

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

DIVISION OF SOLID WASTE SERVICES



Seasonal Yard Trim Collection in progress.

***MONTHLY REPORT
DECEMBER 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	Dec FY08	FY08 Total	Dec FY07	Dec FY 06
Materials Recycling Facility ⁽¹⁾	7,839 tons	47,832 tons	8,789 tons	8,968 tons
Brunswick Landfill Facility ⁽²⁾	17,184 tons	138,916 tons	20,016 tons	18,088 tons
Resource Recovery Facility ⁽³⁾	46,508 tons	290,425 tons	46,635 tons	45,168 tons
Yard Trim Compost Facility	22,627 tons	46,392 tons	17,269 tons	19,190 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 December, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study, now 50 percent complete, regarding Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in December;
- 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 December 2007 totaling \$1,438,949.30 (an increase of \$14,053.70 over December 2006);
- Updated the Aging Report (30-day arrearage was \$0.00 as of January 9, 2008);
- Reconciled December 2007 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database; and
- Continued review and analysis of the FY09 Budget submission; and
- Performed analysis of FY09 rates and Solid Waste charges.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – DAFIG met on December 11, 2007. There was a quorum; topics discussed included the Draper property, Site 2 Ponds, Alleghany Power, and Ambient Environmental Monitoring. The next DAFIG meeting will be held on Tuesday, March 11, 2008, at the Gothic Barn in Dickerson.

Solid Waste Advisory Committee (SWAC) – SWAC did not meet during the month of December. The next scheduled meeting will be held January 8, 2008.

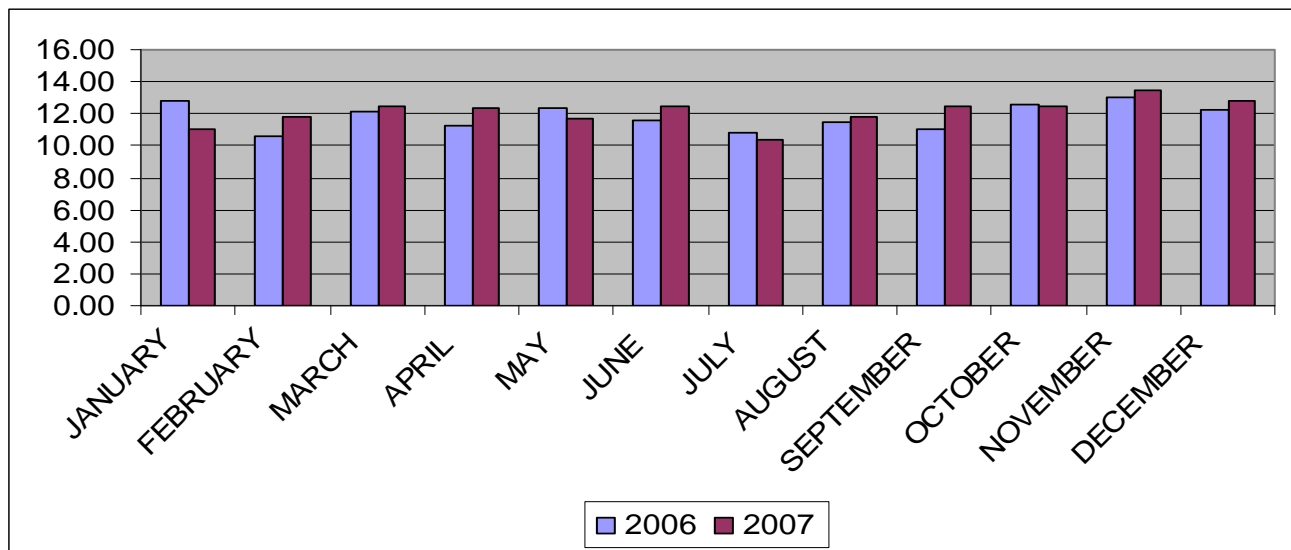
COLLECTIONS

News:

- Sherwood Forest/Drumeldra Hills – Collection service to begin January 2, 2008.
- Williamsburg Village/Cherry Valley – (650 homes) Staff reviewed the petition and determined that the 485 homes in the community do not meet the 650 minimum requirement. Williamsburg has been notified that their petition has been denied.

