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Organization Name: City of Glendale, CA

Signature: [Signature]

Date: 05/21/2013
City of Glendale
Integrated Waste Management Division

SWANA 2013 Integrated Solid Waste Management Systems Excellence Award

Submitted by:
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Executive Summary
The City of Glendale has a comprehensive integrated waste management system that includes an aggressive recycling program, recycling center with source-separated processing, a city landfill with long-term capacity and methane recovery, municipal automated collection of recyclables, yard trimmings, refuse, and free on-call collection of bulky and electronic items. Staff released a request for proposals for an anaerobic digestion project at Scholl Canyon Landfill in March 2013, which will extend landfill life further. Other features of the system include a refuse fleet almost exclusively fueled on Compressed Natural Gas (CNG), the distribution of over 5,600 home composting bins since program inception, the adoption of a single-use plastic bag ban and an assertive outreach campaign.

Overview of System and System Performance
Population, Service Area and Tonnage
The City of Glendale is the third largest city in Los Angeles County with a 2010 Census population of 191,719. The City is a full service organization offering its own water and power utilities, refuse collection, mass transit, Police and Fire Departments. The City has an open permitted refuse collection system with 70 permitted haulers. The City disposed of 144,000 tons of refuse in 2011. The Public Works Integrated Waste Management Division provides collection services for all single-family residences (1-4 units), 90% of apartment buildings with five or more units, and 15% of businesses. Recycling collection service is available to all Glendale properties at no additional cost. Almost all single-family residences have automated recycling and yard trimming collection services. Approximately 45% of multifamily dwellings have automated recycling containers or recycling bins. This percentage is steadily increasing with California Assembly Bill 341, Mandatory Commercial Recycling outreach. The Integrated Waste Management Division also provides free bulky and electronics curbside pick-up of materials for the convenience of residents. This service makes disposing of large items easy and keeps Glendale streets clean.

Glendale Recycling Center
The Glendale Recycling Center processes commingled recyclables by a mechanical sorting system operated by the City’s private recycling contractor, the Allan Company. A 4,400 square foot expansion to the recycling sorting line building took place in 2013 to reconfigure the tipping area. Staff is in the process of adding another 4,200 square foot standalone building to comply with NPDES Regulations and build a permanent scale house. To process more volume and allow the option to process mixed waste, the City is currently in the application process to modify the facility’s permit. The Center also serves as a redemption center and public drop-off for electronic waste and batteries. Electronic waste collected by the on-call bulky item collection program is taken to this facility for recycling. The City is unique because it accepts electronic waste from both businesses and residents.
Scholl Canyon Landfill
City-collected refuse and yard trimmings are taken to the Scholl Canyon Landfill, which is within the City of Glendale, but operated under a Joint Powers Agreement by the Sanitation Districts of Los Angeles County. Yard trimmings are shredded and used as alternative daily cover. The State of California considers alternative daily cover a form of waste diversion. In addition to Glendale, six other jurisdictions use Scholl Canyon. Landfill tip fees are currently $49.18/ton, which will increase when Puente Hills, the largest regional landfill closes in October of 2013. Glendale’s Environmental Management Division estimates that Scholl Canyon Landfill will reach capacity in 2030 without expansion. Annual tons disposed in this landfill are down from a peak of 466,000 in 1998 to roughly 233,000 tons in 2011. Glendale Water and Power, the City’s municipal utility, manages the system that pipes the landfill gas to the City’s Grayson Power Plant. This gas is the City’s largest source of Renewable Portfolio Standard (green energy) credits.

Program Description
The program goals of Glendale’s Integrated Waste Management Division can be broken into the three main categories:
- Curbside Programs
- Diversion Management
- Maximizing Landfill Capacity

Curbside Programs
Refuse, Recycling and Bulky Item Service: The City of Glendale was one of the first cities to automate the residential refuse and recycling fleet. By 1989, all 1-4 unit residences in the City were provided a 64 or 100-gallon automated refuse container and 100-gallon recycling and yard trimming containers. Residents also receive free on-call bulky item collection services.

Commercial and multi-family accounts are provided with either one or more 1-3 cubic yard refuse bins or 100-gallon automated refuse containers, depending upon the volume of refuse. Those with refuse bin service are charged directly by the Integrated Waste Management Division based upon the size and frequency of collection. Small businesses that can utilize a single 100-gallon refuse container only pay the basic commercial service charge, which is charged to all businesses and commercial tenants in the City regardless of their refuse hauler. The basic charge pays for street sweeping, litter collection, and free recycling services, as well as a basic level of refuse service.
For over twenty (20) years, the City has provided comprehensive recycling services, including free collection from all residences and businesses, three drop-off recycling centers, and the Glendale Recycling Center (community buyback center) where the public can sell their recyclable items. The City’s curbside program accepts the following items commingled in automated recycling containers:

