

**Department of Public Works and Transportation
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



DSWS staff member provides educational materials and information on waste reduction and recycling to employees of NIH in Bethesda, at one of many outreach activities offered to businesses and organizations throughout the County.



A DSWS staff member provides education about waste reduction and recycling to the children at Camp Gan Israel, a summer camp program. This is one of many education and training activities that DSWS offers geared specifically to school-aged children.

***MONTHLY REPORT
JULY 2007***



Printed on Recycled and Recyclable Paper

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and current calendar month in the two prior fiscal years. (County fiscal year 2008 began July 1, 2007.)

FACILITY	Jul FY08	FY08 Total	Jul FY07	Jul FY 06
Materials Recycling Facility ⁽¹⁾	7,866 tons	7,866 tons	8,464 tons	7,567 tons
Brunswick Landfill Facility ⁽²⁾	27,616 tons	27,616 tons	24,242 tons	22,801 tons
Resource Recovery Facility ⁽³⁾	54,131 tons	54,131 tons	58,255 tons	53,705 tons
Yard Trim Compost Facility	2,212 tons	2,212 tons	3,547 tons	4,153 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessible waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

Revenue Analysis and Systems Evaluation

During July, program staff:

- Researched properties and entered necessary billing changes into the database;
- Issued Notice to Proceed (NTP) for Task Order #25; conducted preliminary talks with vendor on overall project;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in July;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for July 2007 totaling \$1,486,476.87 (a decrease of \$12,339.56 below July 2006);
- Updated the Aging Report (30-day arrearage was \$4,646.76 as of August 6, 2007);
- Began processing and entering data from the six-month hauler/collector tonnage report forms for the period January 1 through June 30, 2007;
- Began preparing and compiling data for the FY07 county-wide materials flow analysis;
- Reconciled July 2007 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Issued NTP for Division of Solid Waste Services (DSWS) contracts and task orders for FY08;
- Reviewed and analyzed FY07 year end budget amounts;
- Processed FY07 year end payments and accruals; and
- Continued to update and verify information in the DSWS Fixed Asset Database.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – The next DAFIG meeting will be held on Tuesday, September 11, 2007, at the Gothic Barn in Dickerson.

Solid Waste Advisory Committee (SWAC) – The full Committee did not meet in July; however, three ad hoc groups met: Beauty Spots, Construction and Demolition Waste, and 10-Year Solid Waste Management Plan and Metrics.

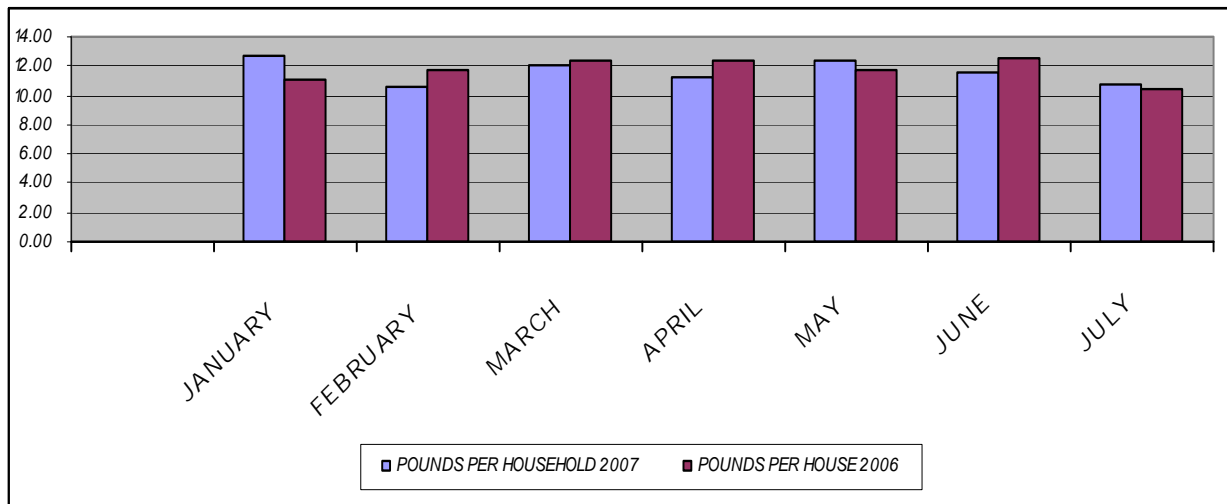
COLLECTIONS

News

- Reached agreement and signed amendments to eleven collection contracts to change compensation as fuel costs change.
- The Council approved the Memorandum of Understanding (MOU) prohibiting collectors from mixing waste that was charged for on tax bills with waste that is charged a tip fee at the transfer station.

