

# Recology Annual Report

April 26, 2021

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*Environmental Services Coordinator*





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# SHORELINE CITY COUNCIL

## 2020 ANNUAL REPORT

Erin Gagnon, Government Affairs & Community Relations Manager  
Brooke Stroomsa, Waste Zero Specialist



April 26, 2021

# Introduction



## RECOLOGY IS:

- 100% Employee-Owned
- Resource Recovery Focused
- Focused on Upward Mobility for Union Workers

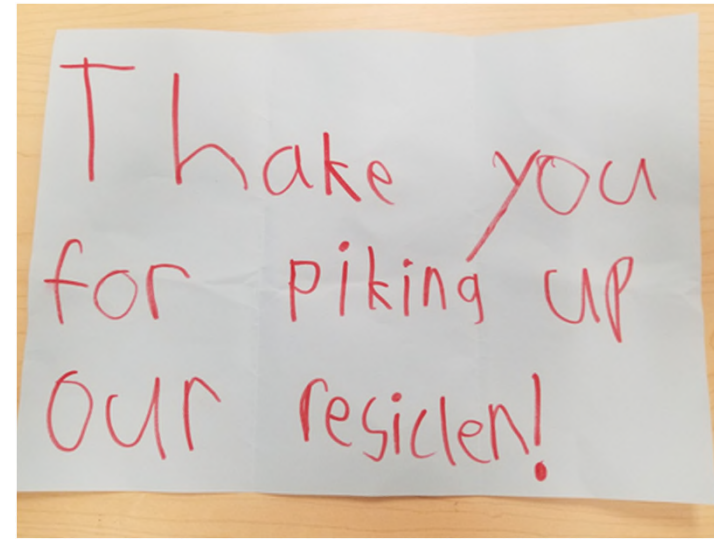
## RECOLOGY PROVIDES:

- Collection Services for Shoreline
  - Residential: 15,456
  - Commercial/Multifamily: 713
- Recycling Processing
- Public Education & Outreach
- Brick and Mortar Retail Location