<table>
<thead>
<tr>
<th>Material Type</th>
<th>Detailed Item List</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aluminum, Tin, Metal &amp; Bi-Metal Cans</td>
<td>Juice, pet food, soda, soup &amp; vegetable cans</td>
</tr>
<tr>
<td>Beverage Cartons</td>
<td>Juice, milk &amp; soup boxes</td>
</tr>
<tr>
<td>CDs, DVDs &amp; Floppy Discs</td>
<td>Accepted without cases</td>
</tr>
<tr>
<td>Cardboard &amp; Paperboard</td>
<td>Cereal boxes (liners removed), corrugated boxes, detergent boxes, dry food boxes, frozen food boxes, shoeboxes, paper towel rolls &amp; toilet paper towel rolls</td>
</tr>
<tr>
<td>Glass Bottles &amp; Jars</td>
<td>Beer bottles, food jars, soda bottles &amp; wine bottles</td>
</tr>
<tr>
<td>Mixed Paper</td>
<td>Books ( paperback and hardback), envelopes, junk mail, magazines, newspaper and inserts, notecards, office paper, paper bags, Post-It Notes®, shredded paper (in a closed bag/box or clear plastic bag) &amp; wrapping paper</td>
</tr>
<tr>
<td>Plastic Bags</td>
<td>Dry cleaner bags, grocery and store bags, and newspaper bags (bundled in a tied bag)</td>
</tr>
<tr>
<td>Plastic Bottles &amp; Containers</td>
<td>Bleach, detergent, juice, lotion, margarine containers, milk jugs, mouthwash, plastic planters, shampoo, soda &amp; yogurt containers</td>
</tr>
<tr>
<td>Plastic-Miscellaneous</td>
<td>Clean eating utensils, garden hoses (cut into one foot sections), laundry baskets, non-electric toys, plastic coat hangers, plastic swimming pools (cut into four pieces), padded mailers with bubble wrap, six-pack plastic rings, Styrofoam® blocks &amp; Styrofoam® peanuts</td>
</tr>
<tr>
<td>Scrap Metal</td>
<td>Bottle caps, brass, copper, pans, pie tins, wire &amp; wire hangers</td>
</tr>
</tbody>
</table>

The City of Glendale recently expanded the Recycling Program to collect a wider array of items. The unique items collected by the City of Glendale include CDs, DVDs, floppy discs, and plastic bags, plastic eating utensils, garden hoses, laundry baskets, plastic swimming pools, padded mailers, six-pack plastic rings, Styrofoam blocks and Styrofoam peanuts.

Yard trimmings collection service is available to customers as well as free curbside pick-up of bulky and electronics items. Bulky items are picked up free, if residents contact the City with a location and description of the materials three days before the service day in that area. As stated previously, the Glendale Recycling Center recycles appliances, metal items, televisions and computer monitors picked up through the bulky-item program. There is not much material designated for Glendale’s trash because of the extensive Recycling Program and free home composting workshops. Workshops are offered several times throughout the year.

**Compressed Natural Gas-Fueled Refuse Trucks:** The Integrated Waste Management Division provides refuse and recycling collection services seven days a week and utilizes a fleet of 72 refuse trucks. Currently the City has 44 Compressed Natural Gas (CNG) powered refuse vehicles and received a grant from the South Coast Air Quality Management District (AQMD) to help fund the purchase of ten CNG-
fueled refuse trucks. These alternative fuel vehicles emit significantly less toxins and particulates into the air than diesel or unleaded gas-fueled vehicles. The fleet is comprised of front loaders, side loaders, manual loaders, street sweepers, roll-offs and bin trucks. Side loaders comprise the majority of the fleet due to automated collection. Eighty one percent of the City’s side-loaders run on CNG fuel.

![CNG Autocar Wayne Curbtender 31 cubic yard capacity](image1)

![CNG Autocar Wayne Curbtender 16 cubic yard capacity](image2)

**Diversion Management**

**Refuse Hauler Permits and Fees:** The 70 permitted private refuse haulers are charged twenty percent of their gross receipts from Glendale accounts on a quarterly basis as their share of the City’s waste diversion costs. The haulers are responsible for providing quarterly reports on the tons of waste disposed and recycled at listed facilities. Those reports are regularly compared to landfill records to assure proper reporting. All haulers must also comply with mandatory commercial recycling by taking material to a certified mixed waste recycling facility or documenting that the waste is from accounts subject to source separation.

**Construction and Demolition Waste Recycling:** A City ban on the landfill disposal of unprocessed or sorted commercial waste is in effect for construction and demolition waste. The Construction and Demolition Ordinance applies to any project with a valuation of at least $100,000. The Ordinance also applies to residential additions of at least 1,000 square feet, tenant improvements of at least 3,000 square feet, new structures of at least 1,000 square feet and demolition project of at least 1,000 square feet. Security deposits vary from 2% to 6% of the projects valuation, or $30,000 (whichever is less) based upon the type of demolition and construction project. Since 2008 waste from such projects must either be source separated for recycling or taken to certified construction and demolition debris recycling facility.

**Recycling of Street Sweepings and Public Works Debris:** The Integrated Waste Management Division is responsible for citywide street sweeping. The sweepings are either recycled or composted by the contractor. The same contractor also recycles essentially all of the Public Works debris collected as part of the City’s street cleaning, road maintenance, and tree trimming operations.

**Event Recycling Containers:** The City purchased 80 ClearStream containers (40 refuse and 40 recycling) for event use. The containers, with their labeled bags and lids (pictured right) make recycling and refuse containers easy for attendees to identify as they enjoy event festivities. These paired containers are placed throughout events in heavily trafficked areas.

![ClearStream Event Containers](image3)
Litter/Recycling Containers: The City has installed solar powered trash and recycling containers (pictured left) at seven key locations throughout the City. These containers are especially efficient because trash is compacted within the receptacle. The container signals staff when full, and holds roughly four times the volume of a standard street collection container. The containers have proven very popular in the areas in which they were located.

Maximizing Landfill Capacity
Waste Conversion Efforts: The City’s Recycling Program efforts recover the vast majority of clean paper and other common recyclables; but it does not address the need to recycle food waste, soiled paper, horse manure, and other organic materials with low recycling value. Anaerobic digestion (AD) can cost-effectively recover both energy, in the form of methane, and compost from such organic waste. The City released a Request for Proposals for the Provision of a Municipal Solid Waste Anaerobic Digestion Project in March of 2013 for a facility at Scholl Canyon Landfill. The major factor driving this project is that anaerobic digestion is the only waste conversion technology that qualifies for State waste diversion credit and Renewable Portfolio Standard (green energy) credits. An AD facility at Scholl Canyon Landfill would also address the issue of how to recycle local yard trimmings and maintain Landfill host fees once the amount of waste at the Landfill (and the need for yard trimmings as alternative daily cover) declines after mandatory commercial recycling requirements are fully implemented by all haulers.