Residential Paper – The following are the paper recycling figures for the past seven months:

MONTH	POUNDS PER HOUSE 2007	POUNDS PER HOUSE 2006	DIFFERENCE
JANUARY	12.75	11.03	1.71
FEBRUARY	10.54	11.78	-1.24
MARCH	12.11	12.43	-0.32
APRIL	11.25	12.41	-1.16
MAY	12.34	11.69	0.65
JUNE	11.57	12.50	-0.93
JULY	10.79	10.36	0.44



Enforcement Actions:

One citation was issued for violating Chapter 48-21(b), collecting solid wastes after 9:00 p.m. and before 7:00 a.m. less than 500 feet from an occupied residential structure.

Resident Missed Collection Complaints:

July 2007 Miss Total	146
July 2006 Miss Total	245
Difference	-99

Call Center:

Calls received	6,608
Emails received	1,735
Blue bins distributed	1,491

Public Outreach:

- **Survey Cards:**

The Up County field staff distributed 318 survey cards in July and received 10.3% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	61%	31%	8%	0%	0%
County Staff	64%	31%	5%	0%	0%
Collection Contractors	46%	25%	14%	4%	11%

- **Comments from Survey Cards:**

"I had some minor complaints and all were satisfied within 48 hours of my call. Thank you!"

"Staff are a bit rough on containers. One truck backed into a fence."

"Question: Could the compost bins be closed up at the top so that could expedite decay? When I was a Prince George's County resident 25 years ago, I did get a completely sealed compost bin."

"I had asked for a large container that has a top on it. The blue bin causes litter in the neighborhood. I really have an issue with the blue bins. They do not hold trash (cans, bottles and boxes) when it storms or is windy. The trash is all over the neighborhood. This bin needs sand at the bottom."

"I really appreciate the pickup of special bulky items."

"Good job, keep it up!"

"I am pleased with the recycling program and the curbside pickup. I wish more residents in my neighborhood would recognize the benefits and take advantage of the convenient program the County offers. Keep up the great work!"

Website Survey:

For the month of July, 24 residents responded to our website survey. The following are percentages detailing resident satisfaction with our recycling programs, crews and collections staff:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	66.7%	29.2%	4.2%	0%	0%
County Staff	64.7%	29.4%	5.9%	0%	0%
Recycling Crews	58.3%	20.8%	16.7%	4.2%	0%

- **Comments from Website Surveys:**

"Your employees are great. Always friendly and respectful."

"Your crews routinely drop recyclables on the ground and do not pick them up leaving trash behind sitting in the street. The crews also routinely toss the recycling bins under vehicles parked on the street, across the road onto a neighbor's property, and into flower beds. They do not show much, if any, respect for the property of the residents they serve."

"I am moving out of state soon to an area without recycling programs like those you have here. I felt so guilty tossing Coke cans into the trash that I ended up bringing them home with me to recycle. I appreciate your service--I wish the rest of the country would become as responsible for protecting our environment!"

"The range of materials that can be picked up at my home is extensive and very much appreciated. Thanks you."

"Please increase capability to recycle plastic food containers. Please use mail to inform people about changes in what and how you accept materials for recycling."

Website:

The following is information gathered from the Montgomery County Solid Waste website through the month of July:

Email List Memberships

Topic	Members	New Sign-Ups
Holiday Reminder	10,473	478
HHW Announcements	2,806	64
Newsletter Helper	1,169	34
Facility Updates	636	25

Solid Waste Services Website

Unique Visitors	35,679
Page Loads	119,552

Chats

Live	22
Missed	46

Most Popular Web Pages

1. How to recycle/dispose of...
2. Transfer Station
3. Bulk Trash
4. Latex Paint
5. Household Hazardous Waste
6. Curbside Collection
7. Holidays
8. Scrap Metal
9. Transfer Station Fees
10. Trash Collection

- **Website Email & Live Chat Comments:**

“Thank you for keeping me up-to-date concerning recycling information! I find it very helpful!”

“Terrific. With your guidance, I greatly decreased the time and difficulty of trying to discern what to do from simply perusing all your web pages. Rather, your feedback guided me to the web pages of greatest interest. Thank you!”

“Keep up the good work. It sure was easier than calling. Thanks again.”

“Very quick with guidance. I enjoyed the instant contact.”

“Many thanks. While I was hoping to hear that there is a handy process, I certainly appreciate having this communication tool, and your very prompt and thorough response looking beyond just what the county has to offer.”

