How to Set Up a Public Carpet Recycling Program

A Carpet Recycling Toolkit for Local Government Program Managers
This document is a publication of the SWANA Land of Lincoln Chapter.

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Questions or comments regarding this document should be directed to:

Solid Waste Agency of North America - Illinois Chapter
P.O. Box 2037
Glen Ellyn, Illinois 60138

SWANA-IL President
Walter Willis
wwillis@swalco.org
The Illinois Carpet Recycling Working Group (CRWG) is actively working to assist local governments in successfully providing carpet recycling programs throughout the state. Recycling options for carpet and carpet padding are growing nationally and globally as new uses are found for the fibers. The following guide was designed to act as a toolkit for developing a program in your community.

This toolkit lays out a variety of program models including one-day collection events, permanent drop-off sites, curbside collection and retail take-back that you may opt to implement. It also contains complimentary resource materials such as education and outreach materials, program impact and data tracking suggestions, and best practice case studies for programs currently operating in Illinois.

**Program Models**
The toolkit will inform your decision about what type of collection method or combination of methods would be best for your community. Experience has shown that you may want to start with a one-day event and then move on to permanent locations as you have access to feedback, data, and funding.

The various models are laid out in the sections below.

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**Appendices**
There are sample agreements, plans and worksheets attached as appendices at the end of the tool kit document, which may also be found in the zip-file download version of the toolkit as editable word documents so that you may customize them to your program. They are ordered in the appendices in the same order as they are referenced in blue italicized print in the text of the document.

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Visit [swanaillinois.org/carpet](swanaillinois.org/carpet) for additional information on Carpet Recycling Working Group information and resources.
ONE-DAY COLLECTION EVENT MODEL

1. Service Agreements
For a one-day collection event, the first step is to arrange agreements for the collection and processing of collected carpet and padding - see: Sample Service Agreement for Collection Events.
There are two main methods:

   a) Work Directly with Carpet Recycling Processors.
      CLEAR Carpet Recycling Processor/Collector
      3520 16th Street, Zion, IL 60099
      Business reach: IL-WI-MI-IN-OH-MO-MN
      Nick Fiore, President
      Cell: (414) 899.3060
      Nick.fiore@landfillclear.com
      Eugene Knaus, Collection Manager
      Cell: (708) 769-5399
      eugene.knaus@landfillclear.com

   b) Work with a roll-off supply company and arrange to have it delivered to a Carpet Recycling Processor.
   Inquire with roll-off providers to gauge pricing for the container and transportation to a processing facility. Check with the processor as you plan to be sure that they will accept the material that is collected, and to schedule time of delivery.
   • Set-up Costs – to show up, could be embedded costs
   • Per Pound
   • Per Yard
   • Transportation Costs

2. Event Organization
This component is very important to the success of your event as well as the safety of your workers. The site should be large enough to host collection containers, traffic lanes and enough room for the workers to work safely.

   a) Project Management
   The Project Manager and Site Supervisor roles may be played by the same person. Be sure to inform all event workforce of the first and/or second person to contact in the case of an emergency.
   • Event Preparation – see Event Worksheet for Collection Events
   The Project Manager will fill out the Site Worksheet and make arrangements for the necessary supplies and equipment. Plan to secure plenty of volunteers to help residents unload their cars. Reassess after each event for possible improvements.
   • Communication Plan
   Carry a cell phone during the event. Provide that number to everyone should immediate communication be necessary. Walkie-talkies are helpful if the event is spread out over a large area.
   • Worker Breaks
   The Project Manager should be a rotating substitute for survey or traffic control workers to allow for breaks and lunch.
   • Backup Plan
   The Project Manager will be responsible for arrangements with the contractor and be able to handle unexpected situations such as calling for additional containers, faulty equipment, etc.

   b) Worker Safety
   • The Project Manager will be in charge of supplies for event workers such as water, safety vests, gloves, first aid kit, etc. All workers should be required to wear safety vests and gloves.
   • Take time to “huddle” with all workers to go over the guidelines and safety procedures - see Staff Guidelines for Collection Events and the Severe Weather Procedure Plan for Collection Events. These can also be distributed in advance of the event via email if possible.

   c) Container Type
   • Types of containers may include the following:
      1. 48’ or 53’ trailer
      2. 28’ Pup trailer
      3. 40 cubic yard container, roll-off, or dumpster
      4. Bags
   • Container Placement
   Containers should be placed close enough to the traffic lane so carpet rolls do not have to be carried far but there should be enough room for workers to access containers. There should also be enough room to place carpet rolls near the containers for sorting or loading later if the event gets busy. These areas should be staged before the
event starts. You may want to have two sets of workers – those unloading vehicles and placing carpet rolls near containers and those sorting or loading carpet rolls into the containers.

- **Stacking and Packing Container**
  Secure with duct tape or other means. By binding carpet rolls, a more uniform manner of stacking is achieved. This makes it easier to load or reconfigure rolls in the trailer.