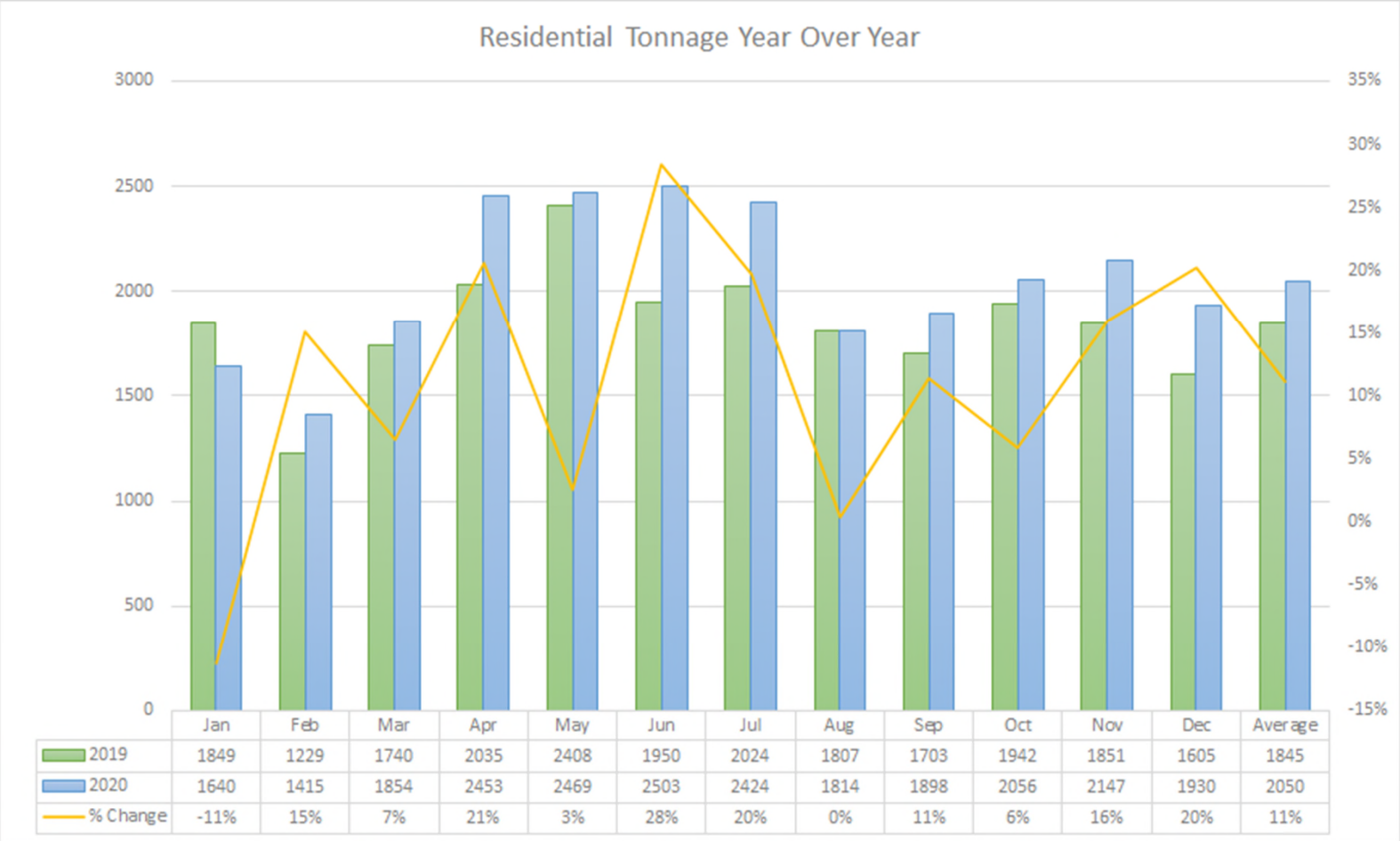


# COVID-19 Operational Impacts

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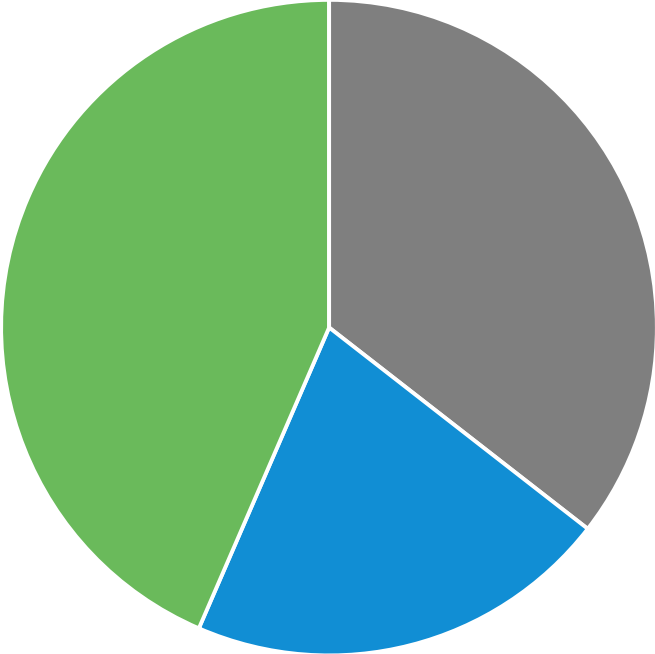
# COVID-19 Operational Impacts





# Operations – Residential Diversion Rate

Diversion Rate (Tons)