Backyard Composting: The City has also been a national leader in efforts to encourage the use of backyard composting, worm composting, and grasscycling to reduce waste. Since 1991, the City has distributed over 5,600 backyard compost bins to Glendale households that attended an educational composting workshop. Since surveys indicate that composting households reduce roughly 0.42 tons/year of yard trimmings and food scraps, this program has proven to be a cost-effective means of reducing waste at the source. The City also sells discounted worm composting bins for food scraps, provides $100 rebates on chipper shredders, and has extensive educational efforts on grasscycling (leaving clippings on the lawn).

Future Policy: Staff is actively working to create more stringent hauler regulations as part of Mandatory Commercial Recycling provisions. We would like to create recycling thresholds for permitted haulers and pass more stringent mandatory commercial recycling regulations within the City than the State
Mandatory Commercial Recycling Ordinance. Staff is also researching the possibility of creating clean air requirements similar to the South Coast Air Quality Management District for all permitted haulers. These policy changes will put the City of Glendale at the forefront of municipal efforts to increase diversion and improve local air quality.

**System Effectiveness**

One of the most telling factors that documents overall system efficiency is program cost to the customer. The Glendale Integrated Waste Management Division charges one of the lowest refuse fees in Southern California while providing higher quality service. As depicted in the chart below, other local cities charge an additional fee for street sweeping and bulky-item collection service. The City of Glendale has achieved the State mandated diversion requirement of 50% and continues to be a leader in this area. Residents generate 4.1 pounds of trash per person per day, which equates to a 63% annual diversion of the estimated 11 pounds per person per day generation determined by CalRecycle. The Integrated Waste Management Division goes beyond mandates by having an alternative fuel fleet and an assertive waste reduction and recycling outreach campaign. The Program strives to be at the forefront of change and demonstrate to surrounding communities that cost-effective waste diversion is possible.

<table>
<thead>
<tr>
<th>City Surveyed</th>
<th>Single Family Monthly Rate</th>
<th>Bulky Item Collection Cost Included.</th>
<th>Street Sweeping Cost Included.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anaheim</td>
<td>$19.53</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Burbank</td>
<td>$43.31</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Garden Grove</td>
<td>$19.66</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Inglewood</td>
<td>$13.17</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Los Angeles</td>
<td>$36.32</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Long Beach</td>
<td>$22.16</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Pasadena</td>
<td>$36.43</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Santa Ana</td>
<td>$18.19</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Santa Monica</td>
<td>$40.82</td>
<td>No</td>
<td>Yes for residents No for businesses</td>
</tr>
<tr>
<td>Torrance</td>
<td>$22.74</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Glendale-Current</strong></td>
<td><strong>$18.34</strong></td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*Comparable cites surveyed in 2011

**Environmental Sustainability**

Environmental sustainability is a high priority to the City of Glendale Integrated Waste Management Division. Integrated throughout the Division are sustainability measures with landfill diversion and cost efficiency as primary goals. Glendale’s City Council passed Ordinances and Resolutions to make sustainability a priority.

Zero Waste Policies: Glendale City Council approved the recommended Zero Waste Resolution (Attachment A) in December 2011 calling for Glendale to increase its diversion rate from landfills and incinerators from 60% in 2010 to 75% by 2020, and, if feasible, 90% by 2030. Staff selected 2030 as a target because this is when the landfill at Scholl Canyon is expected to close without expansion. By diverting more materials, the life of the existing landfill can be extended significantly, particularly if the communities that share Scholl Canyon Landfill implement similar Zero Waste resource management initiatives.
Extended Producer Responsibility Policy: City Council approved the Extended Producer Responsibility (EPR) Resolution (Attachment B) as part of the City’s Zero Waste Plan. The resolution supports producers being more conscious of the full life cycle of their products. The policy is most concerned with hazardous materials such as batteries, sharps and electronic waste. As a result, the City of Glendale is a member of the California Product Stewardship Council (CPSC) that advocates on behalf of EPR legislation and policies.

Plastic Carryout Bag Ban Ordinance: In January of 2013, the City of Glendale adopted an ordinance banning the issuance of plastic carryout bags and imposing a ten (10) cent charge on recyclable paper carryout bags. Beginning July 1, 2013 plastic carryout bags will no longer be available at farmer’s markets, larger grocers and food marts with gross annual sales of $2,000,000 or more and stores of at least 10,000 square feet of retail space that have a licensed pharmacy. Shoppers are encouraged to bring reusable bags. On January 1, 2014 the smaller grocers, food markets, liquor stores, convenience stores, drug stores, pharmacies and vendors at City sponsored events, City facilities or City property must be in compliance.

Greener Glendale Plan: In March 2012, the City Council unanimously adopted the Greener Glendale Plan for Community Activities, which addresses how the City can help the community improve livability and conservation. This Plan is Glendale’s response to its need to reduce greenhouse gas emissions under the California Global Warming Solutions Act.

In the area of waste management, the Greener Glendale Plan includes the following measures:

- Promote Zero Waste through community education and outreach in the areas of reusing materials and obtaining reused materials, promoting “deconstruction”/salvaging of materials in remodeling projects, increasing the use of recycled content building materials, increasing public information on where to recycle batteries and redemption beverage containers, and working with schools to encourage greater waste reduction and composting efforts.

- Reducing the use of disposable, non-renewable products through a junk mail opt-out program, a ban on single-use plastic carryout bags and Styrofoam take-out containers, and legislative EPR efforts.

- Improve commercial waste diversion through the efforts previously described under the Zero Waste Plan but including a commercial waste reduction initiative, with such programs as workshops tailored to specific industries, waste audits, technical assistance, educational materials, and a recognition program.

These policies demonstrate to the Glendale community that the Public Works Department is proactive and strives to be a step ahead.