- **Protection from the Elements**
  Ensuring that the collected carpet remains clean and dry is an important aspect of this program. If the material is wet, it most likely will be landfilled. If contamination becomes a problem, your collector may refuse to service your program or not accept contaminated materials, resulting in disposal rates for the material and increasing your budget costs.

d) **Contamination**
Prepare to offer residents a comprehensive service by having a roll-off box for potentially contaminated material or unrecyclable material that will have to be landfilled. This is an option that you may not wish to advertise.

e) **Traffic Control**
- You should set up your site including traffic lanes and signage, at least an hour before the event begins.
  It is recommended that there be one traffic lane to prevent the possibility for accidents. It is better to have enough workers to unload 3 to 4 cars in a single line than to have more than one line of cars. You may want to designate a worker for traffic control to watch out for workers safety. Especially in the case of cars that pull out of line to leave prior to the car(s) in front of them that are currently unloading their vehicles.
- Go over the site plan and traffic plan with the local Police Department prior to the event.
- If possible, ask your Office of Emergency Management if they have volunteers to direct traffic at your event. These volunteers are frequently certified in first aid and emergency response, which is a good safety measure.

- **Provide ample space for waiting cars.**
  It is highly recommended to avoid extending traffic lines to the street leading up to the event site for safety reasons. If necessary, create a “waiting” or “staging” lane with cones or barricades and designate someone for traffic control in this area. When the event ends and all cars in line have been unloaded, close the traffic lane and station a worker at the entrance to turn cars away if needed. If cars appear after the duration of the event, it is recommended to provide information on additional options for the material such as other upcoming events or permanent drop-off location.

f) **Signage (Acceptable and Not Acceptable)**
- Onsite signage is critical
  Acceptable and non-acceptable materials are stated in flyers, press releases and websites, but residents may still bring in materials on the non-acceptable list. By having a sign at the collection site, personnel can easily show residents the list again to explain why they cannot accept certain items. Arrows are helpful if possible.
  - **Sign Material**
    It is suggested to create signage that will withstand all types of weather related issues. A-frame signs blow over less often. Water resistant signs reduce the need for replacement.
  - **Font Size**
    Be sure to create signs that residents will be able to read from their car. If the lettering is too small, it defeats the purpose of the sign.

3. **Education and Outreach**
   a) See Education and Outreach and the Advertising sections for many great resources and options.

4. **Best Practice Case Studies and Contacts**
   a) See Best Practices section for examples and contacts of managers with experience planning and conducting One-day Collection Events.
PERMANENT DROP-OFF SITE MODEL

You can choose from a variety of locations under the permanent site model for drop-offs.

- **Collector or Processor Location**
  Municipality directs residents to drop-off directly to the Collector or Processor’s place of business.

- **C&D Recycling Facilities**
  Management and gate house staff manage input. Recycler picks up and replaces container on call, or on a predetermined weekly/bi-weekly schedule.

- **Public Works Yards**
  Municipal Public Works Directors or Recycling Coordinators manage input from residents. Recycler picks up and replaces container on call, or on a predetermined weekly/by-weekly schedule.

- **Landfill or Transfer Station**
  The landfill charges the gate rate for bringing in carpet which is then placed into a trailer near the gate for efficiency. The County or Municipality makes connection between the landfill operator and the carpet processor. If you have a landfill in your county, this model may be worth exploring. See best Practices for Zion Landfill example.

1. **Funding Mechanism**
   a) *Research program costs and secure funds in the annual budget to run program*
      - Possibly seek to offset costs of carpet recycling program with a revenue-based collection program (ie. Electronics or Textiles)
      - Ask for donations to fund program
      - Require fee from residents

2. **Service Agreements**
   a) *Collector or Processor*
      Reach out to a partner to collect and recycle the collected carpet and padding and create an agreement for service, considering all of the following elements of a permanent drop-off model. You may be required to go to bid for such services by your county, municipality or agency—see *Request for Bids Sample for Permanent Drop-off Locations*, though currently there is only one Processor in Illinois:

       CLEAR Carpet Recycling Processor/Collector
       3520 16th Street, Zion, IL 60099
       Nick Fiore, President
       Cell: (414) 899.3060
       Nick.fiore@landfillclear.com
       Eugene Knaus, Collection Manager
       Cell: (708) 769-5399
       eugene.knaus@landfillclear.com

   b) *Roll-off Providers*
      Inquire with roll-off providers to gauge pricing for the container and transportation to a processing facility. Check with the processor as you plan to be sure that they will accept the material that is collected.

   c) *C&D Operators*
      Construction and demolition facilities may accept carpet as part of their current business model. Consider contacting your local C&D operator for possible collaboration.

3. **Drop-off Location Set-up & Organization**
   a) *Container or Collection Area*
      The area should be protected from the weather so as to avoid contamination through wet weather.

   b) *Secure Site*
      Site should be in a secure and semi-monitored area, similar to electronics drop-off locations, such as inside of the Public Works Yard, where the container is closed and the gates are locked at night and on weekends, to avoid dumping and contamination.

   c) *Unloading and Payment if Applicable*
      Residents may be instructed to visit the office for any fee payment if that is required or for assistance in unloading if that is on offer.
4. Efficiency
   a) Stacking and Packing Container
      • Move carpet to back of trailer. Fill the collection container as full as possible to reduce the number of pick up charges incurred for program.
      • Secure with duct tape, twine, etc. By binding carpet rolls, a more uniform manner of stacking is achieved. This makes it easier to load or reconfigure rolls in the trailer.

b) Protection from the Elements
   • Ensuring that the collected carpet remains clean and dry is an important aspect of this program. If the material is wet, it most likely will be landfilled. If contamination becomes a problem, your collector may refuse to service your program or not accept contaminated materials, resulting in disposal rates for the material and increasing your budget costs.

