Executive Summary

Collier County is located on the Gulf Coast of Southwest Florida and is nicknamed “Paradise Coast” for its sugar sand beaches that stretch from Barefoot Beach Preserve in the north to Marco Island’s South Beach on the southern tip of the island. Collier County spans 2,025.34 square miles, making it the largest county in the State, with 75% (236,879 people) of the population residing in urban areas. In addition to beautiful beaches, numerous parks such as Everglades National Park and Big Cypress National Preserve showcase the environment and bring eco-tourists from all over the United States. The Collier County Solid Waste Management Department (CCSWMD) is dedicated to keeping the natural habitat pristine now and forever. With that in mind, the following services are offered:

- Twice weekly curbside municipal solid waste collection
- Weekly curbside single stream recyclables, electronics, bulky item, white goods, and lead acid battery pickup
- Landfill and Transfer Station Operations
- Monitoring of closed landfills
- Household Hazardous/Universal Waste/Recycling Center Drop offs
- Re-use Store
- Conditionally Exempt Small Quantity Generator Program

The CCSWMD is a multifaceted operation housing many concentric programs. The special waste/recycling operations are within in the Environmental Compliance Group.
Table of Contents

1.0 Design of Collection Facility/Management System
   1.1 Type of Collection and Special Waste Management System
   1.2 Permanent Facilities & Special Event Sites
   1.3 Operational Plan Design
     1.3.1 Construction and Demolition
     1.3.2 Biomass
     1.3.3 Metal
     1.3.4 Tires
     1.3.5 Cardboard
     1.3.6 Co-Mingled Recycling
     1.3.7 Electronics
     1.3.8 Mercury Containing
     1.3.9 Office Paper and Plastics 1-7
     1.3.10 Conditionally Exempt Small Quantity Generators (CESQG)
     1.3.11 Oil, Oil Filters, Gasoline, and Antifreeze
     1.3.12 Cooking Oil
     1.3.13 Batteries
     1.3.14 Hazardous/Recyclable
     1.3.15 Latex Paint
     1.3.16 Household Hazardous Waste
     1.3.17 Sharps
     1.3.18 Pharmaceuticals
     1.3.19 Controlled Substances
     1.3.20 Re-Use Store
   1.4 Cost Effectiveness and Efficiency
   1.5 Innovative/Unique Aspects

2.0 Environmental Benefits & Regulatory Compliance
   2.1 Human Health, Environmental Quality, & Resource Conservation Impacts
   2.2. Alternative Products, Source Reduction, Reuse/Recycling
   2.3 Role in Community Integrated Solid Waste Management System
   2.4 Compliance Records

3.0 Program Planning
   3.1 Planning Process
   3.2 Planning Effectiveness
   3.3 Addressing Community Concerns

4.0) Performance, Economics and Cost Effectiveness
   4.1 Efficiency of the Operation
   4.2 Operational Performance
   4.3 Customer Service
   4.4 Budget
5.0 Utilization of Equipment/Systems and Technologies

6.0 Worker Health & Safety
   6.1 Employee Training and Safety Procedures
   6.2 Injury Rate

7.0 Public Acceptance, Appearance and Aesthetics 5 points
   7.1 Facility Appearance
   7.2 Good Neighbor Policy-AIMS issue
   7.3 Public Outreach-one call gets it

8.0 Appendices
   8.1 Compliance Documents
   8.2 Brochures, 4 hardcopies of each provided
   8.3 Article
1.0 Design of Collection Facility/Management System

1.1 Type of Collection and Special Waste Management System
Any special waste management system’s objective is to properly dispose of specialized waste. Understanding convenience plays a huge part in proper disposal as well as recycling. The Collier County Solid Waste Management Department (CCSWMD) has multiple ways to divert, dispose of and recycle waste.