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in July 2007
Computers	41.23 tons
Fire Extinguishers	None
Propane Tanks	2.57 tons
Textiles	10.87 tons
Construction Materials (Don't Dump – Donate)	3.99 tons
Bicycles	1.99 tons
Rechargeable Batteries	18.74 tons

The County received a \$10,000 grant from the Maryland Department of the Environment (MDE) for our electronic recycling programs.

WASTE REDUCTION

Bicycle Recycling – 1.99 tons of bicycles were restored and shipped by “Bikes for the World” to countries worldwide. Eight restored bikes were delivered to Montgomery County’s Temporary Worker Shelter.

Straight Vegetable Oil (SVO) Recycling – The SVO website to match people who have SVO powered vehicles with SVO generators is now ready. Those interested can go to www.montgomerycountymd.gov/veggieoil to review our new website. In July, .97 tons of SVO was recycled at the Transfer Station.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – On July 11, the CEMS on Unit #1 indicated elevated flue gas concentrations of CO, NO_x, SO₂ and HCl. Covanta reported that this was due to an evaporator tube leak, and the Title V air permit malfunction relief provisions exempted the excursions from regulatory action. On July 27, the CEMS for Unit #3 indicated elevated inlet concentration for HCl for a one-hour period with insufficient removal efficiency; however, this was not a permit violation as HCl emissions are only enforceable based on annual testing. On July 30 and July 31, CEMS indicated elevated gas concentrations from Unit #2 for CO, NO_x, SO₂ and HCl. Covanta reported that these were also due to evaporator tube leaks, and the Title V air permit malfunction relief provisions exempted the excursions from regulatory action.

Oaks Landfill Air Emissions and Energy Recovery – SCS Engineers, Inc. continues to conduct monthly gas sampling and analysis at the Oaks under the Engineering Services Contract. On July 10, a total of four gas concentration samples and two flow rate measurements were taken. The methane concentrations averaged 43.25 percent by volume. The flow rates, both measured at the flare inlet, averaged 1,122 scfm.

TES Contract – All of the instrumentation worked normally in July. Data recovery for all parameters was 100% for the month. The total rainfall for the month was 3.01 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – FY08 projects are underway, including development of the quarterly newsletter for business and community leaders. An informational meeting was held on July 19 for County-licensed collectors and haulers to discuss Executive Regulations 15-04AM and 18-04, requirements of collectors and haulers, and enforcement actions taken at the Transfer Station. Preparations are underway for the Montgomery County Agricultural Fair that will be held August 10-18. Volunteers are being recruited to assist County staff at the Division's recycling and waste reduction exhibit that will be located across from the Home Arts Building.

On-Site Composting and Waste Reduction Activities – Staff and volunteers will be conducting periodic surveys from residents and landscape/lawn care service providers who deliver loads of yard trim materials to the Transfer Station/Recycling Center for processing. The surveys will determine where the materials are being generated and whether the respondents know or practice grasscycling and backyard or on-site composting techniques. The purpose is to further refine the focus of upcoming education and training to increase grasscycling and on-site composting.

Recycling Investigations Unit – In FY07, 3,333 investigations were conducted. During July, 48 NOVs were issued for infringements against the recycling regulations and Chapter 48. One citation was issued to a multi-family property for not maintaining the premises by permitting solid waste to be stored outside of proper storage containers.

Commercial Recycling and Waste Reduction – Staff conducted 864 on-site visits of businesses and participated in 8 educational events that reached 430 people. Staff resolved 6 complaints, delivered 571 recycling bins to small businesses, and responded to 73 requests for information that ranged from requests for educational materials to presentations for property managers and school assemblies. Staff continues to conduct field verifications of annual recycling reports and expects to complete the verification process by the end of August. Staff has also started verifying annual recycling reports for County facilities and expects to verify received reports by the end of August as well. Work has begun on a number of FY08 projects, including the development of the quarterly SORRT Network Newsletter, the coordination of three non-residential recycling and waste reduction seminars, and Recycling Awareness Week activities scheduled for May 2008.

Multi-Family Recycling and Waste Reduction – Staff conducted 292 on-site visits to multi-family properties to monitor the status and progress of their recycling programs. Staff participated in 7 multi-family resident education events reaching 210 people, responded to 25 requests for information, and resolved 8 resident complaints. Distribution of 3,006 apartment-sized recycling bins was made to properties and residents to further increase recycling convenience and achievement. Field verifications of the multi-family annual recycling reports were completed. FY08 projects are underway, including development of three TRRAC newsletters, and coordination of two TRRAC seminars for property owners, managers, and governing bodies. Initial work is also underway on a study to determine the optimal distance between common recycling collection containers and multi-family dwelling units. and a study to measure the impact of different in-unit recycling bins (containers) on resident recycling participation at multi-family properties. Work has begun to update the recyclable material weight conversion table for the multi-family sector. This reference table assists multi-family properties and County staff with estimating multi-family property recycling achievement.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution. An educational mixed paper recycling sticker describing the types of mixed paper that can be recycled was developed and will be provided to residents at events and will be placed on the mixed paper wheeled carts.

