

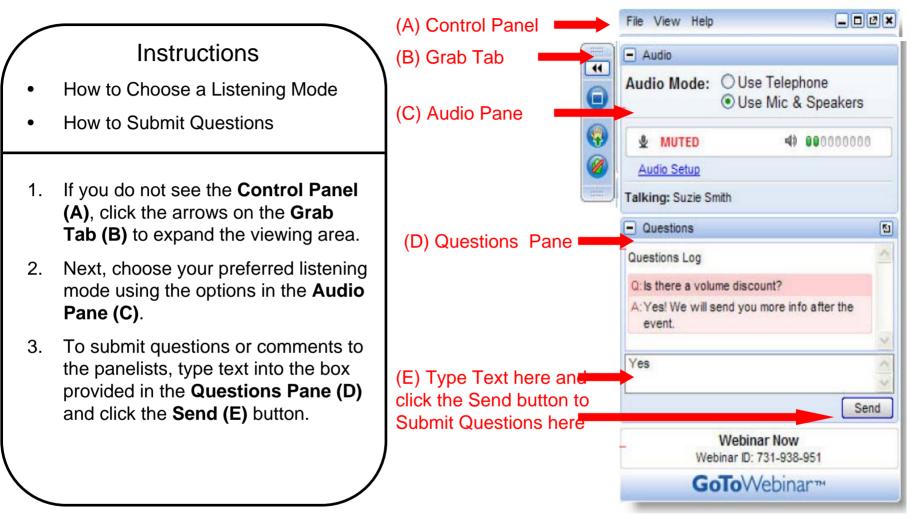
Creating Effective Commercial Recycling Education and Outreach Activities October 6, 2010

Please Note:

- If you are listening using your computer's speakers, you do not need to call in to hear the webinar.
- Questions and comments may be submitted using the on-screen webinar tools.
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### **Using GoToWebinar**



www.ca-ilg.org/webinarbasics







# About the Institute

### Who:

 Research & Education Affiliate of the League of California Cities and the California State Association of Counties

### Mission:

 Promoting Good Government at the Local Level





## **ILG Program Areas**







### Creating Effective Commercial Recycling Education and Outreach Activities

Welcome and Introductions

 Yvonne Hunter, Program Director, California Climate Action Network, Institute for Local Government

CalRecycle Regulatory Update

Howard Levenson, Assistant Director, CalRecycle

Questions and Discussion

Creating Effective Education and Outreach Activities

- Brian Moura, Assistant City Manager, City of San Carlos
- Lynn France, Environmental Services Program Manager, Department of Public Works, City of Chula Vista
- Kit Cole, Director of Public Affairs, Waste Management, Greater Los Angeles Market Area

**Questions and Discussion** 

www.ca-ilg.org





# Mandatory Commercial Recycling Regulation

Howard Levenson October 6, 2010 CalRecycle

# Statewide Commercial Overall Disposal, 2008

Commercial self-hauled 17.2%

Residential\_ self-hauled 3.3%

> Singlefamily residential 21.6%

Multi-family residential 8.4% Commercial 49.5%

**Presentation Name** 



#### • Goal: Reduction of 5 million metric tons CO<sub>2</sub>E

- 27 million tons disposed by commercial sector
- Will need to recycle about 3 millions tons by 2020

#### • Flexible for jurisdictions and businesses

- Does not specify which materials must be diverted
- Allows jurisdictions to design program
- Allows businesses various ways to recycle depending on local infrastructure

Builds on existing AB 939 processes

# Draft Regulatory Approach: Business Requirements

Businesses and Multifamily (5 units or more) that generate 4 cubic yards of waste and/or recyclables per week must:
Subscribe to recycling service, or
Send materials to a mixed waste processing facility, or
Self-haul recyclables

# Draft Regulatory Approach: Jurisdiction Requirements

 Jurisdictions must implement commercial recycling program that consists of education, outreach, and monitoring by July 2012

Regardless of meeting 50% per capita disposal target Can use existing programs Can decide how – e.g., ordinance, policy, franchise Flexibility to phase in program components Enforcement not mandatory Report to CalRecycle in Electronic Annual Report

# Draft Regulatory Approach: CalRecycle Responsibilities

- Review jurisdictions' implementation upon receipt of Annual Reports in 2013
- For jurisdictions on 2-year cycle, evaluation begins in 2014 and continues every two years
- For jurisdictions on 4-year cycle, evaluation begins in 2016 and continues every four years.

