solid waste, recyclables, or other waste
<input type="checkbox"/>		

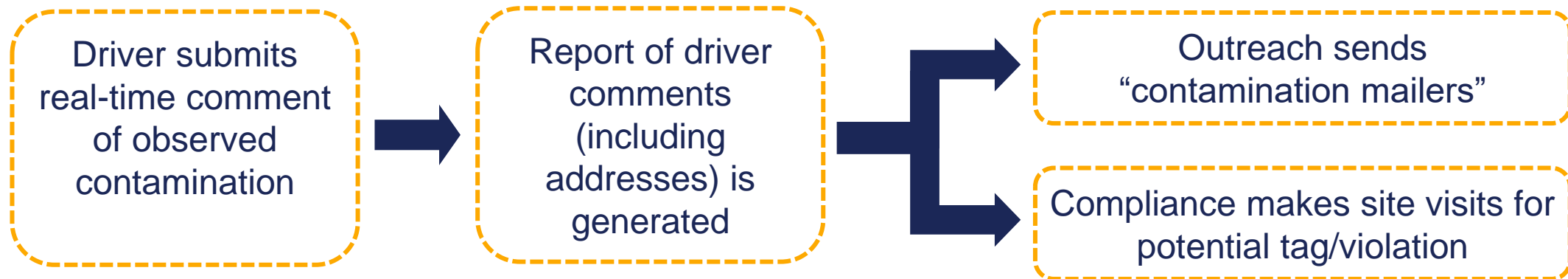
An inspection to verify that all observed violations have been corrected will be scheduled after the date of this notice. Failure to comply with this notice may result in case referral to the City of El Paso Municipal Court. For any questions related to this notice, please contact the officer listed below or (915) 212-6000.



# Collections

In addition to collecting recyclables, ESD Collections drivers are equipped to submit comments in the event they observe recycle contamination during their route.

## Driver Comments:



## Recycle Education Course:

- Collections Drivers are required to complete recycle education course.

**THANK YOU  
FOR RECYCLING  
ONLY THESE:**

**DO YOU KNOW  
WHAT TO  
THROW?**



**Cardboard  
El Cartón**

Cardboard, Cereal, and  
Pizza Boxes  
(WITHOUT RESIDUE)  
*Empty and flatten*



**Paper  
Papel**

Mixed paper, shredded  
paper (ONLY IN CLEAR  
PLASTIC BAG), Newspaper,  
and Magazines



**Cans  
Latas de Metal**

Aluminum and Steel Cans  
*Empty and Rinse*



**Plastic  
Plásticos**

Plastic Bottles and Jugs  
marked #1 and #2,  
such as water and soda  
bottles, and milk, fruit and  
detergent jugs *Empty and Rinse*

**UNACCEPTABLE  
MATERIALS**



**BAGGED  
RECYCLABLES**

No Garbage  
  
No ponga reciclables  
en bolsas



**TEXTILES**

No clothing, shoes,  
carpet, pillows, or comforters  
  
No tire ropa, zapatos,  
alfombra, almohadas, o colchas



**YARD WASTE**

No wood, leaves  
or compost  
  
No madera, hojas,  
desechos de jardín,  
o compost



**PIZZA BOXES**

Pizza boxes with  
food residue must  
be tossed  
  
Las cajas de pizza  
con restos de comida  
deben desecharse



**FOOD OR LIQUID**

Empty all containers  
  
No tire comida ni  
liquidos vacia todos  
los contenedores



**GLASS**

No tire vidrio



**PLASTIC BAGS**

Return to retail  
  
No tire bolsas de plástico  
devuélvalas a la tienda



**STYROFOAM**

No tire espuma  
de poliestireno



**TANGLERS**

No hoses, wires, chains,  
or electronics  
  
No mangueras, electrónicos,  
cadenas, o alambres

For more information, visit [elpasotexas.gov/recycle](http://elpasotexas.gov/recycle)

# NO EMBOLSE EL RECICLAJE

# DO NOT BAG RECYCLABLES



Blue wants you to know  
what you **can** recycle:

 Paper  
Papel

 Plastic  
Plásticos



Blue quiere que sepa lo  
que **puede** reciclar:

 Cardboard  
El Cartón

 Cans  
Latas de Metal

[elpasotexas.gov/recycle](http://elpasotexas.gov/recycle)

