

# **Solid Waste Management**

City of Tacoma | Environmental Services

**Environmental Services Commission**

**May 11, 2022**

**Overview of Programs & Services**





# ESD Strategic Plan Focus



## CUSTOMERS

Partner with our community on customer-valued services to meet the diverse needs of our neighborhoods



## EMPLOYEES

Foster a safe culture built on trust, conversation and equity



## OPERATIONS

Operate using best practices and innovation to meet changing environmental and community needs

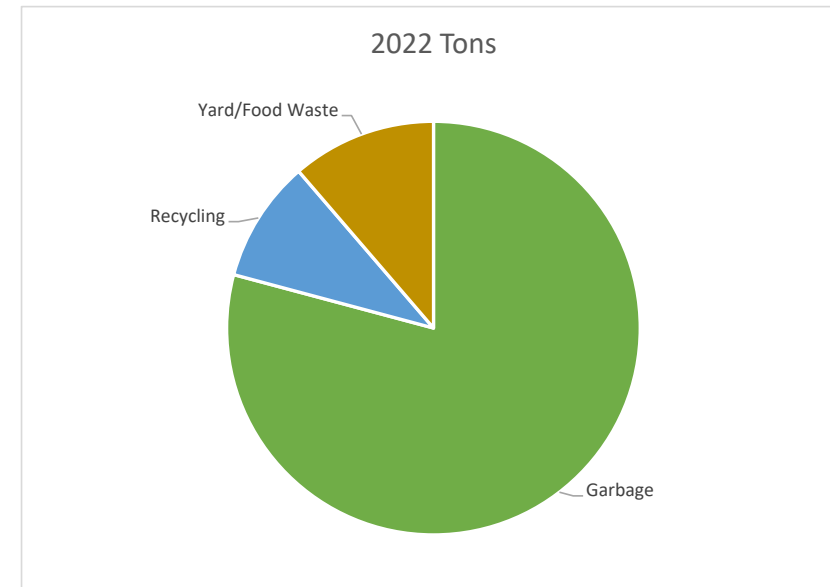
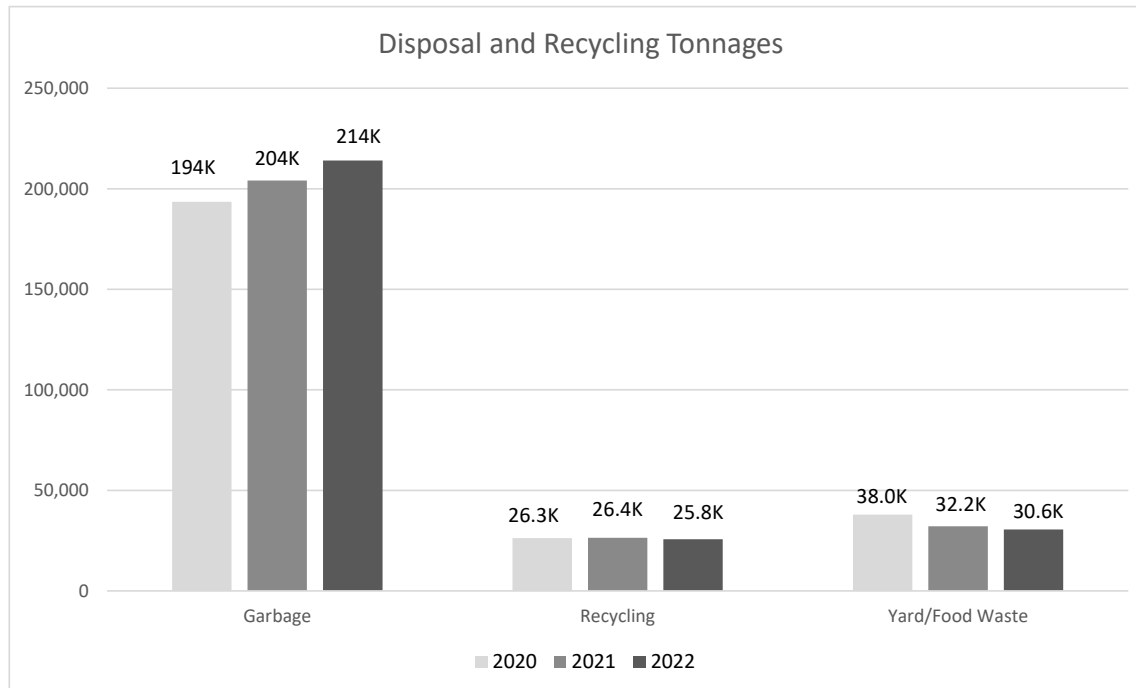
HEALTHY NEIGHBORHOODS + THRIVING PUGET SOUND = A BETTER TACOMA