**Draft Regulatory Approach: CalRecycle Responsibilities**  Measure emission reductions statewide Statewide baseline based on 2011 disposal Emissions factors developed by ARB Waste characterization studies conducted n 2014-15 and 2019-20 Determine if met GHG reduction goal

## **Commercial Cost Study**

- Cost to local governments and businesses is key
- Regulation is flexible for jurisdictions, allowing local design based on local conditions
- Draft cost study discussed at Sept 21 workshop

### **Potential Revisions**

Transformation
Mixed waste processing
Rural exemptions
Multi-family unit threshhold

# Timeline

Initial Informal Stakeholder Feedback	Draft Regulation Development	Additional Informal Stakeholder Workshops	Formal Rule Making	Adoption/ Implementation
July – September, 2009	September 2009 – December 2010	June & Sept 2010, January 2011	January- March 2011	2011/2012

## **More Information**

 CalRecycle's web page at http://www.calrecycle.ca.gov/Climate/Recycling/default.htm

#### Tracey Harper

Tracey.harper@calrecycle.ca.gov or 916-341-6531

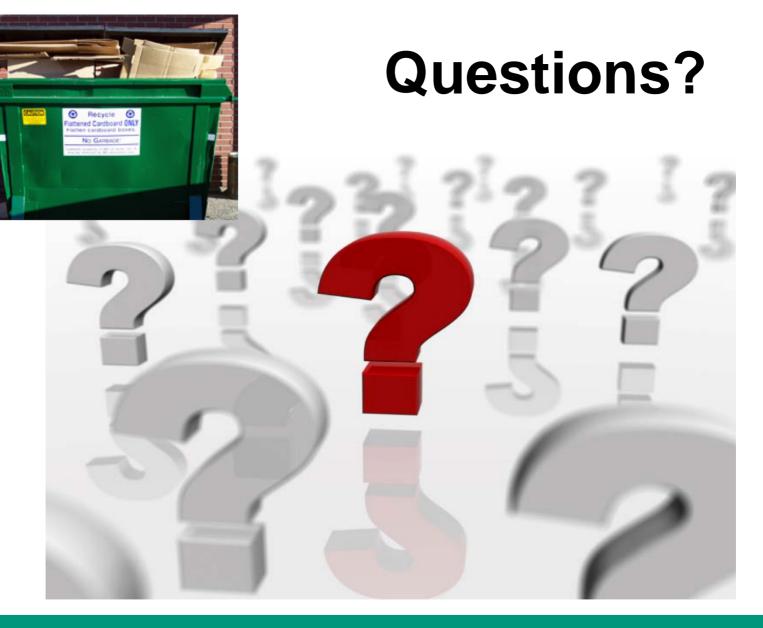
#### Marshalle Graham

 Marshalle.graham@calrecycle.ca.gov or 916-341-6270

**Presentation Name** 

#### www.ca-ilg.org







Creating Effective Commercial Recycling Education & Outreach

> Brian Moura Assistant City Manager <u>bmoura@cityofsancarlos.org</u> October 6, 2010



### **Ordinance to Outreach**

Moving from passing ordinance to outreach ■ Tie-in with new services "Recycling Blitz" – 6 months ahead of start for commercial, multi-family Using franchise programs for initial results





## Key Groups & Events

Early Adopters/Leaders **Chamber of Commerce** City/Chamber Liaison Green Business Committee Pulse of Business **Community Workshops Community Events** Hometown Days Farmers Market Art & Wine Faire









# Messaging

Program Branding BizSmart – Commercial ■ What is New? Single Stream Recycling Automated Pickup Mandatory Recycling Incentives Reduce Costs, Garbage Bill Extend Life of Landfill



