



## **APPENDIX D**

City of Knoxville Solid Waste Office 2000 Annual Report

CITY OF KNOXVILLE  
SOLID WASTE OFFICE  
2000 ANNUAL REPORT



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**Victor Ashe, Mayor**

Bob Whetsel, Public Service Director  
Ed Umbach, Solid Waste Manager

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## **INTRODUCTION**

In 2000, we continued to show positive progress in the development of our solid waste programs. This year we instituted a residential computer recycling program at the Household Hazardous Waste Facility, continued active enforcement of the solid waste ordinances, had our third full year of operations at the Household Hazardous Waste Facility, and revised the city garbage code with an enhanced bulky trash pickup program. All of these programs have been successful and reflect the continued interest in and growth of our comprehensive solid waste management program.

The following pages summarize our activities for the calendar year 2000.

The last page is a residential waste stream analysis that reflects some notable statistics:

- \* The total waste stream decreased by 1,364.68 tons or 1%.
- \* The diversion rate decreased to 54.15% from 54.63% in 1999.
- \* The recycling rate decreased to 23.29% from 24.21% in 1999.

The total waste stream shows a decrease for a second year, and our efforts to minimize the waste stream through education appear to be having the desired effects. Diversion and recycling rates show a slight decrease from 1999, but remain level over the last four years.

In 2000, the Solid Waste Office issued an RFP for disposal services for our Municipal Solid Waste (MSW). A 10 year contract was awarded to Chestnut Ridge landfill, owned and operated by Waste Management Inc. Our new disposal cost is \$20.80 / ton, down from \$26.36 / ton. We believe this decrease is a result of re-building our transfer station in 1997 which increased competition and thus drove our cost down. Consideration should be given to other infrastructure needs to help stabilize our cost in the future.

## **I. RECYCLING**

A total of 4849.47 tons of recyclables was collected at the City's twelve drop-off recycling centers in 2000. This number is up almost 2% from 1999. All commodities increased except aluminum, steel and plastic, with paper products showing the largest gains.

Contracts for operating the centers with BFI and Goodwill Industries have been renewed for one year but will have to be re-bid in 2001.

In 2000, the City continued processing and marketing cardboard brought to the Solid Waste Management Facility (SWMF). Businesses, in particular, are encouraged to bring recyclables to the SWMF free of charge. In 2000, these facilities are beginning to be used more heavily and there was a 2 % increase in materials over the previous year.

## **II. GARBAGE (MSW)**

A total of 43,596.86 tons of garbage was collected from Knoxville homes in 2000 as part of the weekly garbage collection service the City offers via its contractor, BFI. This number reflects a 1% decrease from the previous year. The City is currently in a five year contract with BFI that expires in 2001. Current collection costs per this contract are:

- Curbside Collection                \$3.41 / house/month
- Backdoor Collection               \$5.57 / house/month
- Central Business District        \$14,938.18 / month

All garbage is disposed of at the Chestnut Ridge Landfill operated by Waste Management Industries. The City is currently in a 10-year contract with Waste Management that expires in 2010. Disposal costs for 2000 were as follows:

- Jan - Sep.        \$26.36 / ton
- Oct. - Dec.       \$20.80 / ton

## **III. COMPOSTING**

A total of 24,5528.54 tons of yard waste was collected by City crews in 2000. This number is down by about 1,700 tons from last year but shows almost no change compared to 1996. The Solid Waste Office suspects this fluctuation is due largely to weather conditions. All yard waste is taken to Shamrock Organic Products where it is turned into mulch and compost products. The City is currently in a 6-year contract with Shamrock that expires in 2006. Costs for disposal in 2000 at Shamrock were:

- Jan. - Dec.       \$32 / ton

## **IV. SOLID WASTE MANAGEMENT FACILITY**

### **Transfer Station**

When the Transfer Station was redesigned in 1997, one of our goals was to be able to separate construction waste (C&D) from MSW. This would allow us to save money by sending C&D waste to a Class III landfill and also enable us to comply with the State mandate calling for a reduction in the volume of waste placed in Class I landfills. In 2000, we diverted 30,0001.00 tons of C&D waste to a Class III landfill. This was 64% of the waste received at the Transfer Station.