# EMPLOYEES





## OVERALL DISPOSAL AND RECYCLING TONNAGES 2022



# Budget



<i>2021 - 2022</i>	<i>Budget</i>	<i>Actual</i>	<i>Variance</i>
Capital	\$30.2 M	\$18.7 M	\$11.5 M
Operations	\$137.3 M	\$142.3M	(\$5.0 M)
Total	\$167.5 M	\$161.1 M	\$6.4 M

2023-24 Biennial Budget ~\$193.1M



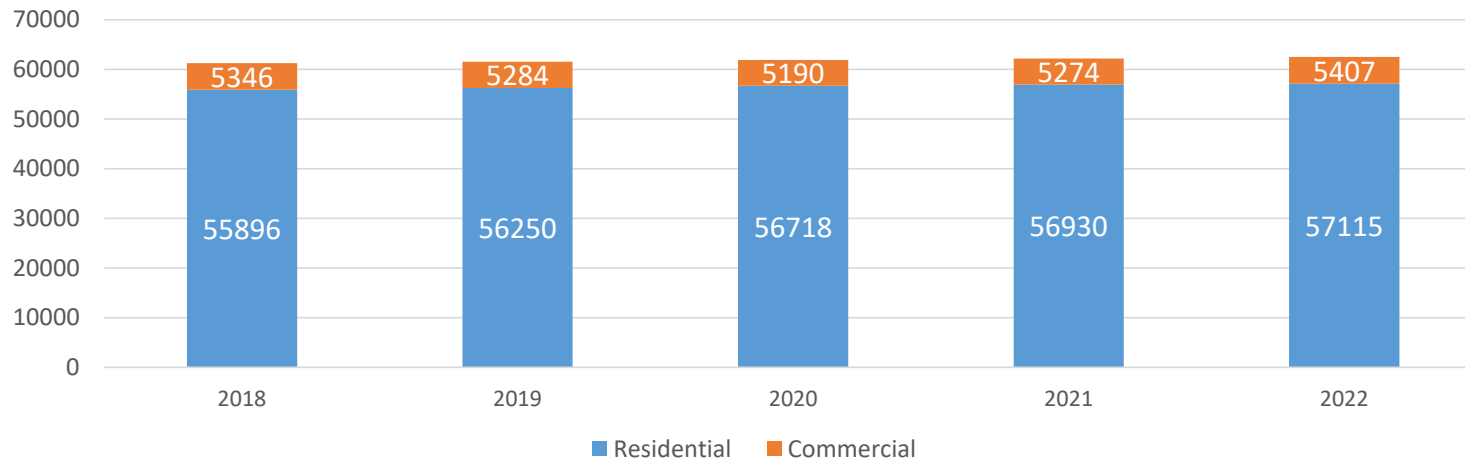


# CUSTOMERS - Collections



- 57,115 residential customers
  - Single family residences and duplexes
  - Bundled garbage, recycling, and yard/food waste
    - 1,888 Low Income Elderly rate
    - 572 Bill Credit Assistance Program
- 5,407 commercial customers
  - Garbage – City of Tacoma franchise
  - Recycling and Yard/Food– open market