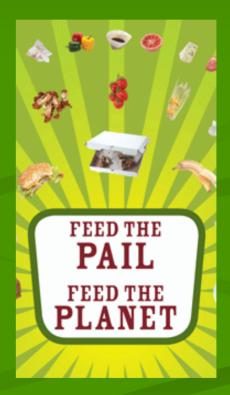




# **Existing Programs**

 Current Programs
 Commercial, Multi-Family
 Food Scraps & Organics (Restaurants, Grocery)
 Door to Door HHW
 Residential

- Battery & Cell Phone Recycling
- Weekly Food Scraps & Clippings (+40% increase)
- Door to Door Household Waste (over projections)





### Videos & DVDs

#### Informational Videos

 Recycle, Compost, Garbage
 Work with Recology, Rethink Waste & Ad Agency (JSA)

#### Distribution

- Used at Meetings, Movie Theaters, Green Team
- You Tube, Facebook, Twitter
- City Cable Channel & Web
- DVDs by request only not mailed out to everyone





### **Results So Far**

Outreach & Education Businesses & Residents know programs coming Awareness of assistance and resources Questions about what is coming ■ Still to Come More community events and workshops One on one meetings with key businesses ■ Tie-in with current issues, problems, code enforcement

Interest is High & More Recycling Coming



### Educate, Educate, and Follow-up

#### Lynn France Environmental Services Program Manager City of Chula Vista

Your Community. Your Environment. Your Choice.

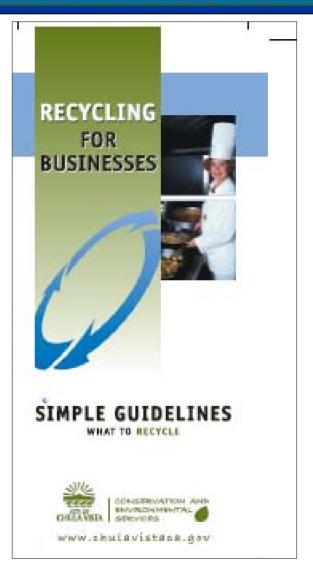














#### "Recycling is important in your community."

- Franchise agreements
- Pricing strategies
- Ordinances Space allocation requirements
- Small Business Workshops
- Brochures, posters, etc.





Most franchise agreements have a clause that allows for meeting and conferring when laws and regulations change.

...Contractor and City agree to cooperate with each other in reaching a modification to this Franchise to the extent required by law at any time it should be deemed necessary in the future.



In the event of any Change in Law that materially affects City's consideration or Contractor's operational requirements, the parties agree to meet and confer to develop reasonable modifications to this Agreement...



City keeps the marketing and public education responsibility with hauler funding and support.

- \$69,000 annually to help pay for Recycling Specialist
- Provides City with full access to billing inserts to minimize postage expenses



Incorporated unique commercial recycling pricing

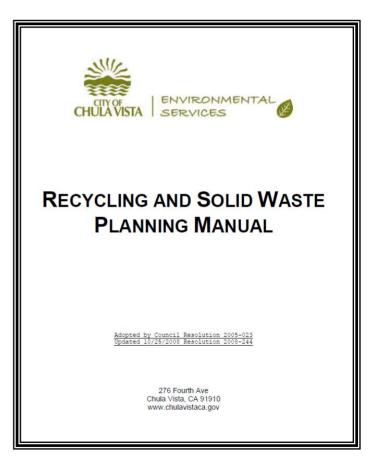
- \$50.13 per month for up to 8 cubic yards of service any configuration
- •The option of going to residential cart service for trash
  - 3 c.y. trash bin 2 times a week = \$201.11
  - 3 c.y. recycle bin 2 times a week = \$53.13

Residential cart service \$20.00 per month additional carts \$5.00 each – up to six carts



Educate the planning department

- Space allocation ordinance
- •Recycling and Solid Waste Planning Manual



www.chulavistaca.gov/clean/environmentalservices/



#### Space Allocation Ordinance states:

All subdivisions and any new construction requiring a building permit or costing more than \$20,000 to construct shall include adequate, accessible, and convenient areas dedicated for the accumulation, temporary storage and removal of designated recyclables and solid waste.