**Materials Recovery Facility (MRF)** See Recycling (Section I)

## **Household Hazardous Waste (HHW) Collection Center**

In April 1997, the City of Knoxville opened the first permanent site in Tennessee for collecting and disposing of HHW. The initial capital expenditures were provided by a \$500,000 grant from the State of Tennessee. The State is also paying half of the operational costs. In addition, an intermunicipal agreement was signed with Knox County that allows county residents to use the facility. The City then bills the County Solid Waste Office based on the number of non-city customers. In 2000, we serviced a total of 4075 cars, with 57% of them being from the City of Knoxville and 43% from Knox County. A total of 101 tons of HHW was processed in 2000.

## **V. SOLID WASTE INSPECTORS**

In an effort to promote cleaner neighborhoods, a Solid Waste Inspection Division was formed in 1998. Their primary focus is enforcing regulations concerning the garbage can ordinance, construction and demolition debris, illegal dumping, and oversight of the recycling drop-off centers. In 2000, forty eight citations were written for solid waste code violations and we have achieved a 98% conviction rate. This program has been well received by the public and is having a noticeable impact on cleaning up neighborhoods. In 1999, a surveillance camera was purchased to enhance the program and improve our conviction rate. City Council adopted a new solid waste ordinance in 2000 with changes that should lead to cleaner neighborhoods. The Inspection Division will be responsible for enforcing this ordinance.

## **VI. EDUCATION**

The Solid Waste Office engaged in many activities and special programs throughout 2000 to educate Knoxvilleans about recycling, composting, and other solid waste issues.

**America Recycles Day** - The City of Knoxville, along with several other organizations, participated in the fourth annual America Recycles Day, a national education campaign aimed at increasing citizens' commitment to recycling and buying recycled goods. Over 600 people in Knoxville/Knox County signed pledges as part of the campaign, promising to step up their current recycling efforts. Staff from the Solid Waste Office also participated on the statewide steering committee for America Recycles Day.

**Telephone Book Recycling** - Once again this year the Solid Waste Office coordinated the Knoxville/Knox County telephone book recycling program. Fifty-six (56) Knox County schools competed for cash prizes donated by BellSouth and Kroger. Over 178 tons of old books were collected from the schools and 6 City of Knoxville drop-off centers.

**Composting Bin Sale** - The third annual composting bin sale was held in February, with 500 backyard composters sold.

**Earth Day** - The Solid Waste Office was a part of a city wide steering committee that developed Earthfest 2000 celebrating the 30<sup>th</sup> anniversary of Earth Day. Over 4000 people attended the event which had 40 exhibitors from the environmental field.

**Other** - In 2000, the Solid Waste Office continued to produce and distribute educational information, including the 4th edition of its *WasteWatch* newsletter which was mailed to all property owners in Knoxville. Brochures about recycling, composting, and other solid waste issues are also now available for citizens at City Hall at the Knoxville Center Mall. Members of the Solid Waste Office participated in several educational events in 2000 using the office's exhibit booth display at events including Kids Day America/International, the Dogwood Arts' House and Garden Show, Business Expo., America Recycles Day Events, and First Creek First Cleanup. Over 200 school children toured the SWMF and listened to a presentation at the HHW facility. Solid Waste educational presentations were given to 4 groups/organizations. The first issue of the Business Edition of *WasteWatch* was mailed to 6000 businesses in Knoxville with information and articles about business recycling, audits, landfills, contact names and numbers, and disposal practices.