Long Term System Availability
Although Glendale’s population decreased by 1.7% during 2000-2010, it appears that local population is beginning to increase. Los Angeles County has seen a population increase of 8.3%, which affects local landfills. Landfill space is becoming more valuable as the largest regional landfill, Puente Hills, closes in October of 2013. The City of Glendale is aware of this change and placed restrictions on the cities that can use Scholl Canyon Landfill to prolong landfill life. Glendale also created a long-range vision for waste management and diversion programs. Staff worked to pass a Zero Waste Ordinance, which prioritized
waste reduction and recycling over landfill use. The City of Glendale also passed an Extended Producer Responsibility Resolution to show support of better product development and product life-cycle analysis. Staff also recently released a Request for Proposals for an anaerobic digestion to increase diversion and prolong landfill capacity.

The Integrated Waste Management Division has also made system investments to ensure long term viability including 1) Upgrading our fleet to be almost exclusively CNG 2) Updating trucks to only require one driver 3) Expanding the Recycling Center to enable more efficient use of space. Staff is currently working to require more stringent hauler regulations as part of Mandatory Commercial Recycling provisions. Staff is researching the possibility of clean air requirements similar to the South Coast Air Quality Management District by altering City Code to require clean refuse fleets for all permitted haulers with 15 or more vehicles. Staff is also in the process of developing an interactive web and smartphone application to display service day information, submit bulky item requests and provide informational messages to customers.

Environmental Protection and Regulatory Compliance Issues
Glendale achieved the State of California’s fifty percent waste diversion requirement mandated by AB939 in 2000, and it continues to maximize diversion though a unique, customer friendly approach. This includes an extensive curbside Recycling Program, heavily attended compost workshops, and an extensive outreach program. While compliance with mandated diversion requirements is no longer measured by waste diversion rates, the City of Glendale’s current waste diversion rate is 63%.

While the City has aggressively led efforts to meet State waste reduction goals, and to comply with alternative vehicle fuel standards set by the South Coast Air Quality Management District, the most challenging environmental standard has been storm water quality standards enforced by the Los Angeles Regional Water Quality Control Board. Despite complying with the approved measures in our Storm Water Pollution Prevention Plan, the City’s Recycling Center exceeded benchmark values for oil and grease and acidity in 2008 and 2009. As a result, the City has obtained agreement with the Allan Company to install rain covers over all exposed areas of the Recycling Center if the City were to exceed the benchmark values in the future.

Financial and Business Management
Financial and Operational Goals
The Integrated Waste Management Division must stay within its adopted budget and keep refuse rates below those of comparable cities in the region. Based on surveys of refuse charges in other local cities, the City of Glendale offers one of the lowest refuse rates in this area, with single-family residents paying $18.34/month for a 100-gallon container. The only other local city (see page 6 for Refuse Costs for Local Municipalities Chart) that includes bulky item collection and street sweeping in the rate is Burbank, which charges $43.31 a month. The average of comparable neighboring cities in the most recent rate review is $27.23 a month for a comparable size container. Individual city costs along with information on bulky item and street sweeping collection are included in the chart for single-family monthly rates.

Cost Effectiveness
Technological effectiveness is closely related to cost-effectiveness. As previously stated, the Glendale Integrated Waste Management Division made changes to be more cost effective. One of these changes included instituting one-person automated refuse collection vehicles using CNG-fuel. The City has been able to reduce staffing and fuel costs while providing state-of-the-art collection at a cost well below that
of neighboring jurisdictions. By expanding the Recycling Center, staff will be able to more cost effectively maximize diversion. Expanding outreach programs reduces customer inquiries, decreases recycling program contamination and increases participation in waste diversion programs. By moving toward anaerobic digestion of organic waste, the City is pursuing the most cost-effective waste conversion technology as demonstrated by the hundreds of such facilities now used across Europe and documented by the economic analysis included in the City’s Zero Waste Action Plan.

Planning and Forecasting Methods
Since the Public Works Integrated Waste Management Division services the majority of the City (most single-family and multi-family residences), planning and forecasting is easier in these areas. Planning is not as easy for the commercial sector because our open hauling system does not guarantee a constant customer base. Although the City can plan and forecast for implementing requirements such as the State’s Mandatory Commercial Recycling Ordinance, one significant reason that planning and forecasting are so important is because the Integrated Waste Management facility is small. Limited space is available onsite for storage of automated containers, bins and extra vehicles. For this reason, supervisors are very familiar with route needs and inventory is maintained to precisely match flow requirements. Management strives to comply with regulatory policy early and is constantly looking for system improvements. Staff is currently working to digitize route data so that valuable route information is easier to access, review, analyze and improve.

Employee Relations
The City has an employee recognition program that provides for employee of the year recognition through supervisor nominations. The Public Works Integrated Waste Management Division also has a workday incentive program. The Integrated Waste Management Division allows refuse vehicle drivers to go home early if they complete their routes ahead of schedule. This program was created by the Division Administrator to address driver overtime. Driver Overtime is no longer allowed without preauthorization. The quality of service has gone up and employees are happier. Staff also has monthly meetings where safety protocol is discussed. Driving a refuse vehicle is a challenging job, but the Division keeps worker injuries low through this program. The Public Works Department also annually celebrates Public Works Week with a breakfast where management prepares the meal for employees.

