

**Department of Environmental Protection
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



Tis the Season



***MONTHLY REPORT
DECEMBER 2008***



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 the current calendar month in the two prior fiscal years. (County Fiscal Year 2009 began July 1, 2008.)

FACILITY	Dec FY09	FY09 Total	Dec FY08	Dec FY07
Materials Recovery Facility ⁽¹⁾	7,986 tons	42,603 tons	7,839 tons	8,789 tons
Brunswick Landfill Facility ⁽²⁾	13,533 tons	111,396 tons	17,184 tons	20,016 tons
Resource Recovery Facility ⁽³⁾	38,607 tons	276,450 tons	46,508 tons	46,635 tons
Yard Trim Compost Facility	14,920 tons	46,042 tons	22,627 tons	17,269 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 for 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 2008 totaling \$1,153,167.56 (a decrease of \$285,781.74 below December 2007);
- Updated the Aging Report (30-day arrearage was \$25,218.65 as of January 8, 2009);
- Reconciled December 2008 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Prepared and mailed 247 six-month hauler/collector tonnage report forms and instruction letters for the period of July 1 through December 31, 2008;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Assist with implementation of the License Database system; and
- Submitted FY10 budget and rates.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – DAFIG met on December 9, 2008. There were 15 DAFIG members and 4 county staff. Topics discussed included the Chiswell Lease, DEP Complaint Report, Deer Management on Solid Waste Properties and Environmental Monitoring. The next meeting is on Tuesday, March 10, 2009.

Solid Waste Advisory Committee (SWAC) – SWAC did not meet during the month of December. The next meeting will be held on Tuesday, January 13, 2009.

COLLECTIONS

Resident Missed Collection Complaints:

December 2008	59
December 2007	117
Difference	-58

Call Center:

Calls received	5,632
E-mails received	1,282
Voicemails received	138
Bulk trash requests	1,476
Scrap metal requests	1,356
Blue bin requests	991
Blue cart requests	271

Public Outreach:

- **Survey Cards:**

The Public Service Workers distributed 1,251 survey cards in November and received 5.0% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	75%	19%	6%	0%	0%
County Staff	70%	23%	5%	0%	2%
Recycling Crews	63%	25%	7%	5%	0%

The Call Center mailed out 138 survey cards in December and received 7.8% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	64%	18%	9%	9%	0%
County Staff	55%	36%	0%	0%	9%
Recycling Crews	64%	0%	18%	9%	9%

- **Comments from Survey Cards:**

"Always on time! And polite!"

"Very responsive to requests and in ten years I have never had a problem. I am still trying to figure out how to get rid of old bins."

"I like the service. Very prompt. Never had any problems in all these years."

"We' have been very happy with the recyclable collection. I just wish our neighbors would be more careful in what they put in their bins."

"I have had numerous complaints go out to County office about my recycling not being picked up for one reason or another. It is crazy that I have to put out two separate bins—one for paper products and one for cans and plastics."

"Our bins do not get returned to the right houses--grease is all over the inside of the blue cart lid from the truck."

"Bins are left open irregularly (not closed). Papers are left on the street (dropped from recycling bins). The operators are loud during collection."

"Collectors could be excellent if they were consistent in returning the bins to the sidewalk and not leave the bins on the road."

- **Website Survey:**

For the month of December, 51 residents responded to our website survey. The following are percentages detailing resident satisfaction with our recycling programs, county staff, and collection crews:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	65%	26%	9%	0%	0%
County Staff	67%	23%	10%	0%	0%
Recycling Crews	59%	31%	5%	5%	0%

- **Comments from Website Surveys:**

"I have not owned a recycling bin since I lived in my home but always try to put the recyclables out. I was very impressed with the ease of ordering the bins and glad for this website and the services you offer. Thank you."

"The crew picking up recycling throws the bins all over the neighborhood instead of walking a few steps and placing them back where they found them."

"In general they could be more inclusive by making sure that trash and recyclable materials are not left on the roadway after they leave."

"I have never had a problem with the services provided by your office. Also, I have found the self-service functionality of your web site to be terrific."

"No complaints at all with the recycling. Thanks!"