5. Contamination Issues
   a) Follow Guidelines
      Assure Guidelines are followed to minimize contamination
   b) Covered Vessel
      Ensuring that the collected carpet remains clean and dry is an important aspect of this program. If the material is wet, it most likely will be landfilled. If contamination becomes a problem, your collector may refuse to service your program, resulting in disposal rates for the material.

c) Obvious Violations
   Work with personnel to visually scan for items not accepted in the program. If these items exist, instruct them to remove the material from the load and dispose of items properly.

d) Disposal Option
   You may decide to offer residents a comprehensive service by having a roll-off box for potentially contaminated material or unrecyclable material that will have to be landfilled. This is an option that you may not wish to advertise, but for which you may wish to prepare.

6. Pickup Schedule
   a) Call for Pickup
      Be sure to ask your collector how much lead-time they would need to pick up from your location(s).
   b) Scheduled Collection
      After several months of running your program, you may find that collections are fairly consistent and wish to set up a pickup schedule with your collector.

7. Best Practice Case Studies and Contacts
   a) See Best Practices section for example case studies of a Permanent Drop-off Site, as well as a contact of the program manager there.
1. Set Up Carpet Collection Agreement
The Municipality works directly with the Recycler or a Collector. Reach out to a partner to collect and recycle the collected carpet and padding. This model works best/most efficiently in areas that have volume-based sticker programs. This is one of the more difficult programs to implement, but could prove to be the most sustainable model option.

2. Bulk Pickup
Consider talking with your current waste hauler about bulk pickup options. Many communities have specific days in which residents can place bulky waste out for collection. Collaborating with your hauler to divert the collected carpet to a recycler could benefit both parties.

3. Regional Program
Alternatively, consider working with a recycling company directly to establish a regional program, whether it be for your specific community or adjacent group of communities. Working with a group of entities will offer economies of scale and meets the volume demands needed by companies to maintain cost competitiveness. Here is a list of companies currently operating in this area:

   a) CLEAR Carpet Recycling Processor/Collector
      3520 16th Street, Zion, IL 60099
      Business reach: IL-WI-MI-IN-OH-MO-MN
      Nick Fiore, President
      Cell: (414) 899.3060
      Nick.fiore@landfillclear.com
      Eugene Knaus, Collection Manager
      Cell: (708) 769-5399
      eugene.knaus@landfillclear.com

   b) Heritage Environmental Processor/Collector
      Darci Ackerman, President
      317-339-5927
      Darci.Ackerman@heritage-enviro.com

   c) Kruse Carpet Recycling Processor
      Kasey Wakefield, Owner/President
      4800 W. 96th St. Indianapolis, IN 46268
      (317)-337-1950
      kaseywakefield@gmail.com

4. Best Practice Case Studies and Contacts
   a) See Best Practices section for an example case study of a Curbside Collection Program, and the contact information for the program manager.
RETAIL TAKE-BACK MODEL

1. Service Agreement
The County or Municipal Agency works directly with a Retail Store. The retail store and or the Agency would Partner with a Processor or Recycler to collect and recycle the collected carpet and padding.

2. Contact Local Carpet Stores

3. Connect to a Processor/Recycler
   a) CLEAR Carpet Recycling Processor/Collector
      3520 16th Street, Zion, IL 60099
      Business reach: IL-WI-MI-IN-OH-MO-MN
      Nick Fiore, President
      Cell: (414) 899.3060
      Nick.fiore@landfillclear.com
      Eugene Knaus, Collection Manager
      Cell: (708) 769-5399
      eugene.knaus@landfillclear.com

4. Best Practice Case Studies and Contacts
   a) See Best Practices section for an example case study of a Retail Take-Back Model, and the contact information for the program manager.

This model is currently primarily for private-use (non-public) drop-off at back of store. Retailer manages input, sourced from installers and resident do-it-yourselfers. Recycler picks up and replaces container on call, or on a predetermined weekly or bi-weekly schedule. This kind of site has a good chance of screening non-carpet or carpet related materials that are clearly not recyclable before it becomes a “dump” site. Working directly with a carpet recycling firm, this should help keep a good percentage of what is collected “recyclable”.

It is the hope of the Processors, Recyclers and the Carpet Recycling Working Group that this model will soon expand to be a public drop-off model, as it is a seemingly logical progression. Each program manager may choose to start working on this goal to create a sustainable program option.
BEST PRACTICES

1. One-Day Collection Event
   DuPage County: Contact Joy Hinz at 630-407-6771 or Joy.Hinz@dupageco.org

During this one-day collection event, DuPage County recycled 2.75 tons or 5,500 lbs. of carpet.

Challenges: Some of the carpet that came to this collection was wet and dirty. It was difficult to turn these residents away from collection because of the effort that had been made to bundle and haul the carpet. In addition, the hauler/processor did not arrive early enough to set-up before collection. In order to move the line of participants, carpeting was unloaded onto the parking lot surface. This practice can be troublesome if it rains, as wet carpet cannot be recycled.