Change Management Process
The City Council developed and adopted 16 individual strategic goals in FY 2011-12. These 16 strategic goals were consolidated, resulting in the adoption of the City's ten (10) City Council Priorities including:

- Fiscal Responsibility
- Balanced, Quality Housing
- Exceptional Customer Service
- Community Services & Facilities
- Informed & Engaged Community
- Infrastructure & Mobility
- Safe & Health Community
- Arts & Culture
- Economic Vibrancy
- Sustainability

These Council priorities help to guide the development of the City budget and departmental strategic goals and serve as a basis for the development of the most recent iteration of key performance indicators, which measure the programs and services provided by the City. These indicators measure both quantitative and qualitative data. The Public Works Integrated Waste Management Division continues to stay on target with the City’s key indicators. The most recent performance indications for the Integrated Waste Management Division were as follows:
### Community Relations

**Description**

The outreach of the Integrated Waste Management Division has become more aggressive as it modernizes. For many years, the Integrated Waste Division published a quarterly newsletter with a focus on how the public can help meet waste reduction goals. In recent years, the City’s primary outreach methods have been the City of Glendale website, City Connection (electronic City newsletter), utility bill inserts, and direct mail. The Integrated Waste Management Division also staffs tables at community events, distributes a wide variety of information at compost workshops, conducts tours of the Recycling Center, provides compost workshops to community gardens, and speaks to community groups. The Integrated Waste Management Division recently expanded outreach events to include an annual Earth Day Event. The 2013 Earth Day Event held on April 27 (Attachment C) reminded the community of resources available to them to improve the environment. Approximately 400 community members attended the event to learn what they can do to improve the environment and reduce landfill use.

---

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>2011-12</th>
<th>1st Quarter (2012-13)</th>
<th>2nd Quarter (2012-13)</th>
<th>3rd Quarter (2012-13)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Annual percentage of waste diverted from Scholl Landfill</strong></td>
<td>63%</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total tons of residential refuse collected</strong></td>
<td>35,419</td>
<td>8,834</td>
<td>8,771</td>
<td>8,277</td>
</tr>
<tr>
<td><strong>Total tons of commercial refuse collected</strong></td>
<td>31,596</td>
<td>8,461</td>
<td>8,371</td>
<td>7,692</td>
</tr>
<tr>
<td><strong>Total tons of all refuse collected</strong></td>
<td>67,015</td>
<td>17,275</td>
<td>17,142</td>
<td>15,969</td>
</tr>
<tr>
<td><strong>Total tons of green waste collected</strong></td>
<td>19,299</td>
<td>4,577</td>
<td>4,489</td>
<td>4,107</td>
</tr>
<tr>
<td><strong>Total tons of recyclables collected</strong></td>
<td>10,706</td>
<td>2,578</td>
<td>2,741</td>
<td>2,473</td>
</tr>
<tr>
<td><strong>Total tons of street sweeping refuse collected</strong></td>
<td>1,519</td>
<td>371</td>
<td>436</td>
<td>369</td>
</tr>
<tr>
<td><strong>Total tons of e-waste collected</strong></td>
<td>59</td>
<td>20</td>
<td>22</td>
<td>23</td>
</tr>
<tr>
<td><strong>Total tons of bulky &amp; abandoned items collected</strong></td>
<td>1,081</td>
<td>330</td>
<td>424</td>
<td>343</td>
</tr>
<tr>
<td><strong>Total tons of recyclables collected through buy-back facility</strong></td>
<td>8,526</td>
<td>2,366</td>
<td>2,439</td>
<td>2,411</td>
</tr>
<tr>
<td><strong>Cost per ton of waste diverted</strong></td>
<td>$264</td>
<td>$181</td>
<td>$185</td>
<td>$205</td>
</tr>
<tr>
<td><strong>Total number of bulky item stops</strong></td>
<td>12,863</td>
<td>3,244</td>
<td>2,864</td>
<td>2,634</td>
</tr>
<tr>
<td><strong>Total number of abandoned items stops</strong></td>
<td>2,595</td>
<td>935</td>
<td>1,135</td>
<td>882</td>
</tr>
<tr>
<td><strong>Number of refuse collection service calls</strong></td>
<td>30,312</td>
<td>7,833</td>
<td>8,883</td>
<td>8,581</td>
</tr>
<tr>
<td><strong>Cost per ton collected</strong></td>
<td>$171</td>
<td>$139</td>
<td>$191</td>
<td>$204</td>
</tr>
<tr>
<td><strong>Revenue per ton collected</strong></td>
<td>$211</td>
<td>$160</td>
<td>$178</td>
<td>$235</td>
</tr>
<tr>
<td><strong>Curb miles of streets swept</strong></td>
<td>41,000</td>
<td>9,847</td>
<td>8,278</td>
<td>9,569</td>
</tr>
<tr>
<td><strong>Cost per curb mile of streets swept</strong></td>
<td>$30</td>
<td>$27</td>
<td>$38</td>
<td>$30</td>
</tr>
<tr>
<td><strong>Number of Industrial Off Duty (IOD) days</strong></td>
<td>705</td>
<td>127</td>
<td>130</td>
<td>221</td>
</tr>
</tbody>
</table>
Public Education Fostering
The Glendale Integrated Waste Management Division fosters Public Education sending Recycling Program staff into the community. The City of Glendale helped Los Angeles County recycle 5.3 tons of tires at a Tire Recycling Event in Glendale on March 16 (Attachment D). As previously mentioned, the City of Glendale also organized an Earth Day event on April 27 for community members to learn about the environment. A key component of the City of Glendale’s public education campaign is visiting schools and businesses, attending City events and having compost workshops. Educating children is one of the best things to create future environmental stewards in Glendale. Eight compost workshops are scheduled for 2013 where Glendale residents will learn about backyard and worm composting. At compost workshops, attendees receive a free Soilsaver bin and pitchfork and can buy a discounted worm bin. Glendale schools are eligible for a free worm bin to use as an interactive teaching classroom activity. Staff has also recently invested more funds in giveaway items for events. These public information items include educational coloring books, crayons, stickers, and recycled content gas shut-off wrenches (pictured below) with Recycling Program information. The gas shut off wrenches are made of Polypropylene (Plastic #5) recycled by Glendale residents. They are a unique way to help residents remember the Integrated Waste Management Division as a resource.