Residential Paper – The following are the paper recycling figures for the past 12 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
AUGUST	11.52	11.84	-0.32
SEPTEMBER	11.07	12.44	-1.37
OCTOBER	12.60	12.45	0.15
NOVEMBER	13.05	13.45	-0.41
DECEMBER	12.27	12.75	-0.48



Enforcement Actions:

There were no citations or Notices of Violation (NOV) issued this month.

Resident Missed Collection Complaints:

December 2007 Miss Total	117
December 2006 Miss Total	145
Difference	-28

Call Center:

Calls received	4,233
Emails received	1,168
Blue bins distributed	607

Public Outreach:

- **Survey Cards:**

The Up County field staff and our Public Service Worker distributed 824 survey cards in December and received 7.8 percent of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	75%	20%	2%	2%	1%
County Staff	74%	22%	2%	2%	0%
Collection Contractors	68%	20%	4%	4%	4%

- **Comments from Survey Cards:**

“We are proud of Montgomery County, and believe the services are most efficient because our calls are always answered well.”

“I was very impressed with the fast response times to a missed recycling pick-up call and request for an extra blue bin.”

“County staff in this division has been excellent. In the tax office some are very helpful and some are abrasive.”

“Rashi was excellent on informing me about the County’s recycling programs.”

“It would be great if the recycle glass/can box had wheels.”

“Contractors tend to throw bins in the street. Also, consider discontinuing the leaf collection. People don’t abide by rules and collection is not frequent enough. The leaves clog stormdrains.”

“Many times when loading the truck with recycle waste cans, often large milk jugs spill into the streets and the collectors DO NOT bother picking these items up, therefore they are left in my neighborhood causing unsightly and unwanted messes! This gentleman was very nice to me and gave me helpful information! Thank you Rashi.

Website Survey:

For the month of December, eight 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	37.5%	50.0%	0.0%	12.5%	0.0%
County Staff	62.5%	37.5%	0.0%	0.0%	0.0%
Recycling Crews	75.0%	25.0%	0.0%	0.0%	0.0%

- **Comments from Website Surveys:**

“We need recycling options for non-necked plastics such as containers for yogurt, sour cream, butter/margarine, soups...all that stuff that CAN be recycled elsewhere but isn't in Montgomery County (one of the wealthiest and most affluent counties in the United States). I know we can do better than what we're doing now! I lived in Barnesville where we have independent trash and recycling pickup, so most of the above questions are not relevant to us. I would like the Beauty Spot in Poolesville to accept more stuff (like metal)... even if for only a day every other month. Thanks for listening.”

"I e-mailed a request to have a broken washing machine picked up. I received an immediate response and the machine was quickly picked up the next day as promised. I just wanted to show my appreciation. Thanks"

"You need to educate the public better about what can be recycled or not. I have many doubts and imagine so do others. I got a list once but it was not comprehensive, and it did not list common household items eligible for recycling or not. For example: are these recyclable? Salad dressing bottles, strawberry plastic containers, etc? Thanks."

"Keep up the good work! The recycling crews that pick up in my neighborhood are the best!"

"I wish we had polystyrene recycling. I would be willing to bring them to the recycling center at the transfer station. They have had this in California for over 10 years."

"Great service - thanks!"

Website:

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

Email List Memberships

Topic	Members	New Sign-Ups
Holiday Reminder	11,974	250
HHW Announcements	3,002	40
Newsletter Helper	1,285	21
Facility Updates	715	17

Solid Waste Services Website

Unique Visitors	36,476
Page Loads	109,456

Chats

Live	60
Missed	23

Most Popular Web Pages

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

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in December 2007 (tons)
Computers	58 tons
TVs	32 tons
Fire Extinguishers	0 tons
Propane Tanks	1 ton
Textiles	10 tons
Construction Materials (Don't Dump – Donate)	4 tons
Vehicle Batteries	38 tons

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – We had 6,023 patrons and solidified 71 cubic yards of paint this month.