"Your web page has a lot of stuff on it; therefore, making hard to find what I am looking for but the service has always been very good. The folks on the trucks are always professional and kind."

"Crews could be a little more careful on collection day to minimize and eliminate "spillover" from trucks while emptying contents of blue bins."

"The men who provide the recycling are quick, neat, and efficient."

"I ordered a bin just days ago and it's already been delivered. I cannot believe the fast turn around. I wish we could have more than one bin because we use a lot of bottles around here but we are happy to have what we do and love that recycling is so easy in Montgomery County! Thanks"

Enforcement Actions:

- Citations: No citations were issued under Chapter 48.
- Notices of Violation: Three notices of violations were issued under chapter 48.
 - 48-24 (b): Improperly stored and permitted solid waste to accumulate at 19014 Capehart Drive in Gaithersburg.
 - 48-24 (b): Improperly stored and permitted solid waste to accumulate at 19228 Staley Bridge Road in Germantown.
 - 48-24: Fail to store solid waste in a vermin proof/water proof container equipped with a tight fitting lid at 4501 Muncaster Mill Road.

Web Site:

The following is information gathered from the Montgomery County Solid Waste web site in December 2008:

Solid Waste Services Website

Unique Visitors	34,703
Page Loads	106,607

Email List Memberships

Topic	Members
Holiday Reminder	12,640
HHW Announcements	3,437
Newsletter Helper	1,668
Facility Updates	1,089
Electronics Recycling	601
Total Subscriptions	19,435

Live Chats

Live and email follow-ups	43
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Most Popular Web Pages

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

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in December 2008 (tons)
Computers	93 tons
TVs	70 tons
Propane Tanks	0 ton
Textiles	11 tons
Construction Materials (Don't Dump – Donate)	3 tons
Vehicle Batteries	15 tons
Rechargeable Batteries	1 ton

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – We had 3,704 patrons drop off household hazardous wastes, and contractor personnel solidified 61 cubic yards of paint this month.

Small Quantity Generator/ECOWISE Program – There were 15 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” removed 1 ton of bikes in December for restoration and shipment to countries worldwide.

Paint Recycling – The HHW Free Paint Program is closed for the winter.

Straight Vegetable Oil (SVO) Recycling – The Transfer Station now has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of biodiesel production; 2.5 tons of SVO was shipped out for processing into biodiesel in December.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – The CEMS reported no instances of stack gas emissions exceeding permitted concentration limits during the month of December.

Oaks Landfill Air Emissions and Energy Recovery – SCS Engineers, Inc. continues to conduct monthly gas sampling and analysis at the Oaks Landfill under an engineering services contract. Methane concentrations were sampled six times averaging 46.3 percent by volume. Those samples were taken as follows: once on December 3, and twice (about five hours apart) on December 13, at both the inlet to the blower and flare inlet. Gas flow rates were measured at the same times as the flare inlet methane measurements and averaged 965.7 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 2.63 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – Work continues on revising existing educational materials to include information regarding the expanded plastics recycling. In addition, DSWS staff worked closely with staff from the Department of General Services (DGS) to

bring the expanded plastics recycling program to all County facilities. As of December 1, employees and visitors to all County-owned facilities are able to recycle the additional types of plastics that can be recycled at the curb including plastic bottles, containers, jars, tubs, lids, pails, buckets and flower pots. Staff developed outreach and educational materials for County facilities, and conducted a presentation to DGS staff regarding the expanded program at County facilities. The winter issue of the Civic Loop newsletter was mailed to homeowners, civic and community associations. Work continues on developing a series of recycling print ads that will serve as a reminder to residents about what can be recycled both at the curbside as well as at Solid Waste Transfer Station/Recycling Center. A series of focus groups for residents of single-family homes is being planned for early February. The study will be used to measure residents' awareness of the County's recycling program, including familiarity with the recently expanded plastics recycling program. The Division hosted an electronics recycling collection event on Sunday, December 14 at Walt Whitman High School in Bethesda. Staff worked with Bethesda Green who assisted with providing education to residents prior to the event. A total of at least 819 residents participated in the collection event and 50 tons of electronics were collected for recycling.