Lessons Learned: Schedule carpet transportation for the truck or trailer to arrive before the collection event begins. The location of the trailer or roll-off should dictate the flow of traffic in and out of a collection event. Vehicles should drop-off carpet very near to open end of carpet trailer/truck to cut down on labor. Carpet should be loaded directly into trailer and not sit on ground to keep carpet out of the elements. If your agency is not going to turn away people with wet and dirty carpet, it is advisable to get two containers for the collection event- one for recyclable carpet and one for non-recyclable carpet.

2. One-Day Collection Event
   Kane County: Contact Jennifer Jarland at 630-208-3841 or recycle@countyofkane.org

Kane County has collected carpet at two Recycling Extravaganzas, recycling a total of 7.5 tons or 15,000lbs. of carpet and carpet padding.

Challenges: Carpet is heavy and unwieldy, and the underlay is rough, so it is important that the volunteers are well protected with long sleeves and gloves. The carpet trailer and the document shredding trucks were close together to make it easier for the volunteers to unload either/or, however that did cause some congestion when some people just had only shredding or only carpet.

Lessons Learned: Schedule carpet transportation truck/trailer to arrive and be ready to start loading at least 15 minutes before collection event is advertised to begin. People always show up early. The location of the trailer was positioned in the flow line of traffic but could have been spaced apart more from the document shredding. We did not experience any contamination or wet carpet.

3. One-Day Collection Event
   Will County: Contact Marta Keane at 815-727-8834 or mkeane@willcountygreen.com

Will County recycled 1.42 tons or 2,840 lbs. of carpet and padding at multi-material recycling event.

Challenges: Carpet was extremely heavy to lift for volunteers/workers, as it can arrive in unmanageable lengths and sizes as well as contain staples and tacks. In addition, if the collector is trying to distinguish between types of carpet and recyclability at the collection point, this is difficult without the "gun" that determines types of carpet. Due to the fact that there was only one carpet processor at the time of this event, the carpet container was held by a third party hauler for a week before processor/sorter would accept material.

Lessons Learned: Advertise to residents the sizes of carpet sections that will be accepted and add “No area or throw rugs”. Preparation, size, and/or condition should reflect current recycling markets. Communicate that volunteers and employees will be lifting heavy and dirty carpet. Make sure the labor is supplied with leather gloves for protection from staples and dirt. Supply a truck or trailer that will house large bulky loads and keep carpet dry at collection site using tarps. If carpet containers must leave collection site that same day, make firm arrangements with processor that it be taken away in a timely manner.

4. Permanent Drop-off Site – C&D Facility
   C&D Facility & Roll-off supply, Hoving Recycling and Disposal West Chicago, IL: Contact K.J. Loerop at 630-377-7000 or kj@hoving.com

Hoving will take new or used carpet and
padding that is dry and relatively clean, if dropped off at facility during business hours. They have also had much success with gathering the material from construction and demolitions sites. Roll-off containers can be delivered for a fee.

**Challenges:** If carpet is wet and/or very dirty, this material may be landfilled.

**Lessons Learned:** Communicate your expectations on the type and condition of carpet that will be recycled depending on market trends.

5. **Permanent Drop-off Site – Landfill**

Zion Landfill: Contact Jim Lewis, Landfill Manager, at 847/599-5910.

Zion Landfill fills an enclosed 40-foot trailer with carpet (for recycling) about every 3 to 4 weeks. In order to drop off carpet, residents/contractors must go through the scale house where the attendant directs them and gives instructions on loading the carpet in a trailer on site. Wet carpet is not accepted for recycling. The landfill staff usually services the trailer about once during that three to four week period before it is picked up. They rearrange the carpet loads to maximize space in the trailer, and move carpet back away from the entrance. When a trailer is filled it is picked up and brought to the Zion Carpet Recycling Center and an empty one is brought in its place.

**Challenges:** About half of the carpet sent to be recycled returns to be landfilled. It is deemed not recyclable for a variety of reasons.

**Lessons Learned:** Staff must communicate specific directives to the public.

6. **Curbside Collection Program**

Municipal Sticker Program, Village of Oak Park, IL: Contact Karen Rozmus at 708-358-5707 or krozmus@oak-park.us

Oak Park residents contact Heritage Recycling to schedule a carpet pick-up. This “as need be” program reduces trucks and fuel costs, targeting recycling from only those who need the service. This pilot program is similar to the other existing sticker programs available to village residents. Stickers cost $2 each and can be purchased at the Village Hall Cashier’s Office. During the pilot program residential units may place as many 4’ (cut or folded) wide rolls (not to exceed 50 lbs. each) in a dry location such as on or under the porch or in a garage. Each 50 lb. roll will require two blue stickers. Carpet and padding should be free of duct tape, tack strips, nails, knife blades, wet glue, and debris. Residential units will need to contact Heritage Recycling either by phone or online to schedule a pickup. The pilot program has been running for one year with a total of 6400 pounds of carpet recycled from 26 households who purchased 256 carpet recycling stickers.