8462



4998

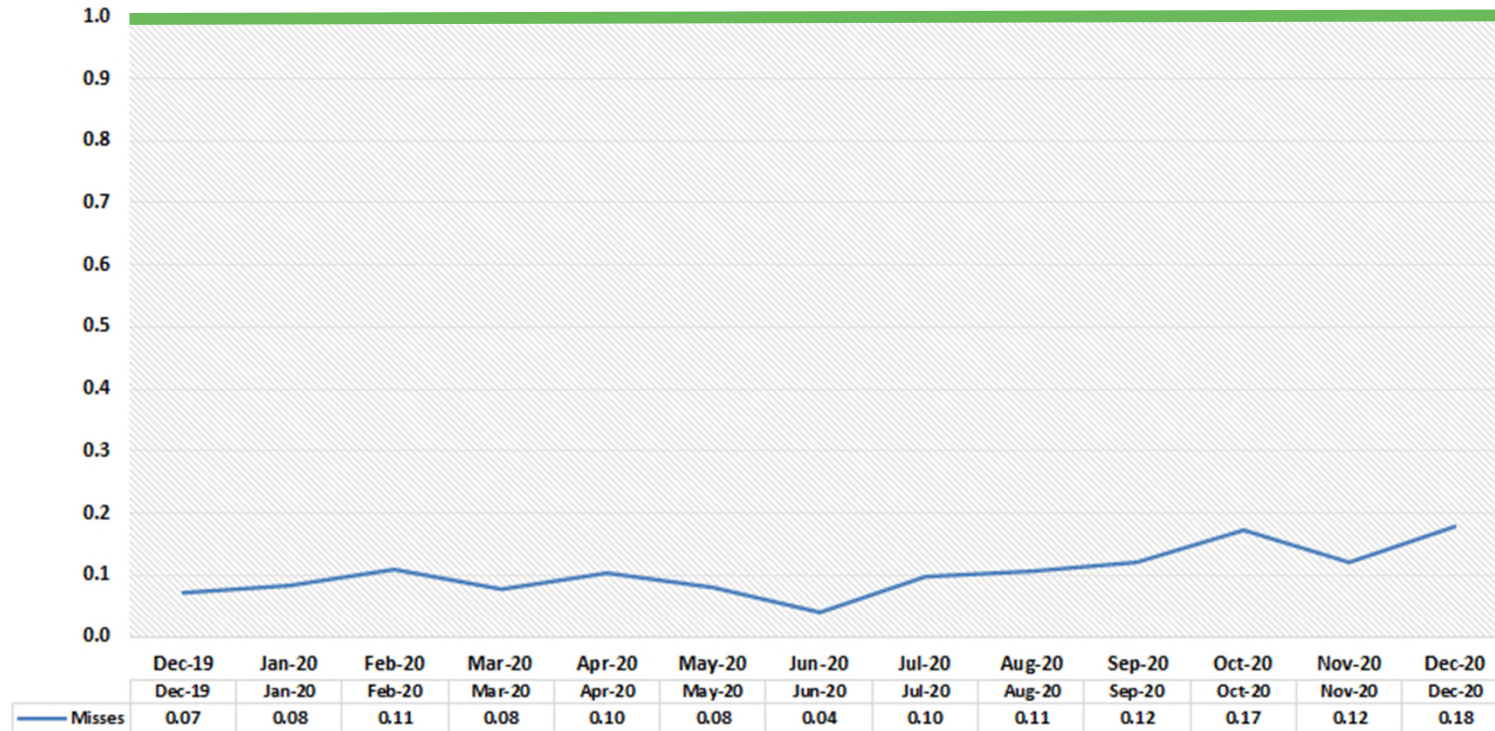


10,363



# Operations – Miss Rate

Misses/1000 Collections (target = <1)



# 2020 Events & Virtual Outreach

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## IN-PERSON (JAN-FEB 2020):

- 7 presentations (attendance total 155)
- Booth at Innis Arden Community Resource Fair