Drop Off Centers	Aluminum	Steel	Plastic	Clear Glass	Brown Glass	Green Glass	Newspaper	Mixed Paper	Cardboard	Total	
2217 Broadway	5680 lbs	15840 lbs	31180 lbs	42700 lbs	43140 lbs	28860 lbs	294160 lbs	202040 lbs	700 lbs	60480 lbs	362.39 tons
4409 Chapman Highway	9010 lbs	24810 lbs	45880 lbs	65340 lbs	55600 lbs	36510 lbs	370640 lbs	296630 lbs	75560 lbs	0 lbs	489.99 tons
9305 Kingston Pike	15520 lbs	23800 lbs	43650 lbs	55860 lbs	38740 lbs	32780 lbs	532600 lbs	498240 lbs	172450 lbs	0 lbs	706.82 tons
4440 NW Western Ave	4640 lbs	9790 lbs	20800 lbs	16580 lbs	12760 lbs	8140 lbs	214180 lbs	151960 lbs	45240 lbs	0 lbs	242.05 tons
5941 Kingston Pike (FC)	305 lbs	695 lbs	2010 lbs	0 lbs	0 lbs	0 lbs	54700 lbs	0 lbs	0 lbs	0 lbs	28.86 tons
2939 Alcoa Highway (FC)	555 lbs	1175 lbs	3170 lbs	0 lbs	0 lbs	0 lbs	60480 lbs	0 lbs	0 lbs	0 lbs	32.69 tons
5003 Broadway	10720 lbs	30880 lbs	50842 lbs	57640 lbs	32760 lbs	28040 lbs	619960 lbs	416620 lbs	10360 lbs	74760 lbs	666.29 tons
8526 Kingston Pike (FC)	12080 lbs	27440 lbs	43640 lbs	61400 lbs	43480 lbs	38620 lbs	473600 lbs	505220 lbs	137200 lbs	0 lbs	671.34 tons
4501 Asheville Highway	5040 lbs	12300 lbs	26880 lbs	33220 lbs	19200 lbs	19460 lbs	319180 lbs	206560 lbs	57860 lbs	0 lbs	349.85 tons
5425 Clinton Highway	9660 lbs	21380 lbs	45140 lbs	28040 lbs	17320 lbs	12080 lbs	411980 lbs	319520 lbs	9900 lbs	69960 lbs	472.49 tons
4918 Kingston Pike	17480 lbs	29240 lbs	56120 lbs	57580 lbs	50520 lbs	49100 lbs	587470 lbs	665020 lbs	140880 lbs	0 lbs	826.71 tons
<b>Drop Off Center Totals</b>	<b>45.35 tons</b>	<b>98.68 tons</b>	<b>184.66 tons</b>	<b>209.18 tons</b>	<b>156.76 tons</b>	<b>126.80 tons</b>	<b>1,969.48 tons</b>	<b>1,630.91 tons</b>	<b>325.08 tons</b>	<b>102.60 tons</b>	<b>4,849.47 tons</b>

KPD / Lorain St. Carboard / Paper	21.08 tons
Downtown Recycling	79.78 tons

Phone Books	178.81 tons
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	Leaves	Brush	Total
Compost Site	7,199.22 tons	17,329.32 tons	24,528.54 tons

	Scrap Metal	Cardboard	Rec. Tlr. / Backing	HHW REC.	HHW Divert.	Tires
Transfer Station	437.03 tons	60.19 tons	14.41 tons	40.22 tons	62.06 tons	126.01 tons
						11,358

	C&D	Compacted	Shredded	Total
Transfer Station	30,001.00 tons	16,121.34 tons	0.00 tons	46,862.26 tons

	Household Trash
Landfill Class I	43,596.86 tons

	Transfer Station	Construction	Total
Landfill Class III	30,001.00 tons	10,132.57 tons	40,133.57 tons

