

Entry for CCDEH Excellence Award 2010

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Title of Entry:

**A Proactive Approach To Illegal Dumping**

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# 2010 California Conference of Directors of Environmental Health Excellence in Environmental Health Awards

County of Riverside, Department of Environmental Health

## A Proactive Approach To Illegal Dumping

- A. OVERVIEW:** In order to address problems with illegal dumping and to promote approved waste disposal, Riverside County Environmental Health created a comprehensive waste collection program. This program consists of a cooperative agreement between Environmental Health, franchised waste haulers, and property owners and/or residents. By implementing this program, Environmental Health has been able to reduce the amount of waste disposed of improperly on roadsides and vacant lots and thereby reduce the cost associated with remediation.
- B. PROGRAM DESCRIPTION:** The Riverside County Department of Environmental Health Solid Waste Program encompasses a number of sections relating to the management of solid waste. Staff in this program oversee the maintenance and use of solid waste collection vehicles; implement and administer waste collection franchise agreements which regulate the collection of solid waste in the county areas; and act as the Local Enforcement Agency (LEA), regulating the operations of solid waste handling facilities such as active and closed landfills and waste transfer facilities. Program staff also respond to complaints of improper waste disposal and illegal dumping along Riverside County roadways.
- C. PROBLEM:** Without a cohesive program to encourage participation in the unpopular business of waste collection, transportation and disposal, many Riverside County property owners may find it more convenient to either allow their waste to accumulate or to dump it along the roadside or at other inappropriate sites. Not only does this type of accumulated or abandoned waste degrade the appearance of the community, it can also lead to health problems and a poorer quality of life for the residents. Also, when waste is not disposed of in an approved manner, numerous opportunities for recycling and environmental protection are passed over.

**D. SOLUTION:** Riverside County Environmental Health developed a comprehensive waste collection program to reduce illegal dumping activities and properly direct waste to approved landfills or the recycling stream. This was accomplished by the development and implementation of franchise agreements with approved waste haulers. The agreements award the haulers exclusive operation within certain areas or districts throughout the county. In return, the agreements require that the waste haulers address waste accumulation and dumping issues within their specified jurisdictions in four key ways.

- 1) Comprehensive Collection: Riverside County Ordinance 657 requires weekly waste removal to an approved disposal and/or recycling site for all properties within Riverside County. A second ordinance, 745, mandates the comprehensive collection and removal of solid waste within unincorporated areas as the responsibility of the property owner. One option for disposal available to property owners and/or residents is to use the services provided by the franchised waste hauler (See Attachment 1) for that area and in turn pay the associated collection fees. Any unpaid fees for this collection are then placed on the property tax bill in the form of a lien. When the tax bill is paid, the waste hauler is then reimbursed for the service that was provided and Environmental Health receives a surcharge to cover the cost of initiating the lien. Due to the guaranteed reimbursement, the waste hauler has the incentive to seek out residences that lack proper waste removal. In order to be considerate of other options, a property owner or resident may alternatively haul their own waste to an approved disposal site. This option is verified by Environmental Health staff and requires documentation of weekly delivery to an approved landfill in the form of receipts. The idea behind comprehensive collection is not to create hardships, but rather to encourage participation.
- 2) Bulky Item Curbside Collection: Bulky item curbside collection, a second requirement of the waste franchise agreement, obligates the hauler to offer each customer two free pickups per year. Additional collections are available at a reduced cost. The customer can schedule the bulky item pick-up for a date that is convenient for them. This type of collection can typically accommodate up to 1 ½ cubic yards of waste.
- 3) Community Clean-ups: Facilitating community clean-up activities is a third aspect of the franchise agreement. These events are organized by Environmental Health with assistance from Code Enforcement, Transportation, Waste Management, the Riverside County Board of Supervisors' office and volunteers willing to assist their communities. The waste hauler is required to provide two 40 cubic yard waste bins for every 1000 customers at a convenient location within the community where residents can drop off all types of waste. These events are coordinated in such a manner to facilitate recycling of e-waste, green

waste, and metals. This ensures that these items do not end up in the landfills. The clean-ups are aggressively advertised through mailers, publications, and postings in public locations and at events throughout the community. See Attachment 2.

- 4) Roadside Waste Retrieval: Roadside waste retrieval is the fourth component of the waste franchise agreement. When an employee or member of the public notices waste that has been illegally dumped on the side of the road or on a vacant property, they are encouraged to report it to the Department of Environmental Health. The complaint is then forwarded to the proper franchised waste hauler who in turn retrieves the waste and delivers it to the appropriate waste collection site. Hazardous materials or special waste types are not included as part of this agreement. The waste hauler is required to respond to the complaint within 48 hours at no additional charge to the public or Environmental Health. Proper reporting is publicized and discussed at community meetings to ensure that residents know how they can help abate the problem at no cost to themselves.

**E. BUDGET / COSTS / SAVINGS:** Environmental Health collects franchise fees from the waste haulers participating in the agreement. This fee is based on a percentage of the revenue they collect while operating in the awarded areas or districts. Environmental Health also receives a surcharge on liens that were placed on properties delinquent in paying for routine waste collection service. No additional funding is necessary. The costs incurred by Environmental Health are entirely supported by monies collected through the franchise agreements. These costs primarily include staffing and overhead for the Environmental Health Specialists and Technicians working in this program. The estimated yearly cost is as follows: \$120,000.00 for Environmental Health Technician staff time, \$150,000.00 for Environmental Health Specialist and management staff time, and \$500.00 for general department expenses. There has been a combined overall savings of approximately \$500,000.00 per year to the Department of Environmental Health, other Riverside County Departments that were previously responsible for the costs associated with the investigation and collection of illegal dumping, the community, and the hauler.