Small Quantity Generator/ECOWISE Program – There were 12 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” restored and shipped 2.24 tons of bikes in December to countries worldwide.

Paint Recycling – The HHW Free Paint program gave away 39 gallons of paint to two patrons and 1,895 gallons to Honduras in December.

Straight Vegetable Oil (SVO) Recycling – The SVO website to match people who have SVO powered vehicles with SVO generators is up and running. It was previously featured on WAMU 88.5 FM radio and WUSA Channel 9 News. To hear both segments go to www.montgomerycountymd.gov/veggieoil. The site has grown from one “Oil Offer” in September to nine.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – On the morning of December 10, the CEMS on Unit# 1 indicated that the stack gas concentration of CO exceeded the 1-hour permit limit for this parameter. Covanta later reported that this occurred during the 3-hour boiler shutdown exemption window (e.g.

after the waste feed chute was closed at 4:01 a.m. and the combustion fans were shut down 4:26 a.m.) and is therefore exempt from regulation.

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. Methane concentrations were sampled twice, at both blower and flare inlets, on December 21 (approximately four hours apart) for a total of four samples. Methane concentration averaged 44.73 percent by volume. Gas flow rate, measured twice that day approximately four hours apart at the flare inlet, averaged 1,116 scfm.

TES Contract (Weather Station) – All of the instrumentation worked normally in December. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 1.65 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – Work continued on a number of projects to raise awareness of the various recycling programs available to residents. A series of print advertisements explaining the residential curbside scrap metal recycling program is being finalized and will be placed in local newspapers this spring. The winter issue of the Civic and Community Leader newsletter is being developed and will be mailed to all homeowner and community associations in mid-January. Development of a self-mailer to educate residents on the County's comprehensive recycling program began. This mailer will be sent to households in areas where recycling participation has been historically lower. Staff gave a presentation on the Division's recycling and investigation efforts to the Keep Montgomery County Beautiful Task Force.

On-Site Composting and Waste Reduction Activities – Two informational brochures featuring grasscycling and composting were printed. These brochures will be provided to residents via composting and grasscycling workshops and to landscape contractors and lawn service companies for distribution to encourage the management of yard trim materials by composting and grasscycling at home. Additional shipments of compost bins were received in early December, and the Division distributed 652 compost bins this month.

Recycling Investigations Unit – Since the unit was established, 9,438 site visits and 1,642 formal investigations have been conducted. In December, 38 NOVs were issued for infringements against the recycling regulations and Chapter 48. Six citations were issued to businesses for the following reasons: failure to recycle required materials, failure to provide containers for recyclable materials, and failure to maintain the premises by allowing solid waste to be stored outside of storage containers. Staff testified at a 'show cause order' trial on a multi-family property for failure to provide scrap metal recycling services for its residents. The Recycling Investigators gave a presentation on the Recycling Sections' investigation and enforcement efforts during the SORRT seminar that was held in early December.