1.2 Permanent Facilities & Special Event Sites
The prototype for Collier County Recycling/Household Hazardous Waste Collection Centers (Centers) is the Marco Island Recycling Center. Completed in April of 2008, residents are still amazed it is a place for “garbage.” Three other centers currently exist around Collier County with land being procured for an additional two sites.

![Marco Island Recycling Center](image)

Customers drive in and are greeted by a team member. After the load is spotted, the customer is charged if applicable. The customer then drives to the appropriate area to unload. After unloading, the customer continues straight out the exit gate. The south side is for vendors. All materials taken out are on a separate driveway so customer vehicles are never competing with heavy equipment or large trucks. The centers are open Tuesday through Saturday to accommodate both residential and commercial customers.

The SWMD also hosts a minimum of two household hazardous round-up events per year in addition to neighborhood clean outs and other special events. The locations vary depending on the needs of the community. In 2008, there was an Earth Day event held simultaneously at all the centers to publicize the year-round collection. There was an America Recycles Day Collection Event spotlighting the electronics collection program in addition to the HHW event at the Collier County Fairgrounds. Special event sites are set up on the day of the event. The special events are made up of trucks with
trailers, roll off boxes, and participating vendors whether it be universal waste or paper shredding.

1.3 Operational Plan Design
The centers are staffed and the materials hauled by Collier County employees. It is the responsibility of each team member to ensure we stay in compliance, preserve landfill airspace, and achieve operational excellence by meeting demand and exceeding expectations while providing the best value service to the customer. The diversity of materials accepted at the sites provides a unique opportunity to carry out those tasks for the customers. The material totals represented are fiscal year 2008, October 1, 2007 through September 30, 2008.

1.3.1 Construction and Demolition (C&D)
Accepting construction and demolition at the recycling centers is a customer convenience; it encourages separation and recycling of some of the material that would otherwise be sent to the landfill. Non recyclable C&D material is hauled to the Collier County Landfill.

1.3.2 Biomass
Biomass is accepted as a customer convenience and is also hauled to the landfill where it is processed into mulch. The mulch is used for landfill cover. Additionally, customers may take mulch free of charge from the landfills or recycling centers.

1.3.3 Metal
Scrap metal and white goods are accepted free of charge from all customers to promote recycling. The metal is then hauled to a local vendor for recycling. In FY 2008, 319.87 tons of metal were recycled from the centers. Items containing Freon, such as refrigerators, are accepted and evacuated by a certified professional and recycled.

1.3.4 Tires
Up to six tires per visit are accepted at the centers. This service is offered as a convenience to recycling center customers. Accepting tires in multiple locations reduces illegal dumping and associated costs.

1.3.5 Cardboard
Cardboard is accepted free of charge at the centers. The SWMD has 18 converted roll off containers strategically located around the County to promote cardboard recycling. The team members collect the containers one to eight times per month and transport them to the Naples Recycling Center. At the center, it is processed, baled, and hauled to a cardboard recycling vendor. 480.2 tons of cardboard were recycled in FY 2008.

1.3.6 Co-Mingle Recycling
In October 2005, CCSWMD implemented a single stream residential curbside pickup for recyclable items in District One. Business or residents without curbside service, for example, condo dwellers, may bring co-mingled recyclable materials such as glass, aluminum, newspaper, office paper, or plastics 1-7 to the recycling centers free of
charge. These recyclables are taken to a MRF for recycling. In FY 2008 282 tons of co-mingle was recycled.

1.3.7 Electronics
The electronics collection program started in 2001 and has grown exponentially. In 2008 alone, 465.88 tons of electronics were processed through the centers and landfill. Electronics picked up curbside as well as the electronics dropped off at the centers are stripped of their metal and plastic (such as casings) and the remaining parts are shipped to an electronics recycler. See attachment 8.1 for electronics brochure.