Customer Base





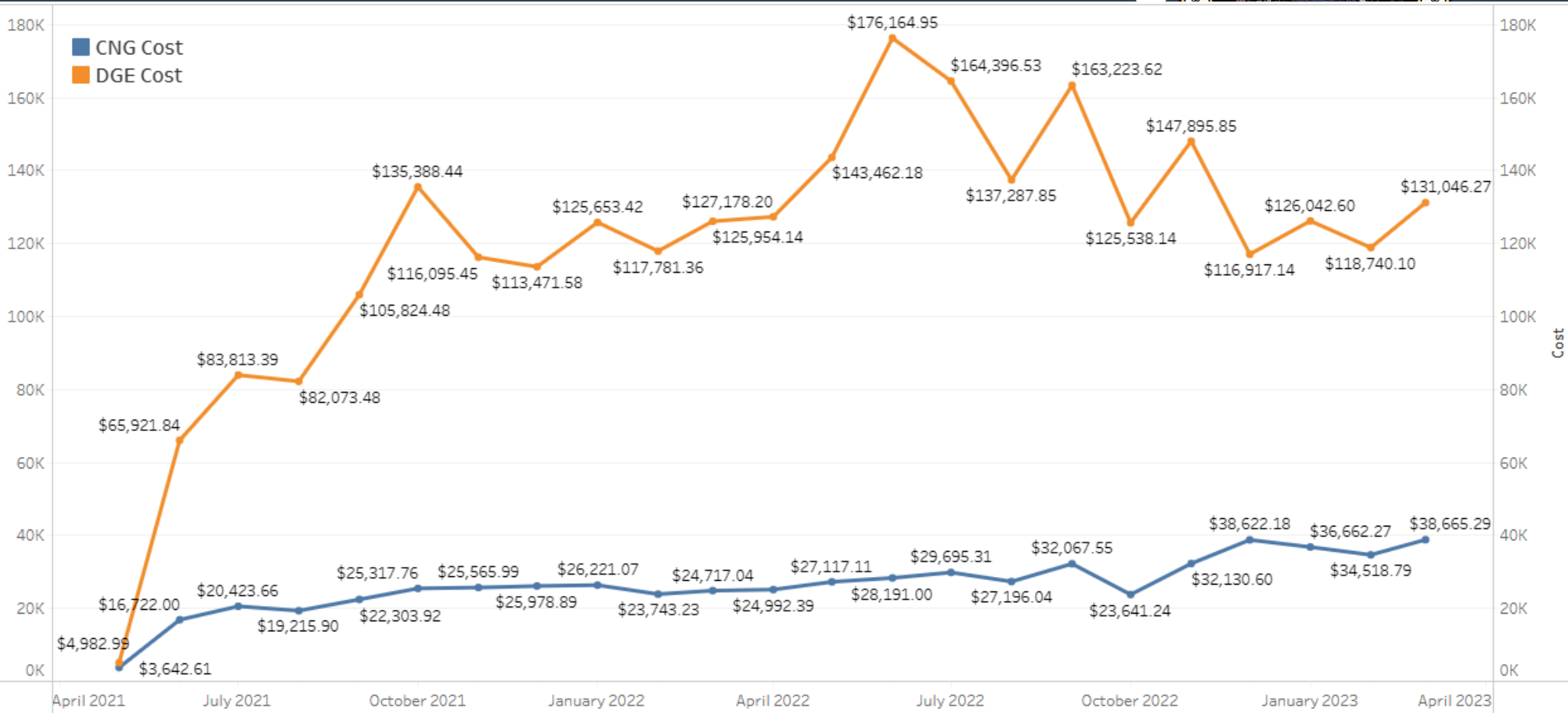
# Compressed Natural Gas Fueling

- CNG Fuel Station Upgrade completed 2021
- 52 CNG trucks currently in fleet
- Insulated from volatile diesel costs
- Working on contract for Renewable Natural Gas supply