**Challenges:** Can be difficult to implement in a take-all program where carpet is landfilled at no extra fee.

**Lessons Learned:** A new program like this will need to be promoted as often as possible to expand the program, increase participation and achieve cost effectiveness.

7. **Retail Drop-Off Site with Fees**

PCI FlorTech, Inc.: Contact Mike O’Connell, Owner, at 630-458-0760 or mike@pciflortech.com

PCI FlorTech, Inc.
910 West National Ave.
Addison, IL 60101

This commercial retail establishment will take your carpet Monday-Friday from 9am-4pm. They charge $1.00 per square yard for carpet recycling and $0.50 cents per square yard for carpet pad recycling. Carpet must be dry and relatively clean. It should be cut into neat 4 foot sections and bound with tape for easy handling.

8. **General Turf Recycling from TRS.**

Contact Bill Schomburg at 217-306-2555 or BSchomburg@recyclemyturf.com

Artificial turf in sports fields is a hybrid of residential and commercial carpet, with unique components. Those components include polyethylene fibers that make up the grass blades, a primary backing of woven polypropylene and a secondary backing of polyurethane and the infill between the grass blades, typically a mix of recycled tires and sand. The technology exists to recycle all of the components used to create the artificial turf.

When recycling artificial turf, any infill materials should be removed prior to collection. Those infill materials are at best reusable or at worst extra weight that cannot be recycled with the turf itself.
CARPET RECYCLING RESOURCES

ACCEPTABLE AND NON-ACCEPTABLE MATERIALS

1. Items Accepted
   - Clean and dry materials
   - Residential Carpet
   - Commercial Carpet (not glued down) accepted only with prior approval
   - Carpet tile with prior approval ONLY
   - Rebond Carpet padding made of polyurethane foam (the speckled kind)

2. Items Not Accepted
   - No wet materials
   - No duct tape
   - No tack strips, nails, staples or knife blades
   - No wet glue, debris, refuse, rocks or mud
   - No construction debris (including asbestos or sheetrock)
   - No plastic film

EDUCATION AND OUTREACH

1. Residential Carpet Recycling Flyer Customized Option
   The Carpet Recycling Working Group has developed a flyer for your use that can be customized relative to your specific program.

   To order a customized residential flyer, simply email cameron@swancc.org with your program content and a pdf document will be created and provided to you. See: Residential Carpet Recycling Flyer Example.

2. Press Releases
   The CRWG has developed a series of press releases that you are welcome to use in your outreach efforts.
   - Municipal Collection Program press release
   - CRWG Introductory press release
   - PET Issues press release
   - Photos

3. Website Presence
   It is important to complement your printed outreach with digital outreach. Websites offer individuals the ability to easily share content, further promoting your programs. Restating all printed information on your website provides consistency of message and consolidates the information to a simple link for promotion and call of action opportunities. Please be sure to keep the information updated as best you can. When citizen find outdated information on your website, the validity of your program decreases.

Please view the Carpet Recycling Working Group website at: swanaillinois.org/carpet for access to many helpful resources, which you are free to use by request. Please send request to cameron@swancc.org.

ADVERTISING AVENUES

As you consider the best ways to inform the public about this recycling option, consider who your audience is and where they gather their news.

1. Audience
   Look at your area demographics, such as:
   - Single family homes owners
   - Single family home renters
   - Multi-family dwellings/Building Managers
   - Commercial
   - Institutional

2. Advertising Outlets
   Look at tools available to you, such as:
   - County/municipal newsletter
   - Provide email blast information to local politicians, as they like to promote positive programs that benefit their constituents
   - Newspaper press release – template option referenced before. Remember
that some publications have an online entry method to instantly upload your information (Patch). You can then use those links for marketing purposes as well.

- Let your education and public response people know about the options for carpet recycling
- Forward the program flyer to all municipalities in your county and ask them to pass it on
- Post on County and Municipal websites
- Forward document to media contacts
- Forward to county or village construction and demolition permit departments
- Distribute to business, retail, chamber of commerce, etc.
- Post on social media sites like Facebook, Twitter, etc.

**PROGRAM IMPACT AND DATA TRACKING**

According to a study conducted by Carpet America Recovery Effort (CARE), an estimated 3,540 million pounds of carpet were discarded in the United States in 2012, and less than 10% was diverted from the landfill. Based on CARE’s estimate of 14 pounds of carpet per person per year, and an Illinois population of 12.8 million, we can estimate that the **amount of carpet discarded annually in Illinois is around 180 million pounds**. But based on the 2009 Illinois Commodity/Waste Generation and Characterization Study, it **could actually be as high as 560 million pounds**. According to that same study, carpet and padding are 2% of what is landfilled in Illinois.

With this in mind, it is important to measure the impact of carpet recycling activities to be able to report results such as:

- Weight of carpeting recycled (Obtain from Contractor)
- Number of households participating (Use surveys)
- Waste diversion realized (% of materials recycled from waste sent to landfill)
- Cost of program or event (Contractor, staff, signage, promotion, etc. costs are measured to gauge budget impact)

1. **Self-reporting Process**

Program Managers may want to create a report on carpet recycling activities to add to annual reports on waste diversion or to use in program budget preparation. Additional information collected can be used to gauge participation rates and develop marketing strategies to increase efforts or expand programs. See the separate “Weight Report” excel document for a sample reporting mechanism.