**Total Waste Recycled** 30,335.54 tons

**Recycling** 23.29%

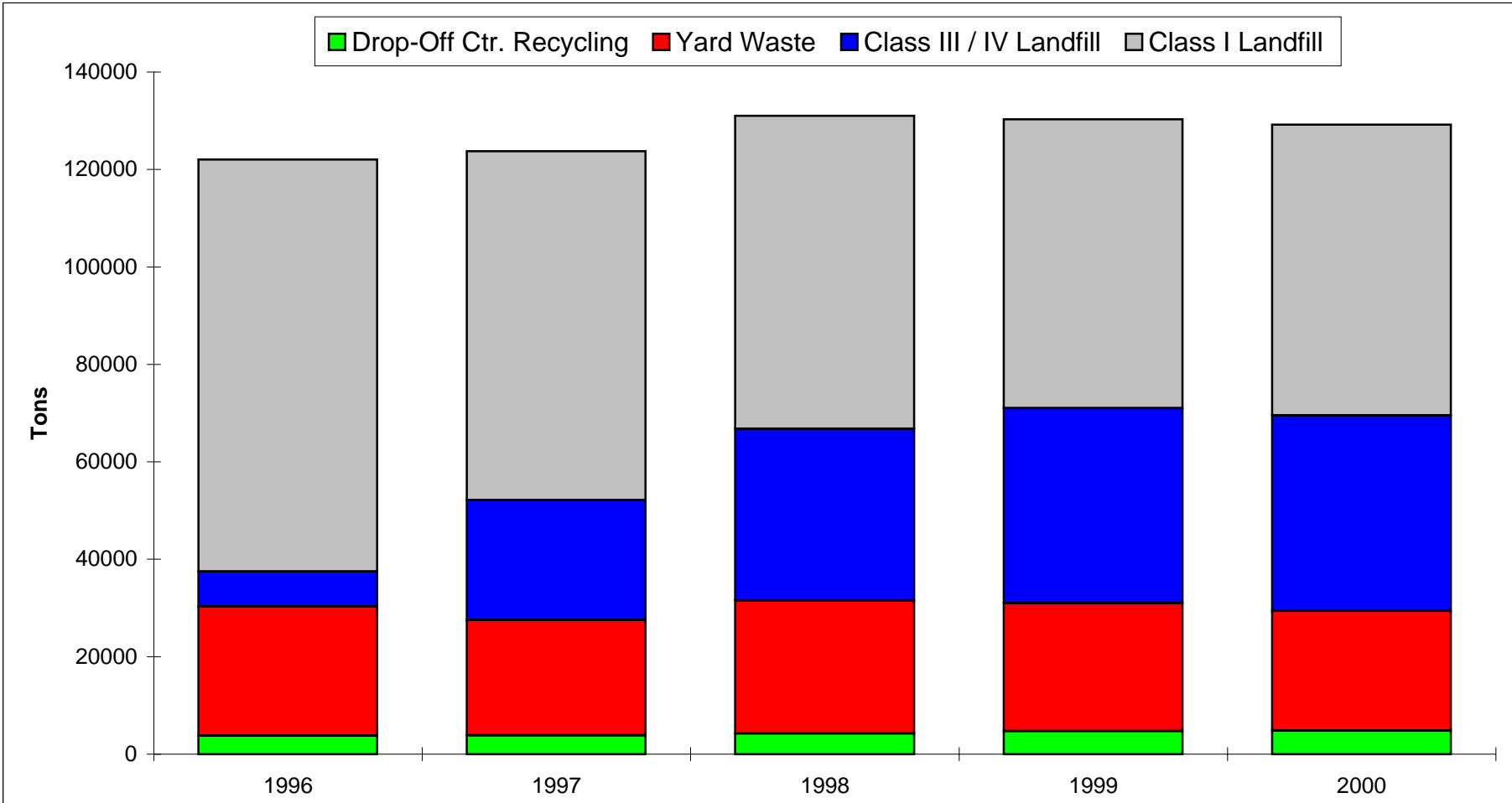
**Total Waste Diverted, Class III & Recycled** 70,531.17 tons

**Diversion** 54.15%

**Total Waste Landfilled, Class I** 59,718.20 tons

**Total Wastestream** 130,249.37 tons

# Destination of Knoxville's Residential Waste Stream, 1996 - 2000



<b>Diversion Rate</b>	<b>31.04%</b>	<b>42.36%</b>	<b>51.16%</b>	<b>54.83%</b>	<b>54.15%</b>
<b>Recycling Rate</b>	<b>25.20%</b>	<b>22.51%</b>	<b>24.42%</b>	<b>24.28%</b>	<b>23.29%</b>

# WASTE



# WATCH

Fall 2001 • The Public Service Department

The City of Knoxville • Victor Ashe, Mayor

## Codes Enforcement Office Joins Public Service Department

The City of Knoxville Codes Enforcement Office investigates environmental code violations regarding dilapidated buildings, dirty or overgrown lots, illegal dumping and abandoned vehicles. Formerly a part of the Department of Development, the Codes Enforcement Office has joined the Public Service Department to work more closely with the Public Service crews to clean up problem properties.