1.3.8 Mercury Containing
Fluorescent bulbs and ballasts are accepted at the centers. The fluorescent tube bulbs are fed into a Bulb Crusher™ which filters out the mercury through a HEPA filter, and the broken glass is then recycled by a universal waste vendor. The same vendor recycles the liquid mercury from mercury containing devices such as thermostats and thermometers. Ballasts, high intensity discharge lamps, sodium potassium, neon, and ultra violet lamps are also accepted for environmentally friendly disposal. In FY 2008, 11.19 tons of mercury containing devices was collected.

1.3.9 Office Paper and Plastics 1-7
In February of 2008, a pilot program began to recycle office paper and plastic in separate streams from the co-mingle recyclables to increase recycling revenue. In FY 2008, 45.25 tons were taken to a local vendor for recycling.

1.3.10 Conditionally Exempt Small Quantity Generators (CESQG)
Another program offered is Conditionally Exempt Small Quantity Generator Program. Businesses that meet the CESQG conditions may bring their hazardous waste to the Naples Recycling Center during scheduled household hazardous waste cleanouts. If they choose this method of disposal they get the CCSWMD contracted prices and the associated fees that cover the truck, chemists, and labor are already being paid by the department.

1.3.11 Oil, Oil Filters, Gasoline, and Antifreeze
Oil is collected in 400 gallon collection units at five sites throughout the County including the landfill. The oil is picked up by a universal waste vendor twice a week or as needed depending on the site. The oil is then recycled. Oil filters are stored in a 55-gallon drum and picked up by a vendor for recycling. 51.76 tons of used oil was collected in 2008. Gasoline and Antifreeze are collected in 55 gallon drums and recycled as well.

1.3.12 Cooking Oil
Cooking oil/grease is collected in 40-gallon collection units by a local vendor at four sites; it is recycled and made into products such as cleaners, soap, and lubricants. This program is very popular around Thanksgiving and Christmas as this region of the United States fries a lot of turkeys during the holidays.
1.3.13 Batteries
Lead acid, nickel cadmium, nickel-metal hydride, lithium-cobaltate-ion, and lithium primary batteries are all collected for recycling. Batteries that are not recycled must be disposed of as hazardous waste. In 2008, the centers collected 52.28 tons of batteries.

1.3.14 Hazardous/Recyclable
Some wastes are considered hazardous unless they are recycled. Materials such as propane tanks and fire extinguishers and ink/toner cartridges are sent out with recycling companies or given away in the reuse store.

1.3.15 Latex Paint
In FY 2008, the CCSWMD collected and recycled 118.08 tons of latex paint from both commercial and residential customers. The paint is sent to a vendor for recycling. The county may then buy back the paint at a reduced price. Any customer may take paint for personal use as well.

1.3.16 Household Hazardous Waste
Household Hazardous Waste is collected at the centers as part of everyday operations. Residential customers may drop off any materials. Staff tests them and places them into the correct storage area. Separate storage areas for flammable/combustible, toxics, acids, bases, and oxidizers are used. These materials are shipped out with a hazardous materials vendor. In FY 2008, 58.65 tons of household hazardous waste was diverted from the landfill and disposed of properly. See attachment 8.1 for HHW brochure.

1.3.17 Sharps
Sharps (needles) are collected from residents only. Strict policies and procedures are in place to keep the team members and the public safe from needle sticks while keeping the sharps out of the landfill. Each site is inspected annually and permitted by the Department of Health. In FY 2008, .16 tons (311 pounds) of sharps were collected and disposed of safely. See attachment 8.1 for sharps brochure.

1.3.18 Pharmaceuticals
Pharmaceutical waste has contaminated waterways across the world. Studies have shown this contamination can cause feminization of fish, endocrine disruptions in aquatic life, and resistance of pathogens to antibiotics. The pharmaceutical program collects and disposes of unwanted medication, except controlled substances, and disposes of them as hazardous material. See attachment 8.1 for pharmaceutical brochure.