Volunteer Activities – Eleven volunteers provided 146 hours of their time to support recycling activities and included: 6 volunteer recycling block captains contributed 32 hours to disseminate information to 787 residents in Bethesda, Rockville, Silver Spring, and Damascus; and 5 volunteers provided 114 hours of office assistance. In addition, 34 volunteers participated in 2 volunteer training sessions this month. The program recruited 25 new volunteers and 4 prospective volunteers. The Recycling Volunteer

Program has been actively recruiting and training volunteers to participate at the Division's recycling and waste reduction exhibit at the Montgomery County Agricultural Fair in August.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The staff continues to monitor the progress of the Bethesda Cooperative Collection Program. The recently expanded mixed paper collection schedule has improved at the site and has resulted in a reduction in the amount of materials overflowing in containers. The participating businesses continue to save an average of 23 percent on their monthly waste and recycling collection service costs as compared to their initial costs prior to the implementation of the project.

The staff continues to analyze generation trends for the Silver Spring Cooperative Collection project and have been meeting with the participating businesses to discuss increasing their level of service for mixed paper from one collection per week to two collections per week. The SORRT program will make a recommendation on this matter at the end of August.

Multi-Family Recycling and Refuse Collection Project – The staff continues to monitor the five multi-family properties in Silver Spring and assist the property managers with improving their recycling programs and educating residents to ensure they recycle all of the required recyclable materials.

Tubgrinding Pilot – Tubgrinding of screened reject material was conducted from September 25 thru October 11, 2006, producing 9,810 CYD of material; 616 yards were sold in July.

FACILITY ACTIVITIES

Resource Recovery Facility – The RRF processed a total of 54,131 tons, or 1,746 tons per day. Trash deliveries averaged 11,358 tons per week. There were four forced boiler outages and one planned outage:

- July 1, Unit #3 was removed from service to repair a leaking drum gasket.
- July 11, Unit #1 was removed from service due to an evaporator tube leak. The repairs were made and the Unit was brought back on line the next day.
- July 23, 30, and 31, Unit #2 was removed from service due to evaporator tube leaks. The repairs continued into August.

There was one OSHA recordable incident this month.

There were no generation emergencies issued by Constellation, and there was no need to purchase electricity this month.

There were three Code Orange days forecasted during July. Because of the pit inventory levels, operations were curtailed two days to not create a situation where bypass may occur.

The following environmental activities occurred:

- Performed the monthly visible emission (Method 9) observation required by the RRF's Title V permit.
- Submitted the June 2007 Water Supply Monthly Operating Report to MDE.
- Submitted the 2nd Quarter 2007 Operations and Emissions Report to MDE.
- Submitted the Semiannual Report (1st half 2007 calendar year) as required by 40 CFR 60 Subpart Cb to EPA Region III and MDE.
- Submitted the 2nd Quarter 2007 NPDES report to MDE.
- Submitted the 3rd Quarter 2007 Potable Water Bacteriological Monitoring Report to MDE
- Submitted additional information to MDE regarding the NPDES permit renewal application.
- Notified MDE of elevated CO, NO_x, SO₂, and HCl emissions resulting from the boiler malfunctions on July 11, 30, and 31.

Materials Recovery Facility – Approximately 2,136 tons of commingled material were shipped out and approximately 5,730 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility. The hoppers were painted. An ambient air monitoring test and dust sampling test were conducted. Maryland Environmental Service (MES) sponsored a safety awards ceremony at the plant, honoring all MES and Tito contractor staff for their long standing safe practices that have resulted in a very low number of accidents and minimal lost work hours over the past several years. Work began to replace the roof on the west side of the building over the administrative area. Inbound commingled tonnage was the largest amount for any month of July since the plant began operations. Two double shifts occurred in July as a measure to process the increasing amount of commingled material.

Oaks Landfill – DSWS continued working with the Northeast Maryland Waste Disposal Authority (NMWDA) to complete contractual negotiations for the design, development, construction, and operations of a renewable energy project (i.e. Landfill Gas-to-Energy facility) located at the site. Staff has reviewed the final contractual revisions and they have been sent to the contractor for final comment.