#### Recycling and Solid Waste Planning Manual

The Manual provides recycling and solid waste space allocation regulations, design standards, and guidelines for consideration project design Your Community. Your Environment. Your Choice.





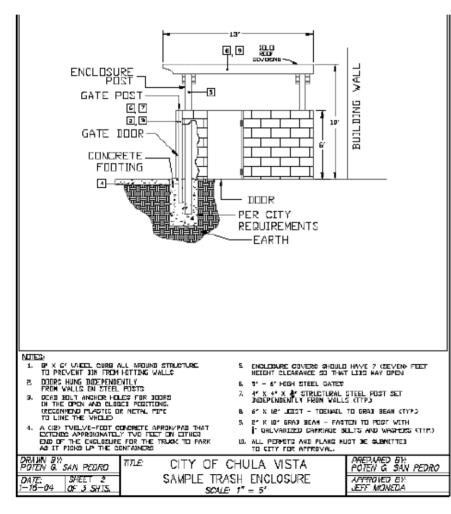
RECYCLING AND SOLID WASTE PLANNING GUIDE	
Table of Contents	Page
Section I Overview	3
Section II Recycling and Solid Waste Standards for Curbside or Door-to-Door Service for Small Quantity Generators	7
Section III Recycling and Solid Waste Standards for Multi-Family Complexes-Central Collection-Bin Service	8
Section IV Recycling and Solid Waste Standards for Commercial and Industrial Businesses-Central Collection-Bin Serv	
Section V Recycling and Solid Waste Enclosure Standards	11
Section VI Sample Drawings of Enclosures	13

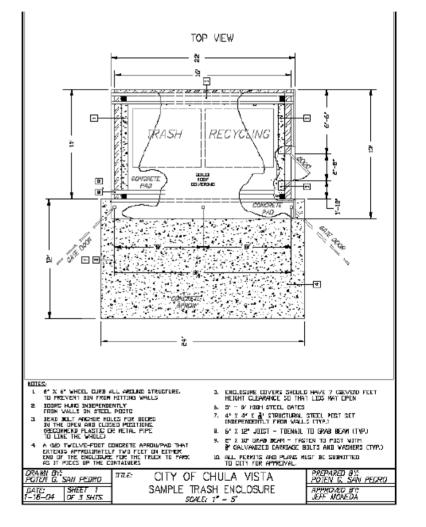


#### Recycling and Solid Waste Standards for Commercial and Industrial Businesses- Central Collection – Bin Service







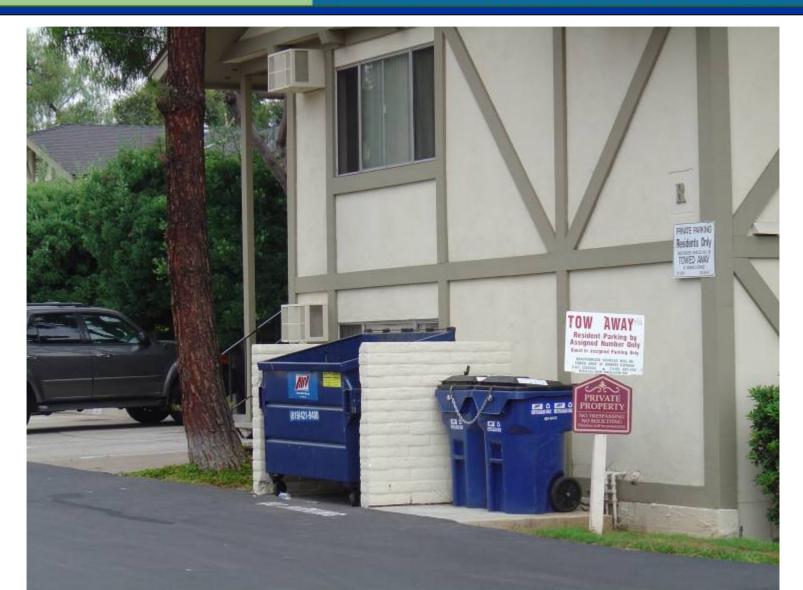
















Recycling



# AT WORK

## Be a part of the solution!

We can all do our part to help our environment with the right tools and a little practice! Recycling is easier than ever-and we hope vou'll look at "trash" in a whole new way!