1.3.19 Controlled Substances
By law, the centers cannot accept controlled substances. To supplement the pharmaceutical program, the SWMD entered a partnership with Drug Free Collier and the Collier County Sheriff’s Office. The centers host Operation Medicine Cabinet Events. These events are manned by a Collier County Sherriff who oversees and maintains the chain of custody for the dropped off controlled substances.
1.3.20 Re-Use Store
The centers house a reuse store where customers make take any items at no cost. Team members stock the store with like-new household hazardous materials, latex paint, fire extinguishers, propane tanks, non-information bearing electronics, and other useable items. Household hazardous materials must be unused to be placed in the reuse store.

1.4 Cost Effectiveness and Efficiency
At $55.00 per cubic yard of airspace at the Collier County Landfill, every piece of material diverted and recycled is an illustration of cost effectiveness. In FY2008 $1,127,907.25 in landfill airspace was saved by material recycled at the recycling center. The CCSWMD is a revenue centric operation that makes every effort to operate in an efficient manner. Each year brings changes with lessons learned about best management practices and increased productivity. Continuing to make these changes is progressively important in the current economic climate. Recent changes include hiring temporary laborers to assist customers unloading materials, crush bulbs, separate paint, and keep the sites litter free during the winter months when there is an influx of customers due to the seasonal population increase. Scrap sales and disposal contracts are re-negotiated or renewed quarterly to take advantage of market conditions. Solid Waste Specialists are cross trained in the recycling center to relieve heavy equipment operators as necessary. The team actively searches out better, faster and more cost effective methods for every aspect of operations.
1.5 Innovative/Unique Aspects

What makes this program unique is one-stop-shopping. A customer can get rid of their yard waste, junk from the attic, a battery from the boat, antifreeze from the car, gasoline and oil from the lawn mower, chemicals from the pool, pharmaceuticals left over from their surgery two years ago, the sharps from a diabetic friend, and the old broken television all in one stop at one location, five days a week, eight hours a day.

Another part of this unique program is the outstanding electronics collection program. The sheer capacity of electronics collected is exceptional (2.95 pounds annually per resident). The County has three methods for collecting electronics. Beginning in November 2001, electronics could be dropped off at any of the centers or taken to any of the collection events. As of October 2005, they could be picked up once per week curbside. Additionally, electronics were pulled from any municipal solid waste or C&D brought into the landfill one year prior to regulations requiring electronics disposed of as hazardous waste.

One more valued addition is the partnership with Drug Free Collier and the Collier County Sherriff’s Office. Together, the team works to educate the public on the importance of keeping pharmaceuticals, including controlled substances, out of the water system, away from children and pets, and disposed of properly. This coalition holds Operation Medicine Cabinet events throughout Collier County year round. The last event on March 14, 2008 collected over 4,000 containers of unused pharmaceuticals.

2.0 Environmental Benefits & Regulatory Compliance

2.1 Human Health, Environmental Quality, & Resource Conservation Impacts

As residents of Southwest Florida, the SWMD team is instinctively protective of the environment. Employees feel lucky to live and work near one of the most unique ecosystems in the world, the Florida Everglades, which houses a large number of endangered species such as the West Indian Manatee and the American Alligator. It is also the only place on the planet where crocodiles and alligators live side by side.
Collier County is bordered by the Gulf of Mexico on the west and the Florida Everglades on the east in addition to having an extremely high wet season water table. The entire County is a rich, diverse mix of ecosystems with a multitude of wildlife, flora and fauna. Protecting these valuable resources is vital for the survival of the environment and the economy.

Although HHW makes up only a small percentage of diverted waste, it makes an immense impact on diverted contaminants. Flammables, corrosives, toxics, and reactive materials can contaminate soil, air, and water causing extensive damage to human and environmental health. Collier County’s HHW program disposes of all hazardous waste collected through a hazardous waste disposal vendor ensuring proper cradle-to-grave disposal, thus eliminating a major source of environmental contamination.