## VIRTUAL (MAY-DEC):

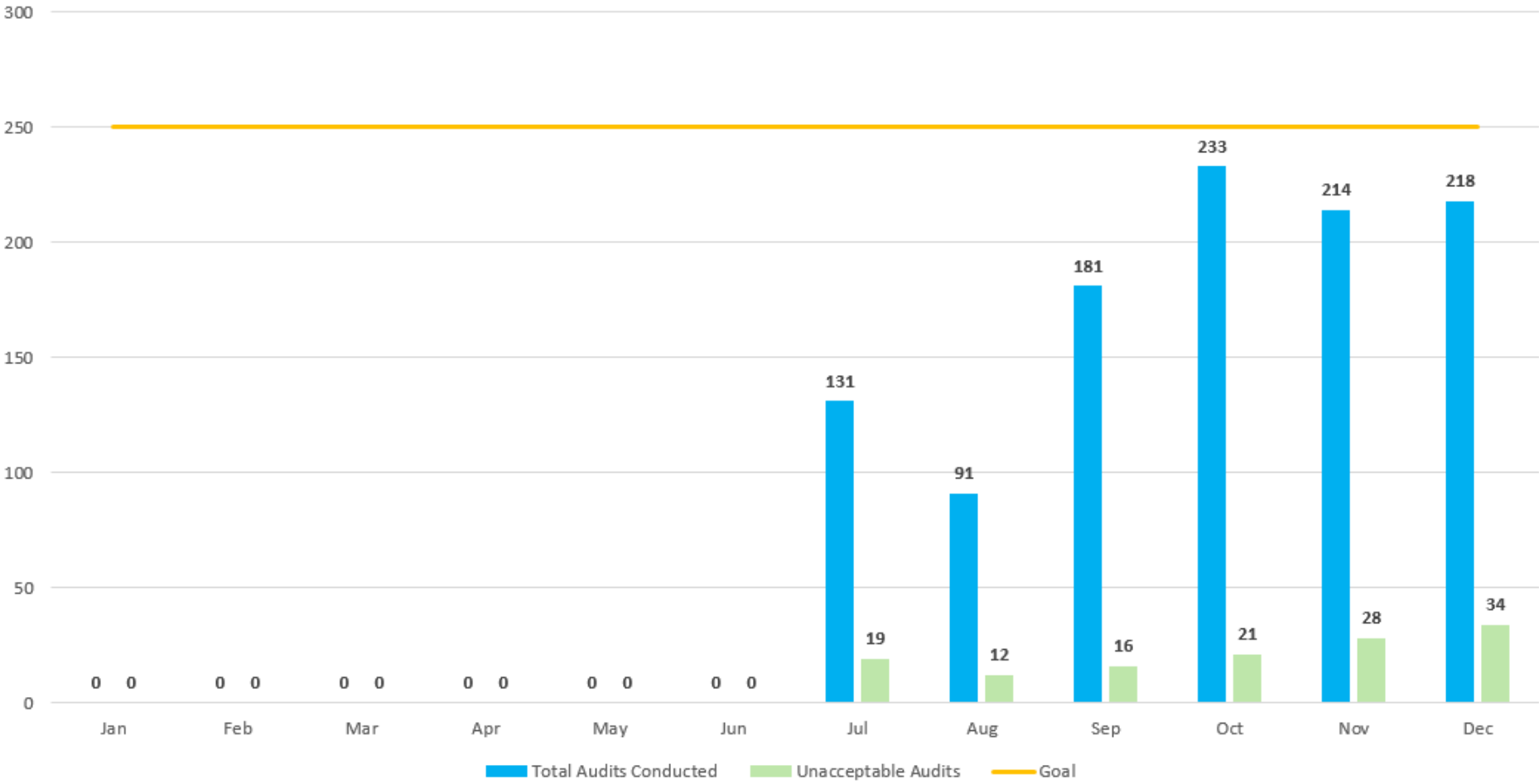
- 5 virtual presentations (attendance total 139)