Success has been measured by the amount of tonnage and items collected during community cleanups and bulky item pickups plus the number of reduced instances of roadside dumping.

**F. RESULTS / SUCCESSES:** The results of the Comprehensive Waste Collection Agreement program have exceeded initial expectations. The level of participation is encouraging as property owners are finding it easier

to have their waste (both household and bulky item) hauled in an approved manner, than to dump it in vacant lots, along roadsides, etc. The level of blight created has been reduced from 2200 incidents of roadside dumping recorded in 2006 to only 596 incidents reported in 2009. When illegal dumping does occur, it is addressed quickly and efficiently. The rapid removal of the dumped waste also appears to discourage and reduce additional dumping in the area. On average, 150 tons of bulky item waste has been removed from residences each year since the agreement went into effect. Organized community clean-up events have collected over 1500 tons of waste in the last two years. The public has been motivated to participate, taking an active role in improving their communities. The appearance and atmosphere of neighborhoods and communities have also been enhanced. Congestion and emissions resulting from numerous waste collection trucks traveling the streets have been reduced by limiting collection to only once per week rather than several. This also translates to trash collection bins only being placed along any single street for one set day of the week.

The Solid Waste Program of Riverside County Environmental Health has worked hard to ensure that this program is as fair and effective as possible. The success witnessed thus far is a positive sign that the Comprehensive Waste Collection Agreement has been, and will continue to be, just that.

**G. PROGRAM CONTACT:**

Steve Van Stockum – Director

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**ATTACHMENTS:**

- 1. Residential Solid Waste and Recycling Information flyer**
- 2. Community Clean-up Day flyer**



# County of Riverside Unincorporated



## Residential Solid Waste and Recycling Program Information

Waste Management provides a wheeled cart for collection of your trash, recyclables, and green waste. Trash and green waste recycling collection occurs weekly and recycling occurs bi-weekly. Refer to the calendar magnet if you are not sure of which week you need to place your recycling cart out at the curb.

### WHAT GOES IN YOUR CART?

#### TRASH

*(WM supplied black or burgundy cart)*

The trash cart is for household waste that cannot be recycled. Remember to place all refuse inside the containers and all recyclables and green waste in their appropriate container.

#### GREEN WASTE CART

*(WM supplied green cart)*

##### Green waste materials include:

- Grass / Leaves
- Tree Branches
- Plants / Weeds
- Garden Trimmings

*(No: palm fronds, soil, rocks, manure or animal waste)*

#### RECYCLING CART

*(WM supplied grey cart) \**

##### Recyclable materials include:

- Newspapers
- Cardboard
- Mixed Paper
- Bulk Mail
- Cereal Boxes
- Magazines & Phone Books
- Aluminum Cans
- Tin / Steel Cans
- Plastic Bottles
- Glass / Plastic Food & Beverage Containers

**\*Bi-weekly service**

**NOTE:** Additional carts are available for a nominal fee.

### CART SERVICE REMINDERS

1. Place all waste in the appropriate container and close the lid.
2. All trash, recyclables, and green waste outside the cart will not be collected.
3. Place your carts at the curb by 6:00 a.m. on collection day.
4. Roll carts into the street and place them against the curb, handles facing your home. Place carts at least two feet apart from other carts and objects.
5. Do not place green waste in plastic bags

### HOLIDAY SCHEDULE

Waste collection does not occur on the following holidays:

- New Year's Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day
- Christmas Day

When a holiday falls on a weekday, collection will be delayed one day for the remainder of the week. If a holiday falls on a Saturday or Sunday, there will be no delays.

## **BILLING**

Residential services are billed quarterly, in advance, by Waste Management. Discounted rates for seniors are available. For your convenience you may pay your invoice online at [www.wm.com](http://www.wm.com) or you can pay over the phone for a nominal fee. Unpaid and delinquent charges for waste collection services will be placed on resident's property taxes annually, including penalties and interest.

## **BULKY ITEM COLLECTION**

Residents with curbside cart service may request a free bulky item pick up two (2) times a year on their regular collection day. To schedule a free bulky item pick up, please contact Waste Management at (800) 423-9986 at least 24 hours in advance of your regular collection day. Additional pick ups are available for a nominal fee.

## **CHRISTMAS TREE RECYCLING**

We will collect and recycle Christmas trees for the first two weeks following Christmas on your regular collection day. Trees taller than six feet must be cut in half. Please remove all decorations, including tinsel, lights, ornaments, and tree stands. Flocked trees will be collected but cannot be recycled.

## **DISPOSAL OF USED MOTOR OIL**

Residents may place up to two gallons per week of used motor oil at curbside on their regular collection day. Please contact Waste Management at (800) 423-9986 at least 24 hours in advance of your regular collection day. Motor oil must be in a tightly closed, clear plastic container, such as a milk or water jug.

## **ELECTRONIC WASTE**

Electronic waste can be collected at curbside for your convenience. A fee will be charged for each item collected. Advance notice and payment is required.

## **HOUSEHOLD HAZARDOUS WASTE**

Household hazardous waste cannot be collected by Waste Management. Please call the Riverside County Waste Management Department at (800) 304-2226 or (951) 486-3200, or you can visit them on the web at [www.rivcowm.org/hhw/hhw\\_schedule.html](http://www.rivcowm.org/hhw/hhw_schedule.html). Household hazardous waste includes: used oil filters, paint, antifreeze, batteries, propane tanks, pesticides, household cleaners, pool chemicals, sharps/needles, and fluorescent bulbs.

No Cost to Romoland, Homeland, & Green Acres Community residents

# Clean-up Day



Let's clean up and show we Care!

**Sponsored by SUPERVISOR MARION ASHLEY**

Waste Management Inc. will be providing dumpsters at:

**Romoland Elementary School**

**25890 Antelