

# Creating a Corporate Baseline for Recycling and Setting Measurable Goals



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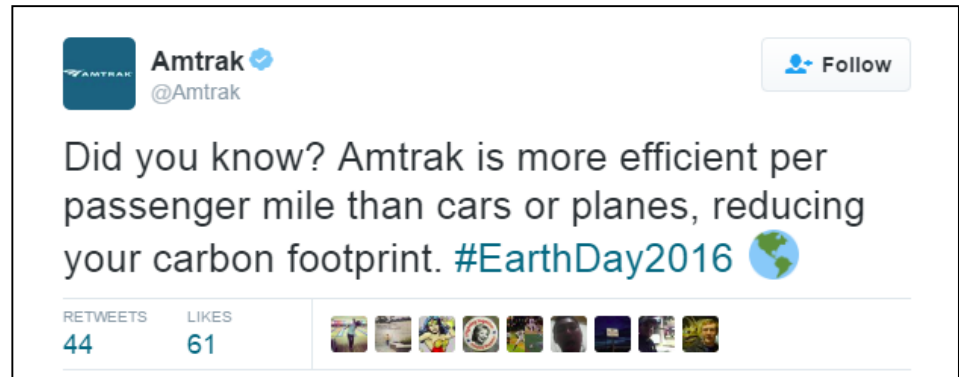
# The Amtrak System At A Glance

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- National rail network – more than 500 destinations in 46 states
- More than 30 million passengers annually
- 21,000 route miles
- 20,000 employees
- 15 long distance train routes of 764 miles to 2,438 miles
- More than 1,500 railroad passenger cars, several types



# Why do waste management and recycling matter?



- Important to customers
  - Some of Amtrak's most popular social media posts are on recycling and sustainability
- Environmental Policy and Sustainability Policy
  - Commitment to recycling and conserving resources
- Cost efficiency
  - Current annual spend on municipal waste streams of \$3.6 M

# Amtrak Waste and Recycling Overview

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Comprised of the following:

- Onboard recycling program (municipal waste)
- Station & platform recycling (municipal waste)
- Mechanical and Engineering facility recycling (industrial and municipal wastes)
- Office Recycling (municipal and e-waste)

# Our Network Challenges Pre-2008

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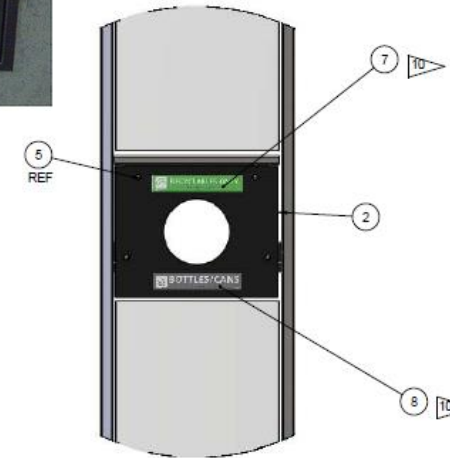
- “Can’t manage what you don’t measure”
  - Different, local haulers at each location with little to no documentation
  - Limited data on weight and volume; no centralized billing or reporting
- Inefficiencies
  - Multiple haulers for multiple departments at the same site
  - Older passenger cars with no built-in recycling containers
  - Space constraints and regulatory requirements for onboard containers
  - Limited budget for physical improvements
- Awareness and training issues regarding recycling and trash segregation

# Existing Recycling Prior to 2008



# State of Onboard Recycling

- Started with re-labeling 1 trash receptacle in every Café and Lounge car (2009-10)
  - Recycling now available on every train with food service
  - Flappers replaced with round hole to further promote recycling
- Acela Trainsets and Auto Train equipped with new containers and signage (2010)
- Superliner (bilevel) cars equipped with new containers in each coach (2014-15)
- Developed design for Amfleet equipment, but no decision on overhaul vs. replacement of this equipment



DETAIL B



# Station and Platform Recycling

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- Originally non-uniform container types
- Worked with Police and Emergency Management to identify and approve container type
- Purchased over 100 containers for stations, increasing visibility and availability of recycling
- Received approval to expand to platforms in some stations

## Office Recycling

- Shredded office paper handled by records management vendor and is recycled
- 500 tons of mixed paper, 200 tons of cardboard and 1,500 tons of commingled recyclable materials annually
- Still the majority of office waste does not get recycled