### QUESTIONS AND ANSWERS ABOUT CODES ENFORCEMENT

**Q. How do I make a complaint?**

**A.** Call: (865) 215-2118  
Visit: City County Building, Room 528,  
M-F, 8:00 a.m. - 4:30 p.m.  
Write: City of Knoxville  
Codes Enforcement, P.O. Box 1631,  
Knoxville TN 37901  
E-mail: kflynn@ci.knoxville.tn.us

**Q. What constitutes a "Dirty or Overgrown Lot?"**

**A.** Trash and debris that have accumulated on a piece of property, overgrown vines, underbrush or grass over 12 inches high are all violations of city codes.

**Q. How long do I have to correct a lot problem?**

**What if I miss the deadline?**

**A.** The owner has 10 days after receipt of a certified letter outlining the code violations to correct them. If violations are not corrected, a City crew will correct the violations by cleaning or mowing the lot and bill the owner. The owner can be cited to Municipal Court, where substantial fines and penalties can be imposed.

**Q. How long do I have to correct a building problem?**

**What if I miss the deadline?**

**A.** The owner has 45, 60 or 120 days after receipt of a certified letter outlining code violations to bring the structure up to code, depending on the seriousness of the violations. If the owner does not take care of the

problem in that time, the case goes before the Better Building Board, which could order demolition, acquisition or mandatory repair of the structure. Any costs incurred by the City in correcting these violations are charged to the property owner. If not paid, the costs become a lien against the property. Municipal Court fines and penalties are also possible for Housing and Building Code violations.

**Q. What is the Better Building Board?**

**A.** A key part of the City's effort to achieve cleaner and safer neighborhoods is the Better Building Board. This board starts action to force property owners to make repairs or to demolish unfit structures through the City's police powers over dangerous structures. A lien can be placed against the property to recover expenses incurred as a part of compelling the property owner to comply with city codes requirements. The Better Building Board meets the last Thursday of each month, at 3:30 p.m., usually in the Small Assembly Room of the City County Building.

**Q. What constitutes an "Abandoned Vehicle"?**

**A.** The vehicle must be:

- Illegally parked on public property for more than 48 hours
- Over 4 years old and left

unattended on public property for more than 30 days.

- On private property without consent of the owner for more than 48 hours.

**Q. What constitutes an "Inoperable Vehicle"?**

**A.** The vehicle must be:

- Over 4 years old and has no engine or is otherwise totally inoperable.
- Without an engine in running condition, a transmission, four tires or a battery or for any reason is not operable.

**Q. How long do I have to move an inoperable vehicle?**

**A.** After an inspector has checked to see if the vehicle is inoperable and has placed a sticker on it, the owner has seven days to make it operable if it is on private property, or 24 hours if it is on public property. If the vehicle is not made operable or towed away within the deadlines set on the sticker, the vehicle will be transported to an impoundment lot and the owner will be billed accordingly. Municipal Court fines and penalties may also be imposed. In a cooperative agreement with the National Kidney Foundation, the Codes Enforcement office will assist any vehicle owner with a clear title in donating any unwanted vehicles to the foundation, allowing them to be towed off at no charge and providing a tax deduction to the owner.

## IMPORTANT PHONE NUMBERS

Weekly household garbage  
and bulky waste collection  
**BROWNING FERRIS INDUSTRIES (BFI)**  
**522-0078**

Yard Waste and Leaf Collection  
**PUBLIC SERVICE DEPARTMENT  
OPERATIONS CENTER**  
**215-6000**

Dilapidated buildings, overgrown lots,  
abandoned vehicles  
**CODES ENFORCEMENT**  
**215-2118**