2. **Collector Reports**

Work closely with your contractors that collect and/or process materials so they understand what data you will need. Your contractor(s) should be able to provide data on loads collected, rolls of carpet or padding collected, rolls of carpet or padding processed, weights collected and/or processed, etc. Some materials may be unacceptable for recycling and will be disposed of as trash which may incur disposal fees and affect your program budget. From the onset of the program, you should agree on the report data so the measurements will be consistent and comparable from year to year.
3. Performance Measurements
Performance measurement is the use of statistical evidence to determine progress toward specific defined organizational objectives. This includes both evidence of actual fact, such as measurement of carpet collected for recycling, and measurement of customer participation such as would be accomplished through a customer survey during the event.

Why are measurements important?
- a) To help set goals and standards
- b) To detect and correct problems
- c) To show a trend
- d) To manage, describe, and improve processes
- e) To document accomplishments
- f) To report results
- g) To conduct a cost/benefit analysis to support resource allocation

4. Collecting Citizen Participation Data
As you develop your collection program, consider the opportunity to extract information from those that bring in carpet and padding to be recycled. The information may prove to be useful in future outreach efforts as you gain an idea of your various audience types.

See the *Collection Survey Worksheet for Collection Events* for a sample survey-recording template to use in your collection events.

The following are some suggested program survey questions for program participants:

- Warm greeting and thank residents for participating in the carpet recycling portion of the event
- We have just begun residential carpet recycling and had a few questions on what convinced you to participate
- Is there a cost to disposing of your carpet at home?
- Is there a requirement that the carpet and padding be limited, meet size restrictions or anything making it a hassle to place with the garbage?
- How long have you been storing your carpet and padding for this recycling event?
- How long would you be willing to store carpet and padding if we held annual or quarterly collection events?
- If you had the option of taking carpet somewhere, but had to pay, would you?
- Are you aware the County is paying for today’s carpet and carpet padding to be recycled?
- How much would you be willing to pay to recycle a room worth of material?
APPENDIX A: SAMPLE SERVICE AGREEMENT

The Sample Service Agreement for Collection Events can be found as an editable Word document file in the Carpet Recycling Toolkit zip file at swanaillinois.org/carpet.

CONTRACTOR SERVICES AGREEMENT FOR (COUNTY, MUNICIPALITY, AGENCY)
RECYCLING EVENTS

THIS AGREEMENT is entered into this _______ day of __________, 20____, between __________, _____________________________ (hereinafter referred to as "____________"), and _____________________________ (hereinafter referred to as "Contractor").

WITNESSETH, THAT WHEREAS, the (County, Municipality, Agency) intends to contract for the collection and final disposition of reusable and recyclable materials at pre-scheduled public event(s) (hereinafter referred to as the “Event”), utilizing the services of the above mentioned Contractor in accordance with the Terms & Conditions of this agreement.

NOW, THEREFORE, in consideration of the mutual covenants hereinafter set forth, the parties agree as follows:

SECTION 1 - SERVICES OF CONTRACTOR

1.1 GENERAL

The Contractor shall:

1.1.1. Provide vehicle(s) for collection and removal, for the purpose of recycling or reuse, of ___________________________________________________ (hereafter referred to as the “Material”).

1.1.2. Designate, in Section 4.6 PROJECT MANAGEMENT CONTACTS below, a person to act as Project Manager with respect to the work to be performed under this Agreement. Such person shall have complete authority to transmit instructions, receive information, interpret and define the Contractor's policies and decisions with respect to the work covered by this Agreement.

1.1.3. Provide one or more staff to monitor collection from residents at the Event.

1.1.4. Produce and deliver to the (County, Municipality, Agency) within 30 days after the Event, a simple report listing material type(s), weight or volume of material collected at each event, and if possible, the number of residents that used the service.

SECTION 2 - PERIOD OF SERVICE

2.1 The terms of this Agreement shall remain in effect from the date of execution hereof for a period of ______________; and may be extended upon mutual written agreement of both parties.

SECTION 3 - PAYMENT FOR SERVICES OR REVENUE BY WEIGHTS
APPENDIX B: EVENT WORKSHEET FOR COLLECTION EVENTS

The Event Worksheet for Collection Events can be found as an editable Word document file in the Carpet Recycling Toolkit zip file at swanaillinois.org/carpet.

<table>
<thead>
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<th>Event Worksheet for Collection Events</th>
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<tr>
<td>Event Worksheet &amp; Check List for ______ on ______</td>
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<th>Project Manager</th>
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<th>Site Supervisor</th>
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<th>Workers</th>
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<td>Contractor:</td>
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<th>Volunteers</th>
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<td>Front-end Loader</td>
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<td>Pallet Jack</td>
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<td>Safety Vests</td>
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<td>2 Shopping Carts</td>
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<td>Shrink Wrap</td>
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<td>Hammer</td>
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<td>Screw Driver</td>
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<td>Questionnaires</td>
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<td>Pens/Pencils</td>
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<th>Collection Surveys</th>
<th>Lunch will be provided at ______</th>
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APPENDIX C: STAFF GUIDELINES

The Staff Guidelines for Collection Events can be found as an editable Word document file in the Carpet Recycling Toolkit zip file at swanaillinois.org/carpet.