# Managing Wastes More Like Utilities

- Amtrak Utilities Management uses a third party vendor and database to track electricity, natural gas, water and sewer bills (since 2007)
- The vendor audits every invoice for errors and abnormal usage, and sends notifications
- Amtrak sites/facilities with were already set up in the database, so waste accounts could easily be added
- Utilities management database enables centralized reporting and tracking
- Vendor offered a savings guarantee of 20% of Amtrak's annual waste cost (first two years) to be achieved through right-sizing and procuring competitive national contracts



# Utilities Management Database

Client Login
Dashboard
+

https://platform1 /sites/Amtrak/SitePages/Dashboard.aspx
Search

Getting Started Most Visited Web Slice Gallery New Tab Windows 7 Help Gmail Advanced search Home Home Home20+ Amtrak Webmail
Kelsey.Gibbons@amtrak.com Help

MY COMPANY ▾
PAYABLES ▾
REPORTS ▾
ADMIN ▾
ADDITIONAL SERVICES ▾

Bills ▾

### SAVINGS

Oct '14 to Sep '15

Month	Savings (\$)	% of Fees
Oct	150,000	15%
Nov	100,000	10%
Dec	50,000	5%
Jan	20,000	2%
Feb	10,000	1%
Mar	5,000	0.5%
Apr	5,000	0.5%
May	5,000	0.5%
Jun	5,000	0.5%
Jul	5,000	0.5%

■ Savings (\$)    ● % of Fees

### EXPENSE SNAPSHOT

Country: United States  
Service Category: Waste (All)  
Oct '12 to Sep '15

Period	Waste Expense
Oct '12 to Sep '13	\$1,500,000
Oct '13 to Sep '14	\$3,200,000
Oct '14 to Sep '15	\$3,500,000

\*Actual data

Country:  Service Category:

Location Attribute:  Service Type:

Attribute Value:  [Reload Chart]

[Customize]

### CONTACTS

**[Redacted]** Client  
Services Representative  
amyers@ecova.com  
866.322.4547 x. 7743  
[More]

### SAVED REPORTS

**My Reports**    **Shared Reports**

1    <<

Account List with Org Levels    <<

All Sites Trend Report by Division    <<

Amtrak (Normalized) Year over Year Comparison    <<

Benchmark Report by Facility Type    <<

#### Summary

	Total
September	\$25,295.89
YTD	\$58,676.06
Past 12 Months	\$273,682.48
Contract to date	\$2,594,677.36

# What have we learned from the database?

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- Current corporate recycling rate is about 7%, based on 180 accounts
- Data pulled directly from waste and recycling invoices, which vary in categories and level of detail – still working on accuracy
- Conversion to tons required for containers where only volume is known (e.g., 4 cubic foot dumpster)
  - Database uses industry standard factors (EPA source)
- Vendor's assumption that containers are always 100% full when pulled
  - More realistic value of 80% requested for Amtrak data
- Waste haulers in some regions (NYC) sort all waste for recycling, but current data do not reflect this (current shows 0% diversion)



## Setting a Goal

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- September 2016 - Created a corporate initiative to Increase National Recycling Rates and Savings.
  - Aligns with the Amtrak Environmental Policy and Sustainability Policy
  - Initiative added to corporate metrics tracking system, related to efficiency goal
- Goal: Increase recycling rates across the country at Amtrak facilities and stations to reduce waste disposal costs and improve our environmental footprint.
  - Reduce costs by diverting waste from landfills and reducing the disposal cost per ton.

*Engage all employees in increasing recycling rates to 20% by FY 2020*



# How to Achieve the Goal

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- National contracts for waste and recycling
  - Competitive pricing
  - Reduce duplication, increase efficiencies
  - Consolidated billing and reporting
- Work with Utilities Management Vendor and national contractors to right-size equipment and service, catch errors
- Work with Utilities Management Vendor to continue to improve database: count the recycling that happens downstream at sorting facilities
- Engage employees through education and reporting on progress at their locations
- Continue installing new recycling containers and equipment on board trains, in stations and in facilities
  - Specified recycling in procurement contracts for new equipment
- Measure progress as the diversion rate (percent of waste diverted from disposal at a landfill), as reported by the Utilities Management database.