We can make a difference. Let's get started!

### Important things to know about:

RECYCLINC

### No more sorting recyclables!

Paper, cans, bottles, plastics and other recyclable items don't need to get sorted! Simply put them all in your recycle bin, cart, or container.

Don't mix trash in with your recycled items. Contaminated recycle bins need to get disposed of as trash-defeating the whole purpose of recycling!

Martin.

### **Recycle all CRV plastic or glass** bottles/containers!

Look for an or a on plastics. All beverage containers must be empty-rinse out if necessary. The only thing we ask is that you remove the lids.

### If it's made of cardboard or paper. it's recyclable!

Food boxes for items such as crackers, cereal or frozen foods can be recycled. Don't forget office paper, used sticky notes and phone books! Be sure to break down all cardboard baxes before placing them in the bin.

All paper items must be dry and free of food, dirt, oil, etc. Be sure to remove paper clips, plastic or metal bindery, and rubber bands. Staples do NOT need to be removed. If any paper has a plastic coating or foil, it must go in the TRASH.



As more people become aware of our environment and what's happening around us, it's important to let them know the facts-and how every little bit can help.

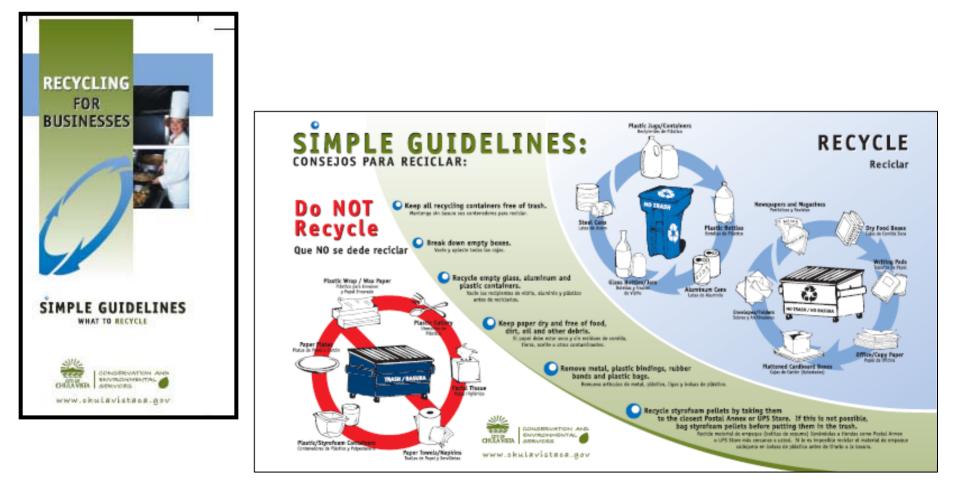
- · Each worker generates 5 pounds of office-related waste each day.
- Recycling one ton of paper will save approximately 3.3 cubic yards of landfill space.
- Every ton of paper recycled saves 17 trees.
- It takes 64% less energy to make paper products from recycled paper.
- Using recycled paper to manufacture new paper produces about 50% less air and water pollution.
- Recycling one ton of office paper keeps 7,000 gallons of water out of the papermaking process.
- It takes 95% less energy to make aluminum products from recycled aluminum.
- One recycled glass bottle saves enough energy to run a 100 watt light bulb for four hours!
- The California Integrated Waste Management Board requires cities and counties to reduce the amount of waste going into the landfills by 50%. If a city does not comply, fines can be \$ 10,000 per day!



















## NO MORE SORTING! IAHORA RECICLAR ES MÁS FÁCIL!

Dry food boxes,

3

packaging, paper bags, cardboard, mak

cartons, and

Todos los artículos reciclables pueden ser puestos en el mismo contenedor. ¡Es más rápido, fácil y conveniente!