Host Community Considerations
The Public Works Integrated Waste Management Division takes community considerations very seriously. First, the location of the Glendale Recycling Center and Integrated Waste Management Facility (where the refuse vehicles are stored) is located in an industrial portion of the City as favored by the community. Traffic is not impacted by the City services and there has not been negative feedback about the facility. Glendale residents are also concerned about cost. As noted above, the Public Works Integrated Waste Management Division keeps rates low while providing high quality service. The City of Glendale also has a receptive community for environmental programs. The community enjoys attending compost workshops and community events to learn about the environment. The City is following the example of the San Francisco Bay Area by passing a plastic bag ban. Programs that provide Glendale with a greener footprint without substantial cost are a priority to the Integrated Waste Management Division.
Customer Service Approach
The Public Works Integrated Waste Management Division is customer oriented. The Division answers public inquiries on citywide bulky item requests and service calls for the Glendale Integrated Waste Management Division. During 2011-12, the Division received 30,312 collection service calls. Six staff members professionally manage these requests and coordinate service delivery.

As a public agency under the authority of the Glendale City Council, the Integrated Waste Management Division is in tune with the community’s service needs. The Division provides a high-level of service to its customers with free recycling and bulky item collection, low refuse rates and community interaction. The Integrated Waste Management Division has earned our community’s support is the largest waste hauler in an open franchise system; we receive continual support from the public for program advances.
RESOLUTION NO. __11-241__

A RESOLUTION OF THE COUNCIL OF THE CITY OF GLENDALE, CALIFORNIA
ESTABLISHING A ZERO WASTE GOAL FOR THE CITY OF GLENDALE

WHEREAS, a resource management-based economy will create and sustain more
productive and meaningful jobs; and,

WHEREAS, through the application of innovative policies, programs and facilities,
virtually all resources can be recovered; and

WHEREAS, with the appropriate economic incentives, manufacturers will produce and
sell products that are durable and repairable - that can be safely recycled back into the
marketplace or nature - and will package items in materials that are recyclable or can be
returned to nature; and

WHEREAS, local governments in California are empowered to establish policies and
programs to eliminate waste, to create the economic and regulatory environment in
which to achieve Zero Waste, and to lead by example; and

WHEREAS, the California Integrated Waste Management Act of 1989 (AB 939)
requires that all California jurisdictions achieve a landfill diversion rate of 50% by the
year 2000, and reduce, reuse, recycle, and compost all discarded materials to the
maximum extent feasible before any landfiling or other destructive disposal method is
used; and

WHEREAS, in 2001 the California Integrated Waste Management Board set a goal of
Zero Waste in its strategic plan for the state; and

WHEREAS, local governments worldwide have adopted a goal of achieving Zero
Waste, including: the counties of Santa Cruz, San Luis Obispo, Marin and Del Norte in
California; the cities of Los Angeles, Burbank, Culver City, Oceanside, El Cajon, San
Francisco, Sacramento, Oakland, San Jose, Palo Alto, Sunnyvale, Mountain View,
Fairfax and Berkeley in California; Seattle, Washington; Chicago, Illinois; Boulder City,
Boulder County, and Telluride, Colorado; Austin, Texas; Toronto, Canada, and 66% of
New Zealand's local government councils; and

WHEREAS, some businesses in the United States are leading the way to Zero Waste
including: Vons/Safeway, Toyota, Honda, Ricoh Electronics; and other businesses and
institutions have adopted Zero Waste goals, including Wal-Mart, Disney Studios, and
the University of California system; and all Zero Waste businesses save money,
increase efficiencies, reduce their liabilities, and decrease their greenhouse gas
emissions; and
WHEREAS, Zero Waste principles promote the highest and best use of materials to eliminate waste and pollution, emphasizing a closed-loop system of production and consumption, moving in logical increments toward the goal of Zero Waste through the core principles of:

- Pursuing ‘upstream’ re-design strategies to reduce the volume and toxicity of discarded products and materials, and promote low-impact lifestyles;

- Improving ‘downstream’ reuse, recycling and composting of end-of-life products and materials to ensure their highest and best use;

- Fostering and supporting use of discarded products and materials to reinvest in the local economy and create good green jobs; and

WHEREAS, most Zero Waste communities in California have selected an interim target of between 70-75% waste diversion within about 5 years, and 90% waste diversion by 2020-2025; and Glendale posted a diversion rate of 60% in 2010.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF GLENDALE:

1. That the Council hereby adopts a Zero Waste Goal to achieve 75% waste diversion by 2020 of the current disposal tonnage of 162,000 tons per year, and 90% waste diversion by 2030; and,

2. Glendale will partner with other Zero Waste and sustainability advocates to actively pursue and advocate strategies and incentives to advance Zero Waste principles for resource management, system re-design, highest and best use of discarded products and materials, and a closed-loop sustainable society.

Adopted this ___6th___ day of December 2011.

Mayor

ATTEST: ________________________  _______________________
City Clerk

APPROVED AS TO FORM

______________________________
General Counsel - Public Works

Date: 12-1-11
STATE OF CALIFORNIA  
COUNTY OF LOS ANGELES  
CITY OF GLENDALE  

I, ARDASHES KASSAKHIAN, City Clerk of the City of Glendale, certify that the foregoing Resolution No. 11-241 was adopted by the City Council of the City of Glendale, California, at a regular meeting held on the 6th day of December, 2011, by the following vote:

Ayes: Manoukian, Najarian, Quintero, Weaver, Friedman

Noes: None

Absent: None

[Signature]
City Clerk
RESOLUTION NO. 11-232

RESOLUTION OF THE CITY OF GLENDALE
SUPPORTING EXTENDED PRODUCER
RESPONSIBILITY

WHEREAS, approximately 149,000 tons of discarded materials and products are
currently sent to disposal from our community on an annual basis at a cost of roughly
$49.00 per ton; and

WHEREAS, on February 8, 2006 California’s Universal Waste Rule (CCR, Title 22,
Division 4.5, Chapter 23) became effective; and

WHEREAS, said Universal Waste Rule bans landfill disposal of certain products that
are deemed hazardous, including household batteries, fluorescent bulbs and tubes,
thermostats and other items that contain mercury, as well as electronic devices such as
video cassette recorders, microwave ovens, cellular phones, cordless phones, printers,
and radios; and