End of life electronics are now known to be a considerable source of contamination and extremely toxic to health and well being. Recycling electronics removes arsenic, beryllium, cadmium, hexavalent chromium, lead, mercury, and polybrominated biphenyl ethers from the waste stream. It also reuses precious metals. Recycling lead acid batteries and used oil diverts arsenic, cadmium, chromium lead, halogens, and poly chlorinated biphenyls from being landfilled and causing possible groundwater contamination.

2.2 Alternative Products, Source Reduction, Reuse and/Recycling
Source reduction is designing, manufacturing, purchasing or using materials in ways that reduce the amount or toxicity of solid waste created. The program utilizes this methodology in multiple ways. The CCSWMD has set an example of reducing the amount of paper purchased by establishing a duplex printing preference on printers at County facilities. This policy has been placed into the Recycling CMA (entire document in approval process). The CMAs are a set of policies and procedures that are mandatory for all Collier County employees. Additionally, the recycling centers offer a reuse store, otherwise known as “The Free Store.” Useable products ranging from new household products to printers and operational charged fire extinguishers are placed in the free store. All customers may take any of the products free of charge, reducing the need for new products. The store not only takes these products out of the waste stream but it also reduces disposal costs.

Recycling is another way to eliminate waste at the source. Collier County offers many incentives to recycle. One of those is free mulch. After biomass is processed at the landfill, it is given away to residents and businesses free of charge. In July of 2004, the Board of County Commissioners passed the Mandatory Non-Residential Recycling Ordinance (Ordinance 2004-50) requiring all businesses to recycle. Inspections are conducted to ensure businesses are recycling and assistance is given for those not in compliance.

Collier County hosts numerous special events, such as the Collier County Fair and the Everglades Seafood Festival. Special event recycling increases recycling opportunities
that would directly conserve airspace at the Collier County Landfill. This is congruent with the County’s Enduring Guiding Principles. Currently this is a voluntary program with steps being taken to make it mandatory. The obvious source is the recycling centers. Section 1.0 lists all the materials accepted and recycled by the centers.

2.3 Role In Community Integrated Solid Waste Management System
The CCSWMD’s Five Year Operational Plan includes both operational and capital projects that reflect the priorities established in the Integrated Solid Waste Management Strategy that was approved by the Board of County Commissioners on December 5, 2006. The Integrated Solid Waste Management Strategy is also aligned with the Solid Waste Sub-Element of the County’s Growth Management Plan. The Integrated Solid Waste Management Strategy is comprised of the following four components: Source Reduction, Materials Reuse and Recycling; Diversion; Optimizing Existing Assets and Resources; and Obtaining Additional Facilities. The centers are an integral part of all four components.

2.4 Compliance Records
In 1994 the Florida Department of Environmental Protection (FDEP) asked all counties with a population greater than 75,000 to meet a 30% adjusted waste reduction rate and to initiate a recycling program. The CCSWMD has exceeded the 30% with a 73% recycling/diversion rate in FY07 and a 59% recycling/diversion rate in FY2008.

As a government entity, it is imperative to be the example and never be out of compliance. Each of the recycling and HHW collection centers is registered with the Environmental Protection Agency (EPA); Naples Recycling Center # FLR000010991, Marco Island Recycling Center #FLR000011023, and the Carnestown Recycling Center # FLR00149161. Each facility is registered as a Public Used Oil Collection as required by FDEP. The responsible fire district conducts annual inspections of the sites. A portion of the permit renewal process for the sharps program is the Health Department annual inspection. All sites are in compliance (see appendices 8.2).

3.0 Program Planning
The CCSWMD is committed to developing and implementing an integrated, multifaceted solid waste management program that provides environmentally sound and cost effective solid waste management services to Collier County. As the Solid Waste Management Department continues to develop and enhance this program, it remains focused on regulatory compliance, meeting customer demands, remaining customer service oriented and building a highly skilled, well trained and empowered team capable of providing best value services to its customers.