Empty metal paint and aeroso cans

1610(421-5400)

Steel, tin, pie finz, hangerz, auminum canz, foil – al California Redemption Value

(CRV) containers are acceptable

NOW, ALL RECYCLABLES

While paper,

effers and

junk mai

colored paper,

### can go in the same bin!

juice boxes It's faster, easier, and more convenient By recycling, you are helping Chula vista to:

- 1 Provide a better environment for your children and future generations
- 2 Remain an environmental leader in the region
- 3 Meet the state mandated recycling apa

This program is funded by a grant from the California Department of Conservation and printed on 30% post-consumer recycled paper.

Magazines, newspapers, catalogs, nhone hooks

6

Glass or plastic bottles and jars - a California Rederaption Value (CRV) containers are acceptable

### PLEASE DON'T MIX RECYCLABLES WITH TRASH!

Recyclables that are contaminated must be disposed of as trash, defeating the whole purpose of recycling!

Don't trash a good thing! Recycle it!

QUESTIONS? ¿Preguntas? Col / ame (619) 421-9400 / (619) 691-5122







## Implementation of a recycling collection program does not mean that your work is done!









Chula Vista Business-to-Business Workshop:



Ways to help your business's bottom line

### Thursday, March 25 2-4 pm

Chula Vista Woman's Club • 357 G Street

Don't miss out on this exciting opportunity to take advantage of these great business resources all in one place!

\* Special Guests and Informative Booths

\* Business Incentive Program Information

Free Giveaways

Light Refreshments

Space is limited! RSVP to (619) 409-5888 by Tuesday, March 23.

With special presentations from:



Recycling Market Development Zone



Partner with your Chamber of Commerce and Economic Development Department













## chula vista



www.chulavistaca.gov/clean





## POLLUTION PREVENTION (P2)

**Qualification Checklist** 

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### Gene MINIM ENERGY Ste **CONSERVATION** (EC) Insp Kee **Qualification Checklist** Lab

WATER





### **Qualification Checklist** General EC MINIMUM NUMBE REQUIRED

	LIGHTING	
a	Clean lighting fixtur	
ь	Install dimmable bo	
c	Install occupancy s and storerooms.	
d	Rearrange workspo	
•	Replace all incand	
f	Retrofit exit signs wi	

Turn off lights and r

Upgrade existing fl

electronic ballasts

#### General WO MINIMUM NUMBE LANDSCAPE Group plants with Ь Install a water effic c Replace turf grass d Replace turf grass • Use ground cover a f Irriaate durina early Use dry surface cl 9 outdoor areas, or

RESTROOMS

Install high efficien

Install ultra low (<

Replace free flowi

Install pre-rinse val or less at 80 psi).

Post sign to remind triggers on sink fau

Install water efficie

d Install signs in restr

KITCHEN

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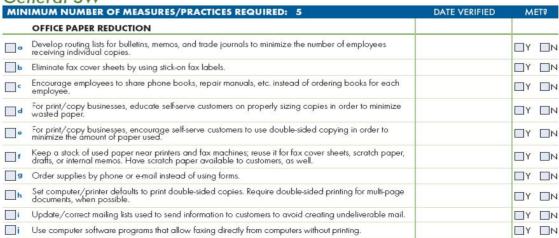
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### SOLID WASTE Learn how to read **REDUCTION** (sw)

### **Qualification Checklist**

### General SW

CONSERVATION (WC)



Use direct mail marketing materials that require no envelope (fold and mail).



- Chula Vista Clean Businesses
- **ARYA** Cleaners
- Spirit Graphics & Printing
- Chamber of Commerce
- South Bay Family YMCA
- Third Avenue Village Association
- San Diego Realty
- Henry's Market Place Eastlake and Third Ave
- Coldwell Banker
- El Primero Boutique Hotel
- Red Lobster
- Allied Waste Services
- Sky Auto Detail

## <u>chula vista</u>













Help keep Chula Vista dean!





