WHEREAS, it is anticipated that the list of Universal and other waste products
determined to be hazardous and therefore banned from landfills will continue to grow as
demonstrated by the ban on treated wood effective January 2007 and medical sharps in
September 2008; and

WHEREAS, state policies currently make local governments responsible for achieving
waste diversion goals and enforcing product disposal bans, both of which are unfunded
mandates; and

WHEREAS, Universal Waste management costs are currently paid by taxpayers and
rate payers and are expected to increase substantially in the short term unless policy
changes are made; and

WHEREAS, local governments do not have the resources to adequately address the
rising volume of discarded products; and

WHEREAS, costs paid by local governments to manage products are in effect subsidies
to the producers of hazardous products and products designed for disposal; and

WHEREAS, the City has spent roughly $20,000 in the past year to recycle household
batteries alone, apart from the cost to recycle other hazardous products such as
fluorescent light tubes and medical sharps; and

WHEREAS, the Glendale City Council supports statewide efforts to have producers
share in the responsibility for Universal Waste products and other product waste
management costs; and
WHEREAS, there are significant environmental and human health impacts associated with improper management of Universal Waste, sharps, pharmaceuticals, and other products; and

WHEREAS, Extended Producer Responsibility (EPR) is a policy approach in which producers assume financial responsibility for management of waste products and which has been shown to be effective; and

WHEREAS, when products are reused or recycled responsibly, and when health and environmental costs are included in the product price, there is an incentive to design products that are more durable, easier to repair and recycle, and less toxic; and

WHEREAS, EPR framework legislation establishes transparent and fair principles and procedures for applying EPR to categories of products for which improved design and management infrastructure is in the public interest; and

WHEREAS, the California Product Stewardship Council (CPSC) is an organization of California local governments working to speak with one voice in promoting transparent and fair EPR systems in California; and

WHEREAS, the City of Glendale has already demonstrated its support for producer responsibility through its membership in the California Product Stewardship Council; and

WHEREAS, the City of Glendale wishes to incorporate EPR policies into the City's and County's product procurement practices to reduce costs and protect public health and the environment; and

WHEREAS, in January 2008 the California Integrated Waste Management Board, now known as CalRecycle, adopted a Framework for an EPR System in California; and

WHEREAS, in July 2008 the National Association of Counties adopted a resolution in support of a framework approach to EPR, and in November 2009 the National League of Cities adopted EPR policy, and in June 2010 the US Conference of Mayors adopted a resolution in support of EPR.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF GLENDALE:

1. That by adoption of this Resolution, the City Council urges CalRecycle to continue taking timely action to implement the Framework for an EPR System in California to manage problematic products, and to urge the Department of Toxic Substances Control to implement the Green Chemistry initiative to manage Universal and other toxic products; and
2. That the Council of City of Glendale urges the California Legislature to enact product specific and framework EPR legislation which will give producers the incentive to design products to make them less toxic and easier to reuse and recycle; and

3. That the Public Works Director of City of Glendale be authorized to send letters to the California State Association of Counties, CalRecycle, and the State legislature and to use other advocacy methods to urge support for EPR Framework legislation and related regulations when deemed appropriate; and

4. That the City of Glendale encourages all manufacturers to share in the responsibility for eliminating waste through minimizing excess packaging, designing products for durability, reusability and the ability to be recycled; using recycled materials in the manufacture of new products; and providing financial support for collection, processing, recycling, or disposal of used materials; and communicating with haulers and local governments about end of life management.

Adopted this 6th day of December, 2011.

Mayor

ATTEST:

City Clerk

STATE OF CALIFORNIA )
COUNTY OF LOS ANGELES ) SS.
CITY OF GLENDALE )

I, ARDASHES KASSAKHIAN, City Clerk of the City of Glendale, certify that the foregoing Resolution No. 11-232 was adopted by the City Council of the City of Glendale, California, at a regular meeting held on the 6th day of December, 2011, by the following vote:

Ayes: Manoukian, Najarian, Quintero, Weaver, Friedman

Noes: None

Absent: None

City Clerk
The City of Glendale invites you to celebrate

Earth Day 2013

Saturday, April 27, 2013
11:00 a.m. to 1:00 p.m.

Pacific Community Center
501 S. Pacific Avenue, Glendale, CA 91204

FREE ADMISSION
FREE FOOD
GREEN EXHIBITORS
COMPOST WORKSHOP
ENTER TO WIN A BIKE, & OTHER PRIZES
KID'S ACTIVITIES
ARTS AND CRAFTS

FREE ADMISSION
FREE FOOD
GREEN EXHIBITORS
COMPOST WORKSHOP
ENTER TO WIN A BIKE, & OTHER PRIZES
KID'S ACTIVITIES
ARTS AND CRAFTS

La Ciudad de Glendale le invita a celebrar el Día de la Tierra de 2013

La Ciudad de Glendale le invita a celebrar el Día de la Tierra de 2013

For more information contact the Public Works Integrated Waste Management Division at (818) 548-3916, visit www.GlendaleRecycle.com or email recycle@ci.glendale.ca.us

Sponsored by: the Public Works Department, Glendale Water & Power, Community Services & Parks and the Allan Company
March 25, 2013

Regina Wheeler
Recycling Coordinator
548 West Chevy Chase Drive
Glendale, CA 91204-1814

Dear Regina,

We would like to express our gratitude for your help in making the LA County Waste Tire Amnesty in Glendale a great success. Residents repeatedly expressed how pleased they were with the program and that they look forward to participating in future events.

Specifically, the Glendale event on Saturday, March 16th collected 5.3 tons of tires over the course of the day. This is equivalent to 530 passenger tires – an impressive accomplishment indeed.

The tires gathered will be recycled to produce rubberized asphalt concrete, rubberized playground surfacing, recreational mats, and civil engineering applications. Recycling diverts waste from our landfills and helps conserve our planet's natural resources. With that said, we truly appreciate your help in keeping LA County clean!