On-Site Composting and Waste Reduction Activities – In December, a total of 90 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site. Through the first half of FY2009, a total of 3,000 compost bins have been distributed. Staff will be conducting a home composting presentation to M-NCPPC staff in January and will be participating in the annual Landscape Contractors Association Winter Workshop in late January. Staff is working on developing a door hanger with grasscycling and composting information that will be distributed to residents.

Recycling Investigations Unit – Since the unit was established, 17,154 site visits and 2,503 formal investigations have been conducted. In December, 35 NOV's were issued for infringements against the recycling regulations and Chapter 48. Five citations were issued to businesses for failure to recycle required materials.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 454 on-site visits of businesses in December. Staff resolved two complaints, delivered 713 desk-side recycling bins to small businesses, and responded to 54 requests for information ranging from providing educational materials to conducting presentations for property managers, tenants, and employees. Staff continues to educate businesses in the City of Rockville about the County's recycling requirements. The winter issue of the SORRT Network newsletter was mailed out at the end of December. The SORRT team finalized annual evaluations of the recycling programs at each of the Montgomery County Public Schools (MCPS). Staff evaluated 206 MCPS facilities, out of which, only three received unsatisfactory grades. Those three schools were provided specific recommendations in order to improve their recycling programs, and staff will return and re-evaluate in January. Informational notices were mailed to 952 businesses regarding the upcoming due dates for the Annual Business Recycling and Waste Reduction Report for calendar year 2008.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 266 on-site visits to multi-family properties in December to monitor the status and progress of

their recycling programs. Staff participated in four multi-family resident education events and one multi-family staff education event that together reached 48 people. Staff also responded to 53 requests for information, resolved two resident complaints or concerns, and distributed 549 multi-family recycling bins. Work continues on: a video to educate multi-family residents on recycling, waste reduction, and buying products made with recycled content; a telephone survey of multi-family property residents; the winter newsletter for property representatives; and revision and reprinting of educational materials. Work began on a project to develop new posters for multi-family recycling collection areas that will educate residents on how to recycle commingled materials, mixed paper, and scrap metal.

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 – Eleven volunteers provided almost 32 hours of their time and effort to support recycling activities in December. One volunteer recycling block captain contributed one hour of time disseminating information about recycling to 40 neighbors in Bethesda. Four volunteers provided 14 hours of service helping at the NBC4 Shredding event on December 13 at the Montgomery County Fairgrounds and six volunteers provided over 11 hours of service assisting with the electronics recycling collection event at Walt Whitman High School in Bethesda. One trained “lead” volunteer provided over four hours of service staffing one outreach event. The Recycling Volunteer Program recruited five prospective volunteers in December.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor the Cooperative Collection Projects in Silver Spring to ensure that the participants are recycling properly.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 38,607 tons, or 1,245 tons per day. Trash deliveries averaged 9,001 tons per week. On December 1, unit #1 was removed from service for its scheduled fall outage and LN conversion. The feed and transition chutes were replaced during this outage. Scaffold was removed on December 22 and the unit remained on stand-by for the remainder of the month due to low MSW flow.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. No power was purchased during the month.

The following environmental activities occurred:

- Submitted the November 2008 Water Supply Monthly Operating Report to MDE.
- Submitted the triennial generator waste profile sheet to the Brunswick Waste Management Facility for the RRF ash.
- Notified and submitted spill report to MDE on spill and cleanup from December 2 and December 8.

Materials Recovery Facility (MRF) – Approximately 1,897 tons of commingled material were shipped out and approximately 6,089 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in December, 2008. Commodity prices remain relatively low. Baled steel is being stockpiled until prices improve. Electric work to repair conduit for pre-sort station wiring has begun. The chute to the glass sorting station conveyor has been repaired. Mary Waters, who provided the education tours at the facility, left for another position. Bob Willson, retired facility manager, will now provide the facility tours.