CHULAVISTA www.chulavistaca.gov/clean

### SOLID WASTE REDUCTION (SW)



Qualification Checklist

### General SW

MIN	IIMUM NUMBER OF MEASURES/PRACTICES REQUIRED: 5	DATE VERIFIED	MET\$	
	OFFICE PAPER REDUCTION			
a	Develop routing lists for bulletins, memos, and trade journals to minimize the number of employees receiving individual copies.		Y N	
Ь	Eliminate fax cover sheets by using stick-on fax labels.		Y DN	
c	Encourage employees to share phone books, repair manuals, etc. instead of ordering books for each employee.		Y N	
d	For print/copy businesses, educate self-serve customers on properly sizing copies in order to minimize wasted paper.		Y N	
•	For print/copy businesses, encourage self-serve customers to use double-sided copying in order to minimize the amount of paper used.		Y N	
f	Keep a stack of used paper near printers and fax machines; reuse it for fax cover sheets, scratch paper, drafts, or internal memos. Have scratch paper available to customers, as well.		UY DN	
9	Order supplies by phone or e-mail instead of using forms.		Y Dr	
h	Set computer/printer defaults to print double-sided copies. Require double-sided printing for multi-page documents, when possible.		Y Dr	
i	Update/correct mailing lists used to send information to customers to avoid creating undeliverable mail.		Y DN	
i	Use computer software programs that allow faxing directly from computers without printing.		Y N	
k	Use direct mail marketing materials that require no envelope (fold and mail).		Y N	



### RECYCLING AND SOLID WASTE PLANNING MANUAL

Adopted by Council Resolution 2005-023 Updated 10/25/2008 Resolution 2008-244

> 276 Fourth Ave Chula Vista, CA 91910 www.chulavistaca.gov



## www.chulavistaca.gov/clean

Lynn France

## Environmental Services Program Manager

City of Chula Vista

Public Works Department

619 397-6221

Lfrance@ci.chula-vista.ca.us

# Kit Cole

Director of External Affairs for Waste Management

- LA Basin
- Inland Empire
- Central Coast
- Central Valley

<u>Contact:</u> <u>kcole@wm.com</u> 818-822-6378

# What I'm Going to Tell You

- Tons of competition in this particular marketplace = shenanigans
- Local government is critical to providing level playing field
- Recipe for success:
  - Early consultation with haulers
  - Low cost or FREE
  - Education

## The Serengeti of the Trash Business

- More than 250 private haulers in LA City alone
- Significant competition big, medium and small haulers alike
- Commercial hauling is most volatile and price-dependent



# Legal Framework is Important

- How will commercial recycling be structured?
  - Open competition
  - Exclusive franchise
  - Multiple haulers in franchise situation
  - Diversion requirements
  - Enforcement
  - If local gov't setting rates, considering linking increase to CPI and LF tip fee

## **Recipe for Success**

# Early consultation with haulers Low cost or FREE recycling Education effort (incl. door to door) GET THE PARTICIPATION AND **DIVERSION YOU WANT**

## **Please Meet with Haulers Early**

- Please meet with haulers early to discuss:
  - Education and outreach approach
  - How will businesses be told and when?
  - Who will be delivering the message?
- The "money" side:
  - Will businesses have to pay for recycling?
  - Rate structure

## **Please Meet with Haulers Early**

- Haulers might have existing systems or education/outreach that make your life easier
  - Outdial system
  - Email blast
  - Billing inserts

## **Blast Email Example**



### **Waste Management**

#### August 2010

### LampTracker from Waste Management is the Safe, Smart Way to Recycle Used Fluorescent Lamps

Fluorescent tubes contain mercury and become hazardous waste when they no longer work. The mercury in these builts is not only an environmental hazard, but it can also be a danger to employees if the builts are briven.

Waste Nanagement's LengTracker program provides environmentally friendly, safe and simple recycling solutions for fluorescent lenges. The program also provides a safe and simple way to recycle dry cell batteries, lighting ballasts, mercury devices, computers and other electronics.

#### It's as simple as 1-2-3:

- First, order your containers online at www.wmiamotracker.com or by phone (800) 774-0222
- 2) Next, pack used materials into the containers
- When the container is full, simply ship it back to us using the prepeid label included with the box



We'll safely recycle your materials and provide you with a Certificate of Compliance. You can even track the status of your order on our website, or sign up for auto-reorder so you'll never be left without a container for your materials.