Commercial Recycling and Waste Reduction – In December, the SORRT Program conducted 802 on-site visits of businesses and participated in seven educational events that reached 194 people. Staff resolved four complaints, delivered 400 recycling bins to small businesses, and responded to 60 requests for information ranging from requests for educational materials to presentations for property managers, tenants, and employees. The SORRT program held a Business Recycling and Waste Reduction Seminar on December 11 at the Bethesda Pooks Hill Marriott. The seminar, which focused on Executive Regulations 15-04AM and 18-04, had a total attendance of 22 people. Staff completed evaluating the recycling programs of all Montgomery County Public Schools (MCPS) this month. Out of the 205 public schools evaluated by the SORRT team, eleven schools received failing grades. These schools will be re-evaluated in January and February of 2008. The second issue of the quarterly SORRT Network Newsletter was mailed on December 28. Notices regarding the March 1, 2008, deadline for submitting calendar year 2007 Annual Business Recycling and Waste Reduction Reports were mailed to 781 medium and selected small businesses and property managers at the end of December.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 222 on-site visits to multi-family properties to monitor the status and progress of their recycling programs. Staff participated in one multi-family resident education event that reached 14 people, and staff conducted one bilingual recycling education event with the cleaning staff of a multi-family property. Staff responded to 22 requests for information, delivered 2 apartment-size recycling bins to properties and residents, and resolved 3 resident complaints. Staff continued working with properties identified as having low recycling rates based on the data contained in their calendar year 2006 multi-family annual recycling reports. Staff received and is currently reviewing the draft report on the study to update the recyclable material weight conversion table for the multi-family sector. This revised reference table will assist multi-family properties and County staff with estimating multi-family property recycling achievement. The final report will be available in January 2008. DSWS' engineering contractor concluded the weighing of recyclable materials for a study to determine the optimal distance between common recycling collection container areas and multi-family dwelling units. Survey cards requesting information about how residents at these properties feel about recycling and the convenience of the recycling programs at their properties were distributed to the 6,302 units at the participating properties. Work on the winter issue of the TRRAC newsletter is underway; the newsletter will be mailed in early January 2008.

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.

Volunteer Activities – Five volunteers provided approximately 41 hours of their time to support recycling activities in December, including one volunteer recycling block captain contributing two hours of time to disseminate information to 25 residents in Bethesda; and four volunteers providing 39 hours of office assistance. In addition, the volunteer program recruited ten prospective volunteers. Staff worked on revising the Recycling

Volunteer Training Manual as well as training materials to be distributed to new volunteers during orientation sessions. In addition, staff worked on preparations for the next volunteer orientation session scheduled for January 17 in Rockville. The winter issue of the Recycletter was mailed to all active and prospective recycling volunteers and distributed to all of the County libraries.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – Staff continues to monitor the progress of the Bethesda and Silver Spring Cooperative Collection Programs. An agreement was reached between DSWS and the Office of Leasing on the placement of the containers at the Bethesda Cooperative site. All of the shared containers were returned to the site during the second week of December and the participating businesses were notified. DSWS staff continues to monitor the site for compliance and participation.

Multi-Family Recycling and Refuse Collection Project – 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.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 46,508 tons, or 1,500 tons per day. Trash deliveries averaged 10,552 tons per week during December. A total of 578,804 tons were processed during calendar year 2007. On December 18, Unit #1 was removed from service due to low MSW flows. On December 27 it was returned to service and Unit #3 was removed to investigate a potential steam leak. A leak was found and repaired and the unit was placed on standby. Unit #3 was returned to service on December 31 while Unit #1 was removed from service due to a tube leak at the roof of the unit. These repairs will continue into January.

There were no OSHA recordable incidents this month.

There was no Max Gen emergency issued, and there was no need to purchase electricity this month.

There were no Code Orange or Code Red days forecasted during the month.

The following environmental activities occurred:

- Submitted the November 2007 Water Supply Monthly Operating Report to MDE.
- Notified and submitted a spill report to MDE for the clean up of hydraulic fluid from an incident on December 20.

Materials Recovery Facility – Approximately 1,746 tons of commingled material were shipped out and approximately 6,093 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in December 2007. The design engineer completed his final inspection of the work to support the roof purlin braces throughout the main building and the storage shed. The contractor completed replacement of the sprinkler system in the storage shed due to rust and fabricated and installed new chutes under the conveyor taking material to the trommel to facilitate cleaning. The equipment manufacturer indicated that the new Komatsu wheel loader should be ready for delivery in late January or early February. Staff from Discovery Communications' Planet Green Channel toured the facility.