**HOUSEHOLD HAZARDOUS WASTE  
COLLECTION CENTER**  
**215-6700**

Tuesday – Friday 8 a.m. – 3:30 p.m.  
Saturday 8 a.m. – 12 noon

Information about  
Garbage, Recycling, Composting  
**KNOXVILLE SOLID WASTE OFFICE**  
**215-2921**  
[www.knoxvillesolidwaste.org](http://www.knoxvillesolidwaste.org)

Illegal Dumping and  
Garbage Code Violations  
**SOLID WASTE INSPECTORS**  
Weekdays • **215-6700**  
Nights & Weekends • **215-2496**

Recycling and  
Residential & Commercial Disposal  
**SOLID WASTE  
MANAGEMENT FACILITY  
(SWMF)**  
**215-6700**

# Talkin' Trash . . .

## Know your garbage terms

### HOUSEHOLD GARBAGE

Household garbage is collected weekly by the City's contractor, Browning Ferris Industries (BFI). Per City Ordinance, all garbage must be in cans with lids. Up to four 32-gallon cans will be collected from each household. Garbage cans must be put out no earlier than 6:00 p.m. on the day before or no later than 7:00 a.m. on the day of collection. They must be retrieved no later than 9:00 p.m. on collection day.

### BULKY WASTE

Bulky waste is collected weekly by the City's contractor, BFI. It is collected on the same schedule as household garbage. Bulky waste is defined as household items that cannot be put in garbage cans because of size, shape, or weight. Examples include a stove, tires, an old bicycle or carpet that is not more than 5 feet in length and is rolled and tied. (Please note that this does not include building materials.) Up to 5 self-contained or bundled items per household, per week, may be placed next to the street for pickup. Bulky waste must be put out no earlier than 6:00 p.m. on the day before or no later than 7:00 a.m. on the day of collection.

### BUILDING MATERIALS

Neither the City of Knoxville nor its contractor, BFI will pick up remodeling, construction, or demolition debris. It is the responsibility of the individual to dispose of such building materials at private landfills or at permitted sites such as the City's Solid Waste Management Facility (SWMF). The first Saturday of every month is Amnesty Day at the SWMF and there is no charge to City residents on that day. Please note that the facility DOES NOT ACCEPT asbestos, masonry, dirt and rock, dead animals, industrial hazardous waste, hot ashes, liquid waste, medical waste or sludges.

### YARD WASTE

City Public Service crews collect brush and other residential yard waste every other week. Yard waste should be placed next to the street and kept separate from other trash. From October through January, the employees concentrate on leaf collection; therefore, during these months, other materials will be collected only as time permits. To facilitate leaf collection by the vacuum truck, leaves should be piled next to the street, unbagged. Bagged leaves require separate collection and will be the last item picked up.

### HOUSEHOLD HAZARDOUS WASTE (HHW)

Residents of both the City and Knox County may bring HHW to the Collection Center. Materials such as batteries, paint, automotive fluids, pool chemicals, pesticides, photo chemicals, solvents, cleaning products, and computers (2 systems per resident) will be properly processed and packed for recycling, remanufacture, or disposal by licensed HHW contractors. There is a limit of 100 pounds or 10 gallons of household hazardous waste per vehicle per week. There is no charge for this service.

# A Dozen Places to Recycle in Knoxville

## Super Drop-Off Centers

There are six residential recycling super drop-off centers operated in association with various food stores across the city. Super Drop-Off Centers have a Goodwill Industries attendant on duty seven days a week from 9 a.m. to 5 p.m. to accept reusable household items.

### WHAT YOU CAN RECYCLE:

- Aluminum cans
  - Newspaper
  - Glass: clear, brown, green
  - Steel cans
  - Plastics #1 and #2
  - Cardboard
  - Mixed paper
  - Household batteries
  - Reusable household items
- (9 a.m. - 5 p.m. only when attendant is on duty)

### KROGER SUPER DROP-OFF CENTERS:

- 5003 N. Broadway (Fountain City)
- 4501 Asheville Highway (across from Kroger)
- 5425 Merchants Drive (behind Kroger)
- 4918 Kingston Pike (Knox Plaza)
- 9305 Kingston Pike (behind Market Place)

### WALKER SPRINGS SUPER DROP-OFF CENTER:

- 8526 Kingston Pike

## Drop-Off Centers

There are five unattended residential recycling drop-off centers operated in association with various food stores across the city.