The Solid Waste Management Department uses the remaining capacity at the Collier County landfill as one of its key benchmarks to evaluate the “bottom line” performance of the solid waste management program. The following chart presents the estimated remaining capacity [+- 4 years] at the Collier County Landfill as of the FY2007 Annual Update Inventory Report (AUIR).
3.1 Planning Process: The Five-Year Operational and Capital Program
The Integrated Solid Waste Management Strategy identifies interrelated options to explore and, if feasible, implement over the short (1 – 3 years), intermediate (3 – 10 years) and long-term (> 10 years) to meet the County’s overall objective of controlling its solid waste management destiny for the next 50 years and beyond.

3.2 Planning Effectiveness
The Solid Waste Management Department’s operational and capital project initiatives build upon the successes and lessons learned in previous years and the direction given by the Board of County Commissioners at the Integrated Solid Waste Management Strategy Workshop. It is also based on extensive benchmarking of national and international solid waste strategies bringing the best value solutions to Collier County. The Solid Waste Management Department’s Five Year Operational Program looks to the future and links key business strategic operating initiatives to County focus areas.
Integrated Solid Waste Management Strategy Overview

SOURCE REDUCTION, MATERIAL REUSE AND RECYCLING

Enhance Recycling at County Facilities and Schools
- Adopt County Manger Administrative Procedure: Progressing 95% complete
- Deliver recycling containers to all County facilities: Progressing 85% complete
- Implement School Recycling Challenge Program: Complete

Enhance Commercial Recycling Education and Enforcement
- Provide business recycling outreach and education: Ongoing
- Develop business recycling training videos: Progressing 60% complete
- Amend the Mandatory Non-Residential Recycling Ordinance: complete

Promote residential multi-family recycling
- Amend the Mandatory Non-Residential Recycling Ordinance: Progressing 75% complete

Enhance residential single family recycling
- Implement media outreach program: Ongoing

Implement C&D debris recycling
- Develop C&D debris ordinance: Progressing 60% complete

DIVERSION
Negotiate a contract amendment with Waste Management Inc of Florida (WMIF) for increased out-of-county solid waste
- Renegotiate the Landfill Operations Agreement: Progressing 75% complete Amendment II

Issue an RFP for partial out-of-county solid waste disposal
- Prepare RFP for out of county solid waste disposal: On, hold as CCSWMD has a 60% diversion rate.

OPTIMIZE EXISTING ASSETS AND RESOURCES
Expansion of the Collier County Landfill
- Engage property owners to explore availability of land to expand the Collier County Landfill: Progressing 15% complete

Vertical expansion of Collier County Landfill
- Increase the height of the Collier County Landfill to a maximum crest elevation of 200 feet above grade creating an additional 7.7 million tons of disposal capacity: 95% complete

Landfill Gas to Energy Facility
- Commence beneficial use landfill gas to energy project with WMIF: Progressing, contact approved, in permitting process

Alternative Daily Cover Pilot Project
- Continue alternative daily cover pilot project at the Collier County Landfill: Stage one complete. Stage two 50% complete

Solid Waste Park
- Prepare conditional use permit: In permitting
Reclamation of Cells I and II
- Continue Collier County Landfill Reclamation Project: 90% complete. Scheduled completion date May 2009

OBTAIN ADDITIONAL FACILITIES
Feasibility and siting analysis new recycling centers
- Prepare a study of available properties in Collier County: Complete 2 sites.

3.3 Addressing Community Concerns
As a government entity every citizen of Collier County is the customer. The Agency Information Management System (AIMS) tracks all concerns reported to the County Commissioners. As of April 1, 2004 the CCSWMD has received 49 complaints/concerns. 48 out of 49 concerns were addressed and completed within the allotted deadline.

4.0 Performance, Economics, and Efficiency
4.1 Efficiency of the Operation
The operations section has made great strides in efficiency. Good communication from the bottom up and sideways management has drastically changed the standard operating procedures. Customers enter, are greeted by staff and given directions. Once the customer arrives to a material location, team members help the customer unload materials. Team members take this opportunity to inquire of customers needs and educate them about other programs as applicable. Customer comments drive the business and provide feedback necessary to improve the operations.