Staff Guidelines for Collection Events

General DO:
- Have a good time
- Be appropriate, you are representing your local government
- Help people as much as possible
- Protect your hands from staples and debris
- Closed-toe sturdy shoes/boots

General DON’T:
- Let residents try to help you – this is an extreme liability to the program
- Become a pack mule by carrying too much at a time

Carpet Taker/Unloader DO:
- Ask drivers to turn off car
- Ask for keys to open trunk
- Wear gloves and safety vests
- Lift rolls in the middle or each end with 2 workers
- Lift with knees
- Place rolls in dumpsters or trailers as you unload

Carpet Taker/Unloader DON’T:
- Let drivers get out of car
- Walk in front of vehicles
- Lose your “safety first” attitude
- Carry more than 1 roll at a time
- Lift with back
- Stage rolls so people can trip over them

Carpet Sorter/Loader DO:
- Sort by size of rolls
- Stack carpet rolls carefully
- Keep carpet rolls out of traffic lanes
- Wear gloves and safety vests

Carpet Sorter DON’T:
- Worry about sorting perfectly
- Place large rolls on top of small rolls
- Stack rolls too high
- Lose your “safety first” attitude

Traffic Director DO:
- Try to keep cars in line
- Try to ensure smooth flow of traffic

Traffic Director DON’T:
- Try to be a cop
- Try to stop a car by standing in front of it

Survey Taker DO:
- Give handouts to all drivers
- Fill out surveys as completely as possible
- For questions – refer drivers to handouts

Survey Taker DON’T:
- Try to get surveys from all drivers if busy
- Lose your surveys
- Don’t slow up traffic – survey are not our primary mission

If we get busy, don’t panic!
If we are slow, don’t get bored and careless!
Your safety is our biggest concern.
APPENDIX D: SEVERE WEATHER PLAN

The **Severe Weather Procedure Plan for Collection Events** can be found as an editable Word document file in the Carpet Recycling Toolkit zip file at [swaillinois.org/carpet](http://swaillinois.org/carpet).

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**Severe Weather Procedure Plan for Collection Events**

We will have Radios with all main managers of the event

Lead Organizer:

Site Manager (list location, duties, etc.):

Contractor/Vendor (for list materials):

Contractor/Vendor (for list materials):

Contractor/Vendor (for list materials):

Emergency Management – Traffic Control, First Aid, and Severe Weather Watch

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**Standard preparation**

- Make sure that all tents are securely weighted and secured in case of wind.
- Keep all materials secured and if possible, load Gaylords periodically into the trucks to keep the smallest amount exposed to the weather as possible.

**Strong winds**

- Stay the course.
- Double check that any tents are securely weighted.
- Be ready for any indication of the following conditions, have radio at the ready.

**Thunder and Lightening**

- Emergency Management will stop traffic at entrance.
- All vendors are to notify the residents in the line (if possible) that we will be stopping service until the lightening passes. Ask them to stay in cars.
- All staff get in cars or trucks to await notification that lightening danger has passed (Be sure to park near your working area).

**Tornado warning**

With decent advance warning, the following can be done at a calm pace. (For example, divert carpet to [describe location] in an effort to allow [Contractor] time to catch up and get as much material into the carpet container as possible)

- Emergency Management will stop traffic at entrance and lead cars offsite as quickly as possible.
- Stop unloading immediately. Ask all cars to return home until tornado danger has passed.
- Secure materials. Lock all vehicles and cover all materials to the most reasonable extent possible.
- The main concern is getting all of the cars offsite or try to get all of the residents inside a safe nearby building!
- Once all public is out of your area, move to a secure location inside a nearby building, entering through the [describe entrance location] of the building.
- Remain inside until the threat has abated.
APPENDIX E: REQUEST FOR BIDS

The Request for Bids Sample for Permanent Drop-off Locations can be found as an editable Word document file in the Carpet Recycling Toolkit zip file at swanaillinois.org/carpet.

Request for Bids Sample for Permanent Drop-off Locations (2 pages)

BID NO.:
PROJECT NAME:
DATE ISSUED:

REQUEST FOR BIDS

(County, Municipality, Agency) will receive bids for Carpet Recycling services at __________ p.m., at __________, Monday through Friday, __________ a.m. to __________ p.m. local time, ________day, _________, 2014. Bids will be accepted until __________ p.m. local time, ________day, _________, 2014. Bids can also be faxed to __________ at (____) ____-_______.

Bidders must submit their bid on the form included in this Request for Bids.

Upon formal award to the successful Bidder, the Bidder will enter into an agreement with the (County, Municipality, Agency).

The (County, Municipality, Agency) as a (County, Municipality, Agency) pays neither Federal Excise Tax nor Illinois Retailers Occupational Tax, and therefore these taxes should be excluded from quotations.

The bid will be awarded in whole or in part to the responsible Bidder or Bidders whose bids, conforming to the request for bids, will be most advantageous to the (County, Municipality, Agency); price and other factors considered. As work required for completion of this project is not in conjunction with the construction or demolition of a fixed public work, it is not subject to IDOL prevailing wage rates.