Email us at <u>calosangeles/hum.com</u> to receive \$25 off your first LampTracker box or for more information about LampTracker and other Waste Management services.

Thank you for being a Weste Management customert

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# **Education is Key**

# Mailing to all businesses letting them know business recycling is coming:

- Multiple languages
- List local gov't contact person
- Tough when local gov't tries to "softly" implement mandatory recycling requirements
- If mandatory, we need to be straight forward:

## <u>"THIS IS THE LAW OF THE LAND NOW"</u>

# Business Needs to Know What Goes in the Bin, too



# Flyer – "Trashing Your Cash"



#### Think Green!

### Did You Know Your Business Might Be Trashing Its Cash?

### Be Part of the Solution .... REDUCE, REUSE, RECYCLE !

Benefits of starting a recycling program:

- Efficient and economical pervice
- a Reducing monthly disponal costs
- Help the City of Moorpark & County of Venture meet statemandated diversion goals
- 11 Preserve and protect the environment
- II Reduce the amount of wante extering the landfills
- Yes!

### I Want to

Recycle &

### **Save Money**

If you would like to start a recycling program, piease contact Tom Jacobellis at (005) 955-4346 or tjacobellis@wm.com Waste Management/GI Industrien is prood to be your partner in keeping the Moorpark community clean and green. Offering a commercial recycling program at your business will help you minimize your trask disposal needs, reduce costs and protect the environment.

We are required to reduce the amount of warte entering the landfull by 50% and Warte Management and the City of Moorpark are arking for your maintance.

We can provide the tools and resources necessary to help your employees be part of the recycling solution.





# WM will provide mixed-recycling containers at reduced monthly fee

- Trash & Recycling Bins range from 1.5 to 4 yards
- Service days available Monday through Saturday
- Containers will be marked for easy identification
- # All recyclable materials can be put in one bin for easy recycling

Did you know Recycling can save you money?

	Disposal Rate	Recycling Rate	Poses tial Savings
No Rocycling Service	1-3yard 2x/wk \$246.88	0	0%
Yes to Recycling Service	1-3yard 1x/week \$138.79	1-3 yard RY 1x/wk \$71.94	15%

# **Fuller Brush Man!**



- Door to door campaign to businesses
  - Hand out information
  - Talk with them about the new requirements

# **Fuller Brush Man!**



- Great to have a local gov't person along
  - Gives credibility
  - Looks official
  - Gives business owners official person for questions



Director of External Affairs for Waste Management

- LA Basin
- Inland Empire
- Coast
- Central Valley

<u>Contact:</u> <u>kcole@wm.com</u> 818-822-6378

# **Questions for All?**



Institute for Local Government Commercial Recycling Resources

- Sample Commercial Recycling Ordinance
- Educational and other resource materials
- Follow-up resources from this webinar
- Information about future webinars

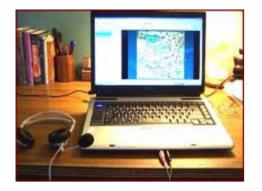
## www.ca-ilg.org/commercialrecycling





## www.ca-ilg.org





# SAVE THE DATE: Dec. 16 10:00-11:30 a.m.

Free webinar from the Institute for Local Government

## "Commercial Recycling: Strategies for Effective Enforcement and Compliance"





www.ca-ilg.org



# **Speaker Contact Information**

Yvonne Hunter <u>yhunter@ca-ilg.org</u> Howard Levenson

Howard.Levenson@CalRecycle.ca.gov

Brian Moura BMoura@cityofsancarlos.org

Lynn France Ifrance@ci.chula-vista.ca.us

Kit Cole KCole@wm.com



Please check your email for a follow-up survey and links to resources mentioned during the webinar.

Your feedback will aid the planning of future webinars.

Thank you for attending the webinar!





# Thank You for Your Participation

# Please be sure to complete the webinar evaluation when it arrives.



