
TRACIE ONSTAD BILLS

Education

BA – Environmental Science, San Jose State University, 1992

Affiliations

California Resource Recovery Association (CRRA) – Treasurer and Past President
National Recycling Coalition – Member
Northern California Recycling Association – Member
SWANA Gold Rush Chapter – Member

Professional Experience

Ms. Bills has over 20 years of materials management experience, including working for a hauler, a county government, and a non-profit; she also has over 10 years with materials management consulting firms. She has provided commercial sector materials flow assessments, green events project management, construction and demolition (C&D) research, and recycling and waste management technical support to government agencies and businesses throughout Northern California. A skilled communicator, Ms. Bills specializes in managing technical and outreach projects, conducting research and analysis, and evaluating customer service for municipalities, businesses, and haulers throughout the Bay Area. An expert in the regulatory environment affecting management decision-making and a strong believer in transparency, she takes pride in her ability to engage stakeholders in meaningful, action-oriented ways to drive higher levels of customer service.

Recent projects include completion of a residential survey for the City of Santa Clara Cleanup Campaign; researching and writing the AB 1826 Organics Management Plan and advising on commercial technical assistance for Los Angeles County; researching grants, loans, and funding for an alternative energy client, a climate inventory submission, public space recycling, and the commercial recycling permit process; auditing customer service and scale house operations for RethinkWaste; preparing an organics study for multi-family dwellings in San Francisco; mandatory organics research for the cities of Alameda, Fremont, and Union City; mandatory recycling technical assistance for StopWaste; anti-scavenging research for RethinkWaste; and project management for 15,000 visual characterization audits in the cities of San Jose, Fremont, and Richmond for Republic Services.

A representative sampling of Ms. Bills' project management experience is provided below.

Business Technical Assistance

Los Angeles County, Smart Business Program, Los Angeles, CA. Advisor assisting with outreach of AB 341 and AB 1826 planning and implementation (2015).

StopWaste.Org, Business Partnership Mandatory Recycling Technical Assistance, Oakland, CA. Project Manager leading a team of six outreach staff providing planning, implementation and day-to-day communication with client to help support their mandatory recycling ordinance (2011 to 2014).

Republic Services, Inc., Commercial and Multi-Family Dwelling Organics Technical Assistance, Fresno, CA. Project Manager leading staff who performed visual audits and surveyed businesses to assess their interest in adding organics recycling and reaching out to MFDs performing visual audits and surveys to understand barriers and to develop and implement plan to clean up recycling (2014).

City of Oakland, Commercial Technical Assistance, Oakland, CA. Project oversight to staff who provided business technical assistance to small businesses (2014).

Allied Waste Services, Commercial Technical Assistance, Fremont, CA. Project Manager leading outreach staff performing commercial technical assistance within the City of Fremont (2010-2014).

Livermore Sanitation Industries, Visual Audits and Commercial Technical Assistance, Livermore, CA. Project Manager providing oversight to staff who performed visual audits, and technical assistance to businesses during the first year of the companies' start of their new hauling contract (2010 to 2011).

Mission Trail Waste Systems, Visual Audits and Commercial Technical Assistance, Los Altos, CA. Project Manager leading outreach staff to perform commercial audits, hand out new recycling brochures, and verify containers and service levels for billing and basic technical assistance to businesses during the first 3 months the companies' start of their new hauling contract (2010).

City of Cupertino, Commercial Technical Assistance, Cupertino, CA. Project Coordinator providing commercial technical assistance to businesses (2007 to 2010).

Santa Clara County, Zero Waste Technical Assistance CA. Project Coordinator providing commercial technical assistance to County facilities (2009 to 2011).

Organics Projects

Los Angeles County, AB 1826 Organics Management Plan, Los Angeles, CA. Researcher to attain local information and writer to develop the County's Organics Management Plan for compliance with AB 1826 (2015).

EcoSafe, Inc., Organics Compostable Bag Study, San Francisco, CA. Project Manager leading field staff to perform physical characterization of trash, recycling, and organics containers of selected MFDs, in order to assess the success of the EcoSafe outreach program in increasing diversion, which included EcoSafe providing outreach material and free compostable bags to MFDs (2014).

City of Alameda, Organics Technical Assistance, Alameda, CA. Project Manager working with outreach staff with the primary focus of increasing organics recycling at small businesses and selected MFD's (2013 to 2014).

City of Fremont, Commercial Organics Analysis, Fremont, CA. Project Manager working with outreach staff to perform visual audits and survey food service businesses that have front-of-

house material managed by customers in order to understand barriers and needs to provide organics recycling to these businesses (2013 to 2014).