# Contamination Reduction Program

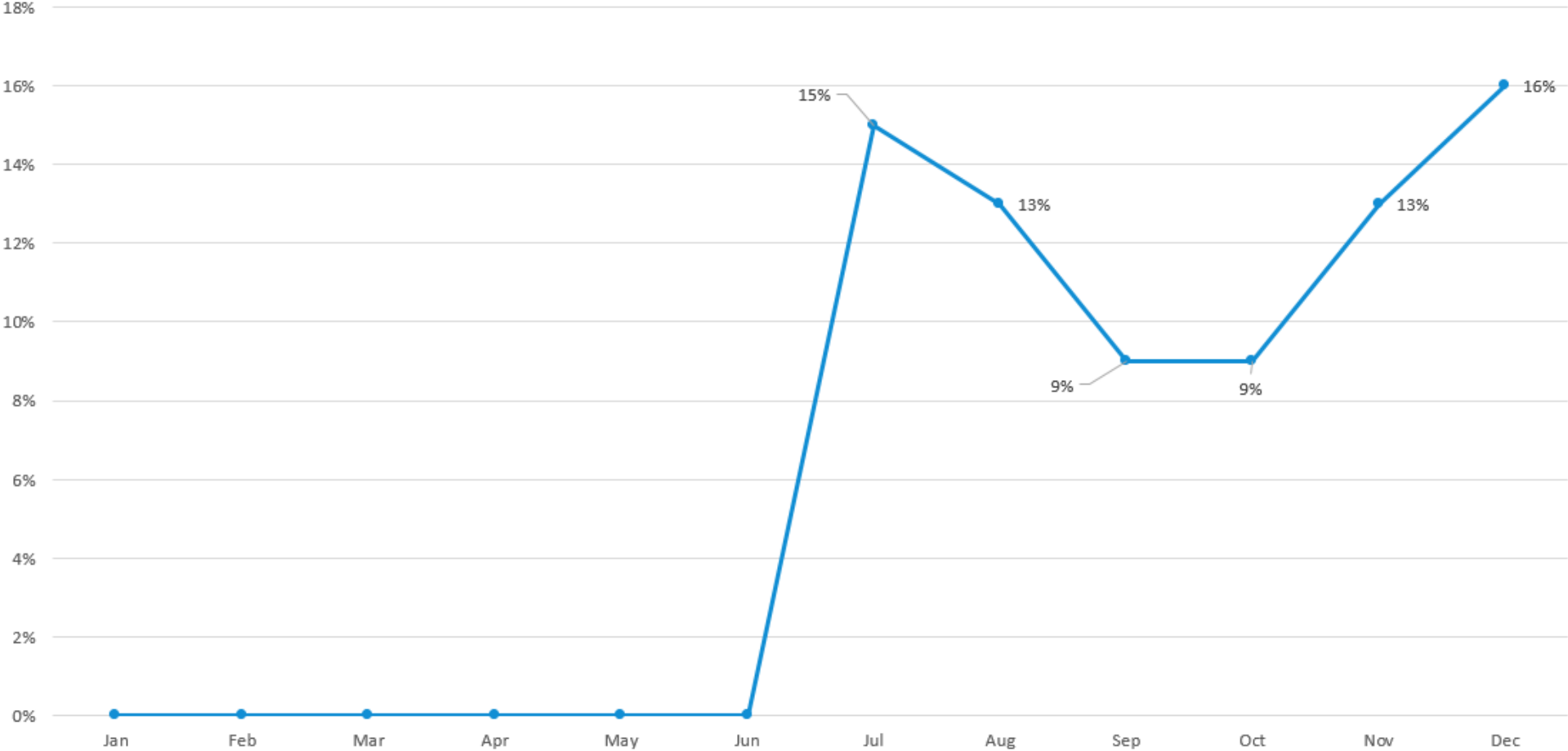
2020 Shoreline Commercial and Multi-Family Audit Overview



# Contamination Reduction Program



2020 Shoreline Average Contamination Levels



# Waste Wise



**¡Villager Apartments Recicla!**

¡Obtenga una bolsa de reciclaje gratuita y un premio!

Escanee el código QR o use el enlace a continuación para obtener información sobre el reciclaje y reclamar su premio: una bolsa para guardar su reciclaje, una taza de café de Shoreline, y una envoltura de comida de cera de abejas (hasta agotar existencias, una por hogar).