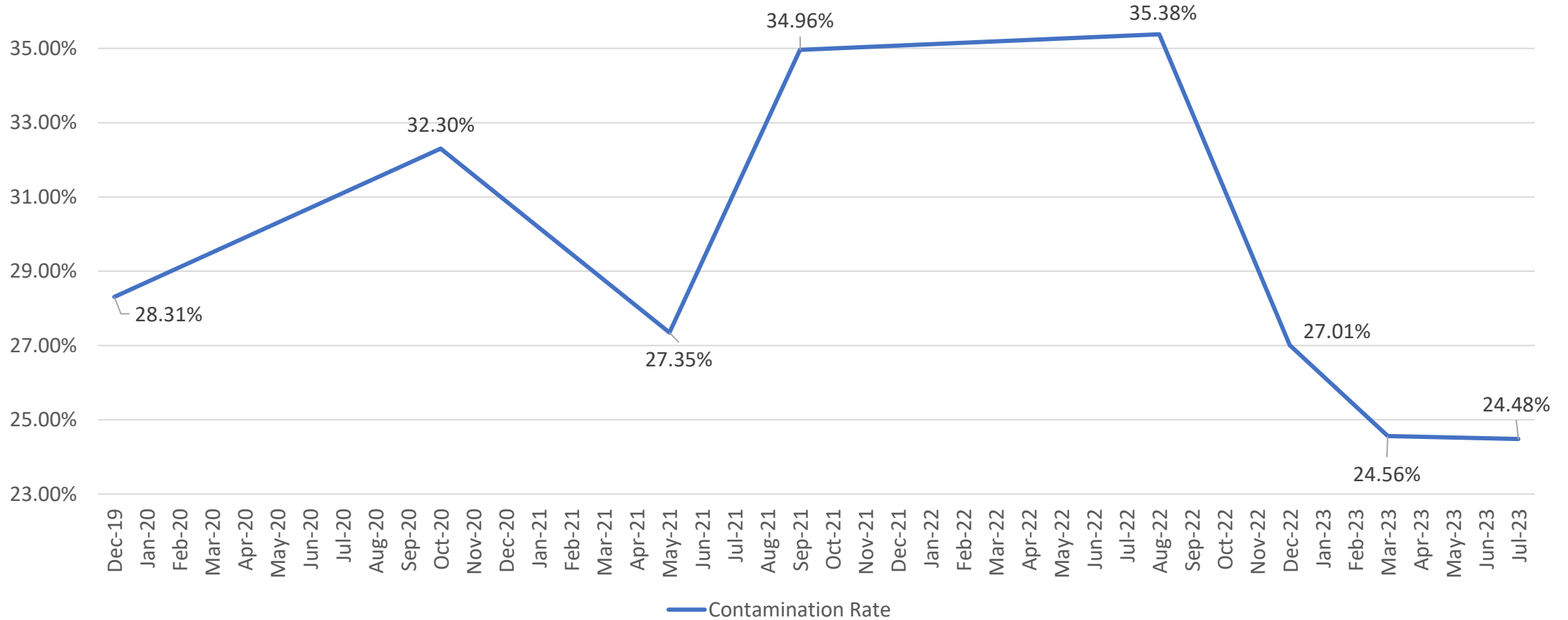
# Program Outcomes

<b>Metric</b>	<b>FY21</b>	<b>FY22</b>	<b>FY23*</b>	<b>TOTAL</b>
Recycle Course Participants	2,009	2,186	1,662	<b>5,857</b>
Recycling Challenge Graduates	525	595	86	<b>1,206</b>
Bins Audited/Inspected:				
Tag 1	2,781	2,445	6,965	<b>12,191</b>
Removal Ordered (Tag 2 + Severe Contamination)	381	995	740	<b>2,116</b>
No Violation	1,746	895	714	<b>3,355</b>
<b>TOTAL</b>	<b>4,908</b>	<b>4,335</b>	<b>8,419</b>	<b>17,662</b>
Driver Comments Submitted	26,572	27,436	19,459	<b>73,467</b>

*\*FY23 data up to May 2023*

# Program Outcomes

## Contamination Rate



## Mission

Deliver exceptional services to support a high quality of life and place for our community

## Values

Integrity, **R**espect, **E**xcellence,  
**A**ccountability, **P**eople

## Vision

Develop a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities powered by a high performing government