City of Union City, MFD Organics Analysis, Union City, CA. Project Manager working with outreach staff who performed visual audits and assessed MFDs for potential organics recycling services (2013 to 2014).

StopWaste.Org, County Plant Debris Ban Research and Analysis, Oakland, CA. Assistance in evaluating success of local facilities to inform public of the new ban and whether the facilities complied (2009).

Waste Characterization

Waste Management, Inc., Commercial Visual Audits and Scavenging Report, Calabasas, CA. Project Manager leading outreach staff to perform commercial visual audits and business surveys to assess the amount of additional recycling tonnage that is being serviced by third-party vendors, internal programs, and scavengers (2014).

Richmond Sanitary/Republic Services, Inc., Commercial Visual Audits, West Contra Costa County, CA. Project Manager leading field staff to perform commercial visual audits to assist with targeting dry routing (2014).

City of Union City, Recycling Contamination Characterization, Union City, CA. Project Manager leading field staff to perform a physical recycling characterization for commercial routes to understand contamination levels (2014).

Republic Services, Inc., Commercial Visual Audits, Fremont, CA. Project Manager leading field staff to perform visual audits of all eight commercial routes in Fremont, providing analysis to assist with wet/dry routing (2012).

Allied Waste Services, Commercial Visual Audits, San Jose, CA. Project Manager leading field staff to perform 10,000 commercial visual characterization audits to assist with re-routing businesses into a wet/dry service, and to help inform the design of the new Material Recovery Facility (MRF) by understanding the estimated amounts of material types coming from the commercial sector (2011 to 2013).

Bay Area Stormwater Management Agencies Association (BASMAA), Storm Drain Trash Characterization. Project Advisor overseeing process of sorting material from storm drain catch basis from different locations throughout the Bay Area (2010 to 2011).

Construction and Demolition

Recycling Certification Institute (RCI), C&D Protocol Development. Project Manager leading effort for developing a protocol on mixed C&D material to assist RCI in further developing their C&D facility certification program (2014).

RethinkWaste, C&D Ordinance Review and Recommendations, San Mateo County, CA.

Project lead to review 12 member agencies' C&D ordinances and outreach materials, in order to understand how to improve their programs and increase diversion (2011).

Research, Project Work, and Proposal Writing

Alternative Energy Client (NDA), Research Funding Options. Researched and identified opportunities for grant funding, low-interest loans, and other financing options for plant development (2015).

City of Santa Clara, Design and Conduct Residential Survey, Santa Clara, CA. Project Manager of a residential survey to evaluate the City-wide Cleanup Campaign using social media and other avenues for distribution to achieve a minimum of 1,200 responses (2015).

RethinkWaste, Climate Inventory Compilation and Submittal, San Mateo, CA. Project Manager compiling and calculating data for the South Bayside Waste Management Authority and South Bay Recycling inventory, which is submitted to The Climate Registry annually (2006 to 2014).

RethinkWaste, Public Outreach Research, San Mateo County, CA. Project Manager leading research staff in reviewing successful public outreach programs, and reviewing the member agencies' programs, including visiting locations to identify barriers and room for improvements (2014).

RethinkWaste, Commercial Recycling Permit System Research and Business Phone Calls, San Mateo County, CA. Project Manager working with research staff to identify different permitting systems, including enforcement options, in order to help inform RethinkWaste of the best way to get third-party vendor tonnages recorded (2013 and 2014).

Republic Services, Inc., Diversion Analysis and Recommendations, Benicia, CA. Project Manager assisting Republic on conversion of diversion numbers from SB 1016 calculations, modeling of commercial data, and recommendations on changes to haulers' franchise agreement to ensure they comply with city requirements (2014).

Republic Services, Inc., Proposal Writing, Daly City, CA. Project Manager and lead for writing the outreach section of the haulers' collection proposal for Daly City (2014).

Republic Services, Inc., Proposal Writing and Interview Assistance, Concord, CA. Project Manager and lead for writing the outreach section of the haulers' collection proposal for the Central Contra Costa Solid Waste Authority; attended the interview to present on that section (2014).

RethinkWaste, Anti-Scavenging Research, San Mateo County, CA. Project Manager of field and research staff who visited strategic locations at different times during the day to understand the volumes of material being taken from scavengers and to identify barriers and common trends related to how the scavenging system works (2012).

StopWaste.Org, Plastic Bag and Mandatory Recycling Environmental Impact Report, Oakland, CA. Assisted in research on cities that have addressed plastic bag bans, including barriers, successes, and lessons learned (2011 to 2012).

City of Milpitas, Polystyrene Container and Single-Use Carryout Bag Study, Milpitas, CA. Project Manager working with outreach staff who performed surveys of businesses to understand barriers if ordinance was put in place (2010 to 2011).