Gude Landfill – DSWS continued working with NMWDA to complete contractual negotiations for the design, development, construction, and operation of a renewable energy project (i.e. Landfill Gas-to-Energy facility) located at the site. Staff has reviewed the final contractual revisions and they have been sent to the contractor for final comment. Discussion among various staff and departments continued regarding the integration of activities between the Gude Landfill Gas project and potential expansion of the men's shelter.

Solid Waste Transfer Station – Covanta shipped via rail 48,720 tons of processible waste from the Transfer Station to the RRF; 5,551 less tons than shipped in June 2006.

The inbound radiation detectors had 41 alarms – 26 false alarms (alarms that could not be re-verified), 4 alarms involved drivers or passengers who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation, and 11 alarms identified as low levels of medical isotopes with short half-lives in trash. There was one load that was rejected from a local hospital and was sent back to the hospital. The high number of false alarms was due to the installation of a new scale and radiation alarm that was set at too low a sensitivity.

The improvements project at the Transfer Station continues. Monthly progress work includes, but is not limited to, remaining installation (welding) of the structural steel for the new transfer building addition (roofing tie-in), in-service operation of new inbound scale #1 and new outbound scale #5, refurbishment of existing inbound scale #2 and outbound scale #4, continued renovation work inside the scale house, installation of two isolation valves on the 8-inch water main per WSSC requirements, and final preparation of the concrete walls at the public unloading facility.

Transfer Station Enforcement – Under Section 19 of Chapter 48 (Licensing of collectors and haulers), four verbal warnings were issued for expired collector or hauler tags. Under ER 18-04 (which bans the disposal of recyclable materials) 6 verbal warnings, 2 NOV's, and 15 citations were issued for violations for cardboard mixed with waste for disposal.

Site 2 Landfill Properties – FMOS is proceeding with the coordination of the work to breach the embankments of two ponds located at the Site 2 properties. The DPWT Office of Real Estate has a realtor searching for a tenant for the Draper Farm house while FMOS maintains the grounds. Staff received a chargeback report from FMOS for the month of June.

Yard Trim Compost Facility – The facility received 2,212 tons of material for composting; 1,335 less tons than the same period last year. No material was diverted to back-up composting facilities.

In July, 6,991 cubic yards of bulk LeafGro™ were shipped to distributors. This compares with 3,830 cubic yards for the same period last year.

Bagging Operation – 16,650 bags were shipped to distributors. This compares with 13,150 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In July, 255 1-cubic foot bags were sold.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 18,202 tons of ash residue and 9,414 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc. (BWMF) Landfill in Brunswick County, Virginia.

Tuscarora, Maryland – Approximately 758 tons of oversize bulky wood waste were shipped from the Transfer Station to Butler Wood Recycling in Tuscarora, Maryland for recycling.

Laurel, Maryland – Approximately 91 tons of asphalt were shipped to the Recycling Center in Laurel, Maryland for recycling.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	301-840-2370 (County Office) 301-590-1032 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	301-840-2701 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	520,466 (FY06)
Latest Recycling Rate Reported in Montgomery County	41.7% (FY06)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Dickerson Yard Trim Compost Facility	<p>Operations are limited to receipt of 77,000 tons per fiscal year under the Sugarloaf Settlement Agreement.</p> <p>In FY07, 69,032 tons of yard trim were received at the Dickerson Facility.</p> <p>(An additional 8,247 tons of yard trim received in FY07 were sent to backup composting facilities, for a total of 77,279 tons received during the fiscal year.)</p>
# Residences receiving trash collection by County contractors	89,039
# Residences receiving collection of recyclables in blue bins and yard trim collection	208,616
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

BTU	British Thermal Unit
BWMF	Brunswick Waste Management Facility, Inc.
CEMS	Continuous Emissions Monitoring System
CIP	Capital Improvements Program
CFR	Code of Federal Regulation
CYD	Cubic Yards
DAFIG	Dickerson Area Facilities Implementation Group
DPWT	Department of Public Works & Transportation
DSWS	Division of Solid Waste Services
ER	Executive Regulation
FMOS	Facilities Maintenance and Operations Section, Operations Division, DPWT
FY	Fiscal Year
HHW	Household Hazardous Waste
LFG	Landfill Gas to Energy
MDE	Maryland Department of Environment
MES	Maryland Environmental Service
MRF	Materials Recovery Facility
MOU	Memorandum of Understanding
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
NPDES	National Pollution Discharge Elimination System
NTP	Notice to Proceed
OSHA	Occupational Safety & Health Administration
RFP	Request for Proposal
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TES	Technical Environmental Services
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
WSSC	Washington Suburban Sanitary Commission