Oaks Landfill – On behalf of the Northeast Maryland Waste Disposal Authority (NMWDA) and the Division of Solid Waste Services (DSWS), SCS Engineers, Inc. (SCS) is proceeding with the Landfill Gas-to-Energy (LFGE) Projects. The Maryland Department of Environment (MDE) issued the Air Permit to Construct on September 5, 2008. The Maryland-National Capital Park and Planning Commission (M-NCPPC) provided their approval letter with recommendations on November 14, 2008. The County Building Permit was issued on November 19, 2008. A Small Land Disturbance sediment control permit was issued on December 22, 2008. Primary activities for initiating construction will include site mobilization, preparation, and equipment delivery/staging and electrical grounding grid installation.

Gude Landfill – On behalf of NMWDA and DSWS, SCS is proceeding with the LFGE Projects. MDE issued the Air Permit to Construct on September 5, 2008. M-NCPPC provided their approval letter with recommendations on November 14, 2008. The County Building Permit was issued on November 19, 2008. A Small Land Disturbance sediment control permit was issued on December 22, 2008. Primary activities for initiating construction will include site mobilization, preparation, and equipment delivery/staging and electrical grounding grid installation.

DSWS and the Department of General Services, Building Design and Construction (DGS/BDC) provided SCS comments on the 90% design drawings for the Yard Trim Processing Facility, Phase 1 – Site/Civil Design. Traffic Study requirements are also being drafted for implementation during Spring 2009. SCS is to resubmit the revised rough grading plan and erosion and sediment control plan for the secondary phase of soil surcharging of the landfill within the proposed project area. DSWS/DGS/BDC is in the process of preparing an RFP or Task Order for the Phase 2 – Site Facilities portion of the project.

DSWS continues to provide information to the Community and MDE regarding on-going and future proposed activities at the Landfill.

Solid Waste Transfer Station – Covanta shipped 43,152 tons of processible waste via rail from the Transfer Station to the RRF; 2,248 tons less than shipped in December 2007.

The inbound radiation detectors had 19 alarms – 5 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation, and 13 alarms by vehicles that were identified as low levels of medical isotopes with short half-lives in trash. There was also 1 false alarm.

Transfer Station Enforcement – Under Chapter 48 of the Montgomery County Code, a total of 39 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes: 11 citations, 8 NOVs, and No verbal warnings issued for expired or outdated collector's tags; 18 citations, 2 NOVs, No verbal warning were issued for cardboard mixed with waste for disposal; No citations issued for illegal dumping of solid waste; No citations or NOV's were issued for operating a collection vehicle without a tight-fitting cover; and no citations or NOV's were issued for transporting solid waste into the County from areas outside of the County without first obtaining a valid permit from the County.

Site 2 Landfill Properties – Repairs continued on the barn at the Draper Farm. Engineering design work continues on the ponds. A report of charges from DGS (Department of General Services) was received.

Yard Trim Compost Facility – The facility received 14,920 tons of material for composting; this compares with 22,627 tons of material received during the same period last year. No material was diverted to back-up composting facilities.

There were 3,021 cubic yards of bulk LeafGro™ were shipped this month, compared with 1,970 cubic yards for the same period last year. There were no cubic yards of Linden Farm Humus sold; this compares with 432 cubic yards for the same period last year.

Bagging Operation – 2,000 bags were shipped to distributors. This compares with 2,300 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 11,455 tons of ash residue and 2,078 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Laurel, Maryland – No asphalt was shipped to The Recycling Center in Laurel, Maryland, for recycling this month.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-916-3031 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (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	553,501 (FY08)
Latest Recycling Rate Reported in Montgomery County	44.3% (FY08)
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)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to the receipt of 77,000 tons per fiscal year.</p> <p>In FY08, 74,040 tons of yard trim were received at the Dickerson Facility.</p>
# Residences receiving trash collection by County contractors	90,235
# Residences receiving collection of recyclables in blue bins and yard trim collection	209,690
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

BDC	Building Design Construction
BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
DGS	Department of General Services
FY	Fiscal Year
HHW	Household Hazardous Waste
LFGE	Landfill Gas to Energy
LN	Low NOx™
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
M-NCPPC	Maryland-National Capital Park and Planning Commission
MRF	Materials Recovery Facility
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
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
WVO	Waste Vegetable Oil