Oaks Landfill – DSWS finalized the Landfill Gas-to-Energy contract with the Northeast Maryland Waste Disposal Authority (NMWDA). NMWDA finalized the Landfill Gas-to-Energy contract with the Contractor for design, development, construction, and operation. DSWS has revised the engine generation requirements in favor a more efficient generator that produces greater emissions efficiencies. Additional information will be provided in future monthly reports.

Gude Landfill – DSWS finalized the Landfill Gas-to-Energy contract with NMWDA. NMWDA finalized the Landfill Gas-to-Energy contract with the Contractor for design, development, construction, and operation. DSWS has revised the engine generation requirements in favor of a more efficient generator that produces greater emissions efficiencies. Additional information will be provided in future monthly reports.

The revised storm water management design concept for the Gude Landfill Yard Trim Processing Facility has been submitted to the Department of Permitting Services for review.

Solid Waste Transfer Station – Covanta shipped via rail 45,400 tons of processible waste from the Transfer Station to the RRF; 4,070 fewer tons than shipped in December 2006.

The inbound radiation detectors had 14 alarms – two false alarms (alarms that could not be re-verified), six alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation, and six alarms identified as low levels of medical isotopes with short half-lives in trash.

The improvements project at the Transfer Station is virtually complete. DSWS was issued the Building Permit/Use and Occupancy Certificate and is waiting to schedule a small ribbon cutting ceremony. The only remaining item is the overhead sign structure for the scale facility at the Shady Grove truck entrance.

Transfer Station Enforcement – Under Section 19 of Chapter 48 (Licensing of collectors and haulers), 12 citations, two verbal warnings and 6 NOV'S were issued for transporting solid waste without a tight fitting cover or not having a collector's tag attached to the vehicle. Under Executive Regulation 18-04 (which bans the disposal of recyclable

materials) 15 verbal warnings, six NOV's, and 59 citations were issued for violations for cardboard mixed with waste for disposal.

Site 2 Landfill Properties – Work to breach the embankment of one of the two ponds scheduled for abandonment during FY08 has been completed, and progress is being made on similar work on the second. The Division of Capital Development, Department of Public Works and Transportation, submitted a quote from one of their retained construction contractors for repair of the barn on the Draper property, however, it was substantially in excess of the cost estimate provided by a sister agency upon which the budget was based. DSWS is now developing an RFP to procure the repair services inline with the budget.

Yard Trim Compost Facility – The facility received 22,627 tons of material for composting; this is 5,363 more tons than the same period last year. No material was diverted to back-up composting facilities.

In December, 1,970 cubic yards of bulk LeafGro™ were shipped to distributors. This compares with 1,417 cubic yards for the same period last year. There were 432 cubic yards of Linden Farm Humus sold; this compares with 161 cubic yards for the same period last year.

Bagging Operation – 2,300 bags were shipped to distributors. This compares with 5,700 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In December, no 1-cubic foot bags were sold.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 13,753 tons of ash residue and 3,431 tons of nonprocessible waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Tuscarora, Maryland – No wood waste was shipped to Butler Tree Service this month. DSWS began processing large diameter bulky wood waste at the Transfer Station in October 2007 instead of shipping it to outside contractors to be processed; this material is now recycled on site.

Laurel, Maryland – No asphalt was shipped to the Recycling Center in Laurel, Maryland, for recycling in December.

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 www.montgomerycountymd.gov/veggieoil

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	528,187 (FY07)
Latest Recycling Rate Reported in Montgomery County	43.2% (FY07)
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	89,452
# Residences receiving collection of recyclables in blue bins and yard trim collection	208,909
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
CEMS	Continuous Emissions Monitoring System
DAFIG	Dickerson Area Facilities Implementation Group
DSWS	Division of Solid Waste Services
FY	Fiscal Year
HHW	Household Hazardous Waste
HOA	Homeowners Association
MES	Maryland Environmental Services
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MRF	Materials Recovery Facility
MSW	Municipal Solid Waste
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
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
TRRAC	Think Reduce and Recycle at Apartments and Condominiums