# CNG vs Diesel cost savings

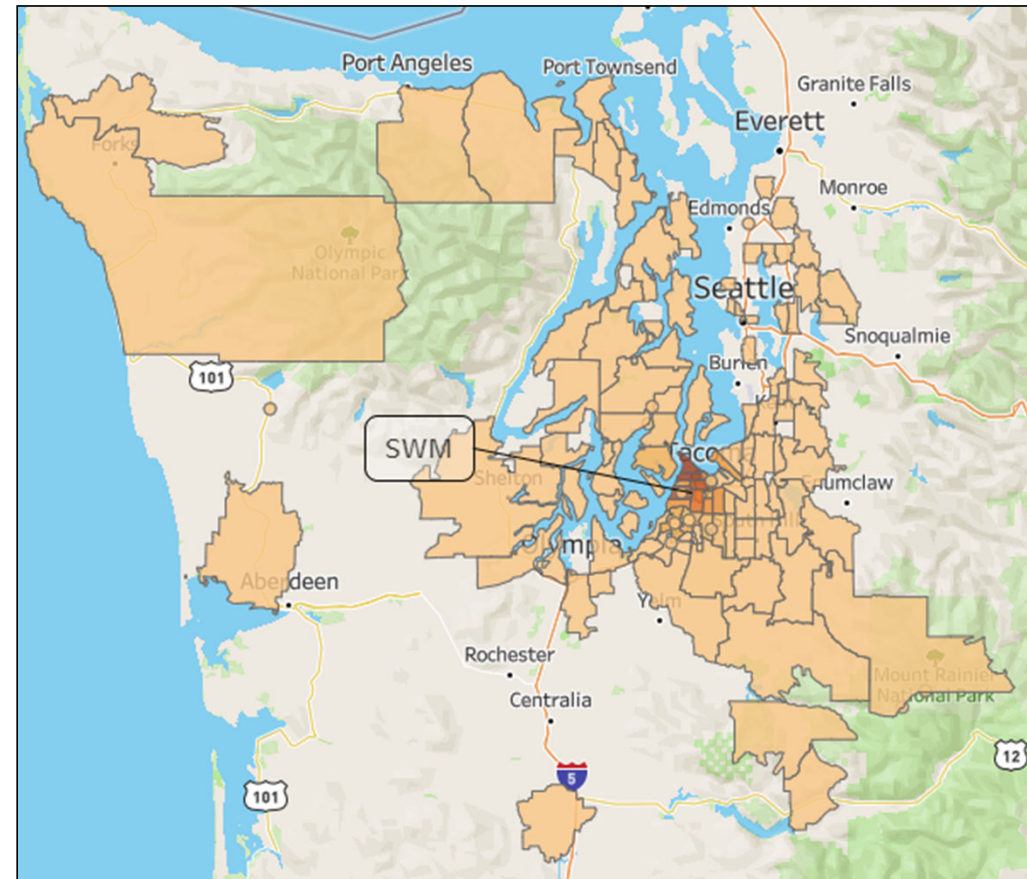




# CUSTOMERS - Facilities



- Tacoma Recovery and Transfer Center
  - Recycle Center
    - 90,000 Annual Customers
      - 70% - Tacoma Customers
      - 30% - Regional Customers
  - Household Hazardous Waste
    - 8,000 Annual Customers
      - 60% - Tacoma Customers
      - 40% - County Customers
- Transfer Center
  - 200,000 Annual Customers
    - 45% - Residential Garbage Customers
    - 35% - Commercial Garbage Customers
    - 10% - Residential Yard Waste Customers
    - 10% - County Garbage Customers



Heat Map of Recycle Center Customers by Zip Code

# Recent Accomplishments



## ISO 14001 - Environmental & Sustainability Management System

- Surveillance audit in December 2022 to maintain certification



### Working on 4 Environmental goals:

- Reducing air emissions – CNG trucks, EV small fleet, LFG system
- Reducing spills – tracking and evaluating root cause of all spills
- Reducing facility and trailer fires – identifying hot spots in the waste stream
- Reducing recycling contamination – waste characterization to establish updated baseline this year

# Recent Accomplishments



## AWARDS

- Applying for 2023 SWANA Safety Innovation Award
- 2022 WSRA Recycler of the Year – Equitable Community Engagement: Ambassador Program & Transcreation
- 2021 NAHMMA Lasting Legacy Award
- 2020 WSRA Recycler of the Year – Public Education: Recycle Reset Campaign
- 2018 SWANA Excellence Silver Award: Landfill Redevelopment
- 2015 SWANA Excellence Gold Award: Collections





# Recent Accomplishments

- Recycle Reset Education and Outreach: **Transcreation**, or creative translation, uses multicultural market research, localized language and design to transform materials into another language. Some examples of specific changes:

1. Quad layout with less material types

### Final Vietnamese Poster

Các khu căn hộ chung cư  
**Tái chế đúng cách**  
Trống, sạch và khô

**TÁI CHẾ** Chỉ bỏ những thứ này vào thùng rác tái chế màu xanh dương.

**1**

**Nhựa**  
Chai lọ, bình, hộp không có nắp

**Kim loại**  
Lon nhôm, lon kim loại không kèm nắp rời

**Giấy**  
Giấy hỗn hợp, bìa cứng và thùng/hộp, các-lông xếp phẳng

**Thủy tinh**  
Chai, lọ thủy tinh cần được bỏ vào thùng riêng rẽ cho đồ thủy tinh. Giữ bỏ hết cả các nắp, nắp và đầu chụp.

**RÁC** Dịch vụ thu gom rác tái chế ở lễ đường của Tacoma **KHÔNG CHẤP NHẬN** các thứ này.

**Giảm bớt các sản phẩm sử dụng một lần.** Tìm hiểu thêm tại [TacomaRecycles.org](http://TacomaRecycles.org)

**2**

**3**

**ĐEM BỎ** Dịch vụ thu gom rác tái chế ở lễ đường của Tacoma **KHÔNG CHẤP NHẬN** các thứ này. Hãy đem bỏ chúng tại Trung tâm Tái chế Tacoma ở 3010 E. Mulien St.

**4**

**5**

**KHÔNG BỎ ĐAU XE, BỎ ĐIỆN TỬ HAY RÁC THẢI ĐỘC HẠI**

Để biết thêm thông tin, xin truy cập [tacomarecycles.org](http://tacomarecycles.org)  
@tacomaes (253) 502-2100

2. Culturally relevant material types

3. Key messages