4.2 Operational Performance
The implementation of the Integrated Solid Waste Management Strategy requires adherence to the following enduring guiding principles: environmental and growth management compliance; airspace preservation; operational excellence; and best value service. FY 2008 demonstrates that commitment and meeting and then exceeding expectations. In FY 2008, out of 590,270 tons of waste generated, 59% was diverted or recycled.
4.3 Customer Service
The Public Utilities Division, including the SWMD, strives to exceed expectations and provide operational excellence at all times. A component of operational excellence is providing exceptional customer service. Each customer contact is treated as an opportunity to impress the customer as well as educate about proper disposal. One approach is the “one call gets it all,” customer service system. This system ensures a customer receives the requested answers on the first and only contact with an employee. If the employee does not have the information the customer will receive a call back within eight business hours. Another step towards fostering outstanding customer service is the section of the CCSWMD that is devoted to public outreach/customer relations which are covered in section 7.2.

4.4 Budget
The Solid Waste Management Department’s Five Year Operational Plan is predicated on adequate financial resources, which requires consideration of financial requirements from an enterprise-wide perspective, including both the Solid Waste Management Department and the Utility Billing and Customer Service Department.

Solid Waste Management Department’s Cash Flow

Revenue for the CCSWMD is provided from two primary sources: the residential assessment and tipping fees; however, scrap sales do provide a small percentage of revenue. Currently, the residential assessment includes a tipping fee component that is based on an estimated or projected disposal rate. The CCSWMD develops the
operational and capital budget annually to reflect the current and projected population and waste generation rates and trends in order to establish justifiable solid waste tipping fees. The goal is to develop disposal tipping fees in the short-term to meet the funding needs of the CCSWMD's Capital Projects Plan. The Capital Projects Plan acts to extend the long-term life and airspace capacity of the Collier County Landfill, maintain 90 day statutory/risk-managed reserves, maintain a closure fund that reflects the current and future financial liabilities associated with closed landfills, develop a rate stabilization fund to buffer unanticipated variances in capital and operational expenses, stabilize user fees and have a nexus with the Integrated Solid Waste Management Strategy. All operations are revenue centric, ensuring expenditures are within budgetary restrictions.

5. Utilization of Equipment/Systems and Technologies
The centers standard roll off and compactor containers, some of which have been modified into dual chambers allowing two types of materials to be collected single stream at one location. Other roll off containers were modified by installing flammable, acid, base, and toxic cabinets inside for portable hazardous materials collection. More were modified for recycling cardboard and office paper. Standard roll off trucks, pickup trucks, compactors, balers, forklifts, front end loaders, and skid steers are also used for hauling and daily operations.

Team members use multiple tools to handle the materials that come into the centers. PH and oxidizer testing strips, mercury tests, and personal protective equipment are utilized when handling and testing household hazardous waste. The Aerosolv™ and Bulb Eater® machines are both indispensable at the centers. The Aerosolv™ punctures an aerosol can and evacuates the liquid into a drum which is then disposed of as a flammable liquid. The now non-hazardous, unpressurized containers are recycled as scrap metal. One 55-gallon drum will hold the liquid from approximately 4,000 full aerosol cans, more for HHW programs, as incoming aerosols are typically not full. In the last 18 months this piece of equipment has saved almost $15,000 in disposal costs.
Another useful piece of equipment is the Bulb Eater®, a lamp crushing machine that processes fluorescent lamps into small recyclable pieces of broken glass. Each bulb takes approximately five seconds to insert and be crushed. A 55-gallon drum can hold the glass from 1,350 four foot bulbs saving large amounts of storage space. The broken glass is then recycled, thereby reducing disposal costs.