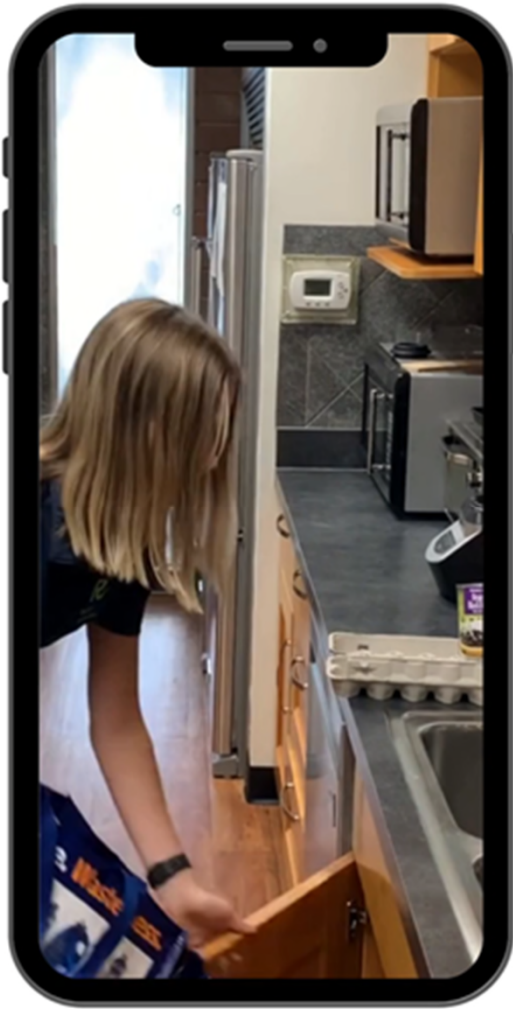
Firme el formulario de compromiso de reciclaje antes del **1 de mayo** para reclamar su premio

Escanee este código con la cámara de su teléfono: 

O bien, visite este sitio web: [bit.ly/VillagerRecycles](https://bit.ly/VillagerRecycles)

Financiada en parte por el Departamento de Ecología de Washington. Impreso en papel de contenido 100% reciclado.



**RECYCLING SPECIAL ITEMS**

**FOAM BLOCKS**  
**DROP OFF** at the Shoreline Recycling & Transfer Station (rigid blocks and coolers only, no packing peanuts)