### KROGER DROP-OFF CENTERS

- 2217 N. Broadway (Broadway Shopping Center)
- 4409 Chapman Highway (Chapman Square)
- Western Avenue at Clinton Highway (I-640 Plaza, behind and to the right of stores)

### WHAT YOU CAN RECYCLE:

- Aluminum cans
- Newspaper
- Glass: clear, brown, green
- Steel cans
- Plastics #1 and #2
- Cardboard
- Mixed paper

### FOOD CITY DROP-OFF CENTERS

- 5941 Kingston Pike
- 2939 Alcoa Highway

### WHAT YOU CAN RECYCLE:

- Aluminum cans
- Newspaper
- Plastics #1 and #2

## Solid Waste Management Facility

1033 Elm Street  
215-6700

Monday - Friday, 7 a.m. - 3:30 p.m.  
Saturday, 8 a.m. - 12 noon

- Recyclables ..... No Charge
- Household Hazardous Waste ..... No Charge
- Trash ..... \$32/ton\*
- Construction Debris ..... \$25/ton\*

\*No charge for City Residents on the first Saturday of every month.

PLEASE NOTE: Facility does NOT accept asbestos, masonry, dirt and rock, dead animals, industrial hazardous waste, hot ashes, liquid waste, medical waste, sludges or yard waste.

### HOUSEHOLD HAZARDOUS WASTE COLLECTION CENTER

(Located inside the Solid Waste Management Facility)  
215-6700

Tuesday - Friday, 8 a.m. - 3:30 p.m.  
Saturday, 8 a.m. - 12 noon



Dear City Residents:

During my time as mayor, people throughout Knoxville have let me know how important "greener and cleaner" neighborhoods are to them. The Department of Public Service has implemented a number of programs to make all of the streets and sidewalks throughout Knoxville look better. But it's a team effort, and you are an important member of the team.

This newsletter will help residents to become informed about the policies and procedures of disposal. BFI crews have a tight schedule to meet in picking up household garbage, and residents need to place their containers and bulky waste as instructed to minimize time at each stop. Staff at the Solid Waste Management Facility are ready to accept building materials and household hazardous waste. Residents can help cut down on the number of abandoned vehicles along our streets by alerting our code enforcement team, as detailed in this newsletter. Leaf collection will be the number one priority of yard waste pickup in the next months, and residents need to rake the leaves as instructed so that the trucks can maximize their efficiency in vacuuming up the leaves.

The goal of city services is to improve the quality of life in Knoxville, and because of the effort and cooperation of residents throughout our city, we are meeting that goal. Thank you!

Sincerely yours,

Victor Ashe, Mayor

City of Knoxville  
Public Service Department  
P.O. Box 1631  
Knoxville, TN 37901  
[www.knoxvillepublicwaste.org](http://www.knoxvillepublicwaste.org)

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## Leaf 'em by the Curb!

During leaf season, city crews make four rotations through each neighborhood to collect leaves. Residents should rake leaves to the curb and leave them loose instead of putting them in bags. Leaves are collected in trucks with special attachments that vacuum the leaves into the trucks. Bagged leaves cannot be handled through this system. Leaves should be raked to an unobstructed area away from utility poles, fire hydrants, low hanging branches and fences. Leaf piles should not impede the flow of water to storm sewers and should be kept separate from brush and trash to ensure efficient and contaminant-free collection. Call 215-6000 to find out the schedule for your street. In most instances, leaves raked to the alley or bagged will be collected last.

Leaf collection kicks off mid-October for the early bird rakers and runs through January. By November, there is very limited collection of brush or mixed yard waste. Residents should wait until leaf season is over before putting these materials out for collection.

All leaves are taken to Shamrock Organic Products and processed into mulch. Shamrock is a private company and citizens wishing to purchase mulch or compost should contact them directly at 524-0109. Last year, over 7,200 tons of leaves and 17,000 tons of brush were collected by city crews. By the way, did you know that raking leaves burns 225 calories per hour? Happy raking!