# Communications and Awareness



- Conductor announcements
- Signs on Acela scrolling boards
- Social media (Twitter, Instagram)
- Blog posts
- Conductor pins
- Recycling posters
- Internal publications (Amtrak Ink, Amtrak This Week)
- Containers are branded



# Training challenges

- Our employees
  - Coach cleaners (Mechanical Department)
  - Enroute cleaners (Transp. Department)
  - Conductors
  - Food Service attendants
- External parties
  - Cleaning contractors at stations and offices
  - Waste haulers
  - Customers in stations and on trains



The poster features four square images in a 2x2 grid. Top-left: Broken green glass bottles and shards with the word 'GLASS' in orange. Top-right: A crushed aluminum can with 'ALUMINUM' in orange. Bottom-left: A stack of newspapers with 'PAPER' in orange. Bottom-right: A clear plastic bottle with 'PLASTIC' in orange. Below the images is the heading 'TRAIN YOURSELF TO RECYCLE!' in green. The text below reads: 'Join us in our efforts to help clean up the environment by recycling your waste onboard trains and in select stations. Please use the conveniently labeled recycling boxes for paper, plastic, glass and aluminum.' At the bottom are the AMTRAK logo, a recycling symbol, and the text 'AMTRAK is a registered service mark of the National Railroad Passenger Corporation, 550 N. Michigan Avenue, Chicago, IL 60610' and the FSC logo with 'Wood Sources' and 'www.fsc.org'.

**TRAIN YOURSELF TO RECYCLE!**

Join us in our efforts to help clean up the environment by recycling your waste onboard trains and in select stations.

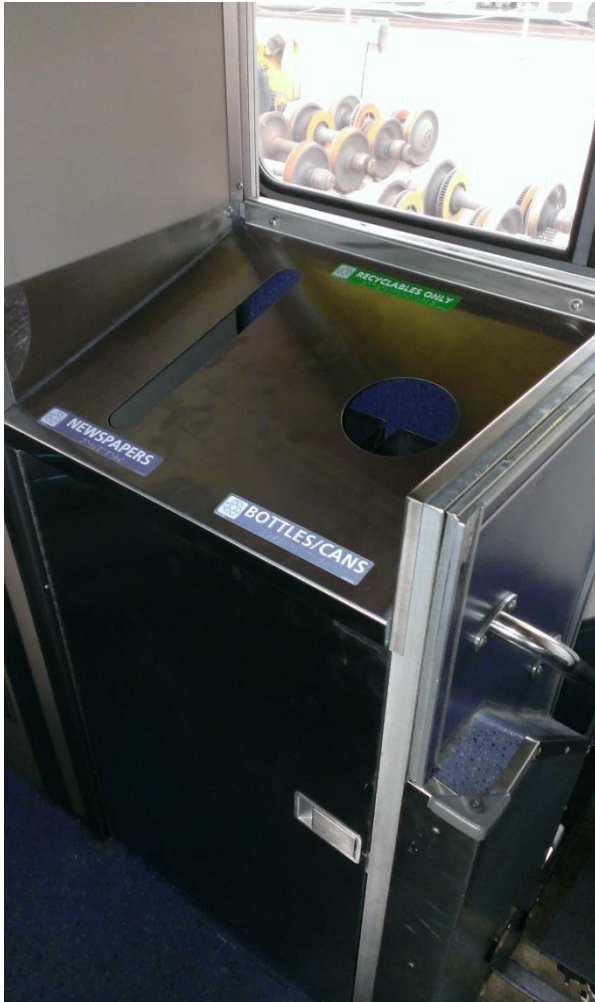
Please use the conveniently labeled recycling boxes for paper, plastic, glass and aluminum.

**AMTRAK**

 AMTRAK is a registered service mark of the National Railroad Passenger Corporation, 550 N. Michigan Avenue, Chicago, IL 60610

 Wood Sources  
www.fsc.org

## Have we communicated well enough?



Superliner - As installed



• With creative modifications





# Superliner - creative modifications



Lesson learned:  
Two-way  
communications  
needed to gain buy-  
in of onboard staff  
during design and  
installation of  
recycling containers

# Current Status

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- Recycling working committee chaired by Environment and Sustainability Group
- Modifying the Service Standards to include text for conductor announcements, incorporate recycling into instructions for trash stops
- Engaging Service Excellence Teams and Route Managers in Transportation to gain feedback on containers, employee and customer perceptions
- Improving visibility (larger recycling labels, more signs)
- Continuing training for all target audiences
- Encouraging facilities to work on their own initiatives

# When all goes smoothly