Thank you again for your support. Should you have any questions or desire to discuss the event further, please do not hesitate to call me at (949) 752-8686.

Sincerely,

Alan Peterson
President/CEO
The Peterson Group, Inc.

cc: Mr. Wilson Fong, Sr. Civil Engineer Assistant, County of Los Angeles
# How To Recycle

**RESIDENTIAL CURBSIDE PICK-UP**
(In gray recycling cart—please empty containers)

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>ACCEPTABLE Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALUMINUM, TIN, METAL, &amp; BI-METAL CANS</td>
<td>Juice, pet food, soda, soup, and vegetable cans</td>
</tr>
<tr>
<td>BEVERAGE CARTONS</td>
<td>Juice, milk, and soup boxes</td>
</tr>
<tr>
<td>CDs, DVDs and FLOPPY DISCS</td>
<td>Accepted without cases</td>
</tr>
<tr>
<td>CRV</td>
<td>Accepted, aluminum cans, glass containers, and plastic #1-7</td>
</tr>
<tr>
<td>CARDBOARD (flattened)</td>
<td>Cereal boxes (liners removed), corrugated boxes, dry food boxes, frozen food boxes, shoeboxes, detergent boxes, paper towel rolls and toilet paper towel rolls</td>
</tr>
<tr>
<td>GLASS BOTTLES AND JARS</td>
<td>Beer bottles, food jars, soda bottles, and wine bottles</td>
</tr>
<tr>
<td>PAPER</td>
<td>Envelopes, junk mail, magazines, newspaper and inserts, note cards, office paper (white and colored), paper bags, paperback and hardback books (including telephone books), Post-it® notes, shredded paper (in a closed bag/box or clear plastic bag) and wrapping paper</td>
</tr>
<tr>
<td>PLASTIC BAGS</td>
<td>Grocery and store bags, dry cleaner bags, and newspaper bags (bundled in a tied bag)</td>
</tr>
<tr>
<td>PLASTIC BOTTLES AND CONTAINERS (NUMBERED 1-7)</td>
<td>Bleach, detergent, juice, lotion, margarine containers, milk jugs, mouthwash, plastic planters, shampoo, soda, shampoo, and yogurt containers</td>
</tr>
<tr>
<td>PLASTIC (MISCELLANEOUS)</td>
<td>Clean eating utensils, garden hoses if cut into one foot sections, laundry baskets, non-electric plastic toys, plastic coat hangers, plastic swimming pools (cut into four pieces), padded mailers with bubble wrap, six-pack plastic rings, Styrofoam blocks, and Styrofoam peanuts</td>
</tr>
<tr>
<td>SCRAP METAL</td>
<td>Bottle caps, brass, copper, pans pie tins, wire, and wire hangers</td>
</tr>
</tbody>
</table>

**DROP OFF AT THE GLENDALE RECYCLING CENTER**
540 W Chevy Chase Dr.
Monday - Friday: 7:30 a.m. - 4:45 p.m.
Saturday: 8:00 a.m. - 3:30 p.m.; Sunday: Closed
Tel: (818) 552-2870

**ACCEPTED:**
Aluminum cans CRV, plastic #1 through #7 CRV, glass CRV, scrap plastic #1 through #7, injection plastic (toys), cardboard, newspaper, magazines, junk mail, white/colored paper, phone books, mixed paper, scrap metal, aluminum, copper/wire, brass, and appliances

E-Waste: TV’s, computers/towers, printers, radios, CD players, tablets, cell phones, vacuums, cables and batteries (except car batteries)

**NOT ACCEPTED:**
Pesticides, chemicals, paint/solvents, light bulbs, tires, wood, PVC pipes, lead, syringes (sharps), pane glass, oil/filters, medications, explosives/fireworks, radioactive items, ammunition, medical waste, cloths/shoes, mattresses, or trash
HAZARDOUS WASTE DISPOSAL

GLENDALE ENVIRONMENTAL MANAGEMENT CENTER
780 Flower Street
Open Wednesday and Saturday
9:00 a.m. - 1:00 p.m.
Tel: (818) 548-4030
http://fire.ci.glendale.ca.us/emc/househazard.asp

Residential drop-off ONLY (Driver’s License or Utility Bill Required)

For your safety, do not transport more than 15 gallons of liquid or 125 pounds of solid hazardous waste in your vehicle.

Household Hazardous Waste Accepted: Fluorescent bulbs and tubes, household cleaners, medications, paint, automotive fluids and all types of batteries, pest control products, drain cleaners, propane, pool care products and sharps (in an appropriate container)

BULKY ITEM COLLECTION

FREE Residential Bulky and Electronic Item Pickup Services

By phone: (818) 548-3916 24 Hour Hotline

By email: www.GlendaleRecycle.com (Residential Bulky Item Collection:
Please complete the Electronic Bulky Item Collection Form)

Three business days advance notice is required before regularly scheduled refuse collection day.
If you do not know your refuse collection day or if you live in an apartment, call (818) 548-3916.
Please include your address, pick-up day, description of item(s) and the item set-out location.

2013 Compost Workshop Schedule

Reduce your household’s waste and maximize recycling by attending a FREE compost workshop!
The Integrated Waste Management Division hosts compost workshops from 8:00 a.m. to 9:00 a.m. on the following dates in 2013:

- Friday, April 5
- Friday, July 12
- Friday, September 6
- Friday, October 4
- Friday, June 14
- Saturday, July 13
- Saturday, September 7

Each household will receive one FREE Soilsaver Classic Composter (and pitchfork) for attending. Worm compost bins will be sold for $25 (below cost).

Pre-registration is required.
Please call the Integrated Waste Management Division at (818) 548-3916 to preregister or email recycle@ci.glendale.ca.us. Visit www.GlendaleRecycle.com for more information on home composting.