The (County, Municipality, Agency) reserves the right to accept or reject any and all bids or to waive technicalities, or to accept any item of any bid. Additional information is available at the __________, __________, Illinois _________, telephone (____) ____-_______. Attention __________.
APPENDIX F: CARPET RECYCLING FLYER

The general Residential Carpet Recycling Flyer can be found at swanaillinois.org/carpet. Please email cameron@swancc.org to customize a flyer. The yellow highlighted box on the flyer below is the area in which you are able to customize the flyer for your program.

**Why Recycle Carpet?** Consumers play a vital role in the recycling of carpet. According to the Carpet America Recovery Effort (CARE), only 7% of used carpet was recycled in 2017 and turned into new products or used as a fuel source with 93% of used carpet ending up in landfills.

In an effort to provide a green solution for used carpet, the Carpet Recycling Working Group was formed to advance carpet recycling in Illinois through infrastructure building, partner collaboration, program implementation, policy, and education outreach efforts.

By recycling carpet, new products can be made from the material. Recycling carpet and padding decreases the need for virgin materials, reducing water and energy use as well as pollution emissions associated with many manufacturing processes.

**Why Do I Have to Pay to Recycle?** Residents can currently place large items like carpet at the curb for collection by their waste hauler or city. Unfortunately, this method only places large items like carpet at the curb for collection by their waste hauler or city. Some areas do have a cost for this disposal service while others do not.

At this time, conscientious residents pay a small fee to divert their spent carpet and padding from the landfill. There are many costs associated with the recycling process which include transporting the material to a sorting facility, sorting the fibers by type with a special identification scan, transporting the material to a processing facility, and labor, fuel and facility costs involved in the processing of carpet fibers.

**Carpet Recycling Facts**
- Carpet is often made from petroleum-based plastic, nylon, polypropylene, and PET.
- An estimated 560 million pounds of carpet is landfilled annually in Illinois, a tremendous waste of a valuable non-renewable resource.
- Carpet recycling yields immense greenhouse gas emissions savings, second only to aluminum according to the U.S. Environmental Protection Agency.
- More specifically, carpet tiles can be made into products such as automobile parts, offshore furniture, decoring, carpet, erosion control systems and consumer goods.

**Carpet Tips and Reuse Ideas**
- Request that your carpet installer recycle the carpet and padding after removal.
- Source carpet that is easily recyclable at end-of-life and ask if it can be returned to the point of purchase for recycling.
- If installing new carpet yourself, inquire about recycling options before removal as companies have varying material requirements for recycling.
- If carpet is in excellent condition, consider having it washed, resized and reseamed for use elsewhere in the house.
- Old carpet can also be cut up for use in the bed of a truck, car trunk, basement, garage, tents or in pet carriers.

**Where Can I Recycle Carpet?** Permanent drop-off locations exist throughout the state.

**Recycling Events** are held periodically in counties and municipalities in Illinois. They may now receive carpet and padding for recycling. Please contact your local Recycling Authority for event schedules and details.

**Curbside Programs** are another method of recycling carpet, however currently the pilot program in Oak Park is the first of its kind in Illinois.

**Retail Outlets** frequently recycle carpet back-of-house. Ask your carpet retailer if they will recycle your old carpet when you buy your new carpet from them. If not, have them contact the CRWG for details on how they can!

By recycling old carpet and padding, these valuable resources can be made into new products instead of creating products from virgin materials. If carpet and padding find their way to the landfill, the life cycle of those materials has ended. If carpet and padding are brought to a specified drop-off location for recycling, then those materials can be utilized in another form, lengthening their life by many times.

**Items Accepted**
- Clean and dry materials
- Residential Carpet
- Commercial Carpet (not glued down) accepted only with prior approval
- Carpet tile with prior approval ONLY
- Carpet pad made of polyurethane foam (the speckled kind)

**Items Not Accepted**
- No wet materials
- No duct tape
- No tack strips, nails, staples or knife blades
- No wet glue, debris, refuse, rocks or mud
- No construction debris (including no asbestos or sheetrock)
- No plastic film

**Additional Recycling Locations**
Visit swancc.org for additional recycling options in the Green Pages Reuse and Recycling Directory.

Visit swanaillinois.org/carpet for full details on additional public carpet recycling locations.

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**Sources:**
- Carpet America Recovery Effort [Website: carecovery.org]
- 2018 Illinois Community Waste Generation and Characteristics Study [Website: swadc.org]
- USEPA [Website: epa.gov]
APPENDIX G: SURVEY WORKSHEET

The *Collection Survey Worksheet for Collection Events* can be found as an editable Word document file in the Carpet Recycling Toolkit zip file at swaillinois.org/carpet.

<table>
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<th>CAR</th>
<th>COMMUNITY</th>
<th>PER CAR # HOUSEHOLDS</th>
<th>AGE of CARPET</th>
<th># ROLLS</th>
<th>HEAR of EVENT</th>
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swanaillinois.org

The Carpet Recycling Working Group details can be found at swanaillinois.org/carpet. For any questions regarding the Toolkit, please contact CRWG co-chairs:

Jennifer Jarland | 630-208-3841 | recycle@countyofkane.org
Cameron Ruen | 847-742-9205 x 206 | cameron@swancc.org