Relatively new to the centers is the SMS Turbo® Software System. SMS is a scale management software package that is capable of multitasking for the waste/recycling management industry. It stores customer and truck information and prints a ticket or bill of lading. This allows customers to utilize both the landfills and recycling centers with the same account and real-time information. The data processed at the centers is directly linked to the accounting department. All materials in and out of the centers are tracked through this live system and various up-to-date reports and invoices can be executed from any authorized person at any location.

6.0 Worker Health & Safety

6.1 Employee Training and Safety Procedures
The team has shifted safety from a priority to a value. Each month mandatory safety meetings are held addressing issues such as safe driving, ergonomics, evacuation plans, working around dangerous plants, insects, reptiles, and adverse weather conditions. Wellness and fitness topics are also covered at that time. The recycle center team has additional training in pertinent topics such as heavy equipment use, handling hazardous waste, spill clean up, handling biomedical and pharmaceutical waste. Although the centers are government facilities and not subject to OSHA regulations within the state of Florida or at the federal level, the OSHA standards are considered as the minimum compliance goals.

In addition to SWMD staff’s value driven approach to environmental, health and safety, Collier County’s Risk Management department performs periodic audits and inspections of facilities, training records and programs to ensure compliance and to provide program improvement assistance. To this effect, the SWMD continues to excel in these areas and maintains a highly proactive EHS program that far exceeds the OSHA minimums. The SWMD has also incorporated the “safety by design” approach as evident in the newest recycling facility at Marco Island. This facility included multiple design reviews that allowed for improvements in safety and health from not only the employee perspective but from an environmental standpoint and a patron standpoint, providing the highest level of safety for our citizens as well.

6.2 Injuries
Team members accept the responsibility to keep themselves, their co-workers, and the customers safe. They report unsafe materials, behavior, practices, equipment, and near misses. Weekly inspections are also conducted ensuring compliance with safety policies. Three injuries occurred within the last five years, both resulting in minor first aid and little lost time. Lost time hours and incident rates are listed within the table.
below for reference. A new measurement for the CCSWMD is “miles driven without an accident” listed below.

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<table>
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<th>YEAR</th>
<th>MILES DRIVEN BETWEEN ACCIDENTS</th>
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<tr>
<td>2008</td>
<td>The SWMD averaged 28,106 miles driven without an accident.</td>
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7.0 Public Acceptance, Appearance and Aesthetics
7.1 Facility Appearance
Customers are delighted with the centers and the hazardous materials program. Team members are frequently complimented on the facilities’ appearance and cleanliness. The new facility, the Marco Island Recycling Center (pictured above), is the standard by which all future centers will be measured. Although it is a one-person operation, the center is virtually spotless with daily cleaning policies, weekly landscape maintenance, and excellent team members who are dedicated to keeping it in like new condition. A reporter from the Marco Island Eagle even went as far to say “what a beauty,” “immaculate” and “quite attractive,” when describing the site (8.3). Vehicles, roll-off containers, and buildings are washed weekly. General site and yard maintenance, such as litter pickup, is part of the daily operations.

7.2 Public Outreach
It has been determined that it is more effective to educate children instead of adults when it comes to recycling. From that thought process, the School Beverage Container Recycling Challenge was born. One element of this challenge harnesses the competitive nature of students to increase recycling at local schools using colorful bottle-shaped beverage containers. Forty-eight out of forty-nine schools participated, competing against one another last school year. This project was partially funded by a FDEP innovative recycling grant. It also was chosen to be presented at the October 2008 SWANA WasteCon event in Tampa. The Waste Reduction and Recycling team averages 150 presentations a year, primarily to school-aged children; however any group may request a presentation tailored to their organization. Information is also readily available on the CCSWMD website www.colliergov.net/recycles.

7.3 Good Neighbors
With six locations, including landfills and administrative offices, the CCSWMD has a lot of neighbors. The good neighbor policy is executed each and every day by working together with neighbors and all customers to improve the quality of life in the communities we serve. Services are provided at little or no costs to residential customers in an ongoing effort to keep our community and environment pristine.