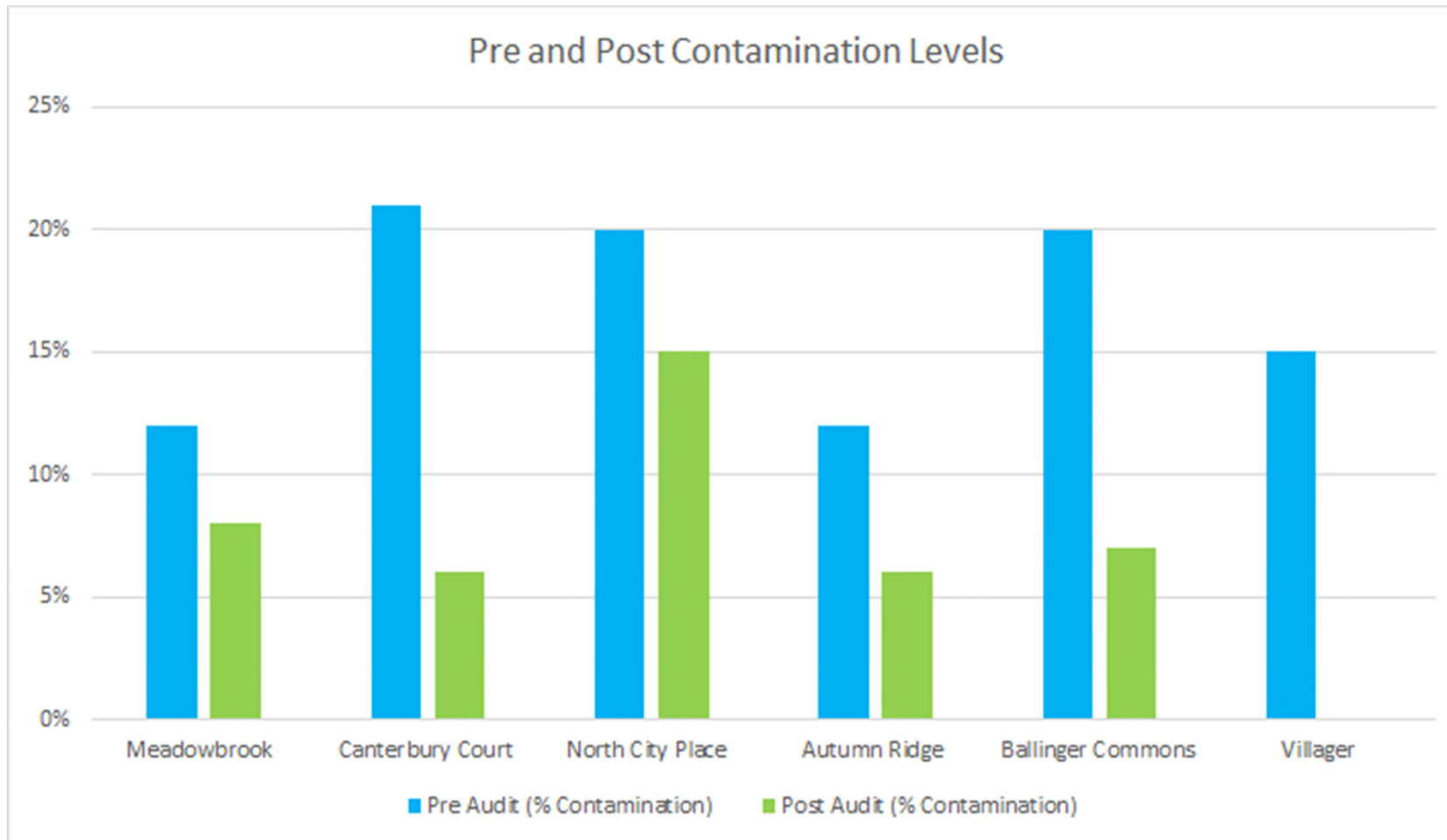
**CLOTHING, SHOES & TEXTILES**  
**DONATE** items in good condition at local thrift stores  
**DROP OFF** clean, dry items, including torn or worn items:  
• Shoreline Recycling & Transfer Station  
• Find more locations at [kingcounty.gov/threadcycle](https://kingcounty.gov/threadcycle)

**FURNITURE & LARGE APPLIANCES**  
**DONATE** items in good condition at local thrift stores  
**DROP OFF** broken items at the Shoreline Recycling & Transfer Station (fees apply for some items)

  
[kingcounty.gov/recycling](https://kingcounty.gov/recycling)



# Waste Wise Pilot Results



# Recology Retail Store



# AFTS Data Breach Update

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## Important Notification for Recology King County Customers Regarding Cyber Incident Impacting Payment Processing Vendor

On February 3, 2021, Automatic Funds Transfer Service, AFTS, the company that Recology King County (Recology) contracts with to invoice customers and collect payments for those services, was the victim of a ransomware attack that may have involved customer information.

AFTS, in partnership with a cybersecurity firm and the FBI are investigating whether customer information was accessed or acquired by the cyber-criminal. As Recology's third-party payment processor, AFTS hosts customers' names, contact information, images of checks, and payment card information.

AFTS first notified Recology of the incident on February 5, 2021 and has been working diligently to ascertain the facts and provide accurate information to customers. Recology will continue to communicate with customers as the situation evolves, as it currently remains unclear if any Recology customer data was accessed or acquired. Once the scope of the incident has been determined, Recology will provide additional information and appropriate support to customers.

**To contact a representative about this issue, call 833-549-0267.**

Recology takes the security of personal information seriously and regrets that this incident occurred. Please review the questions below for more details about the incident and its impact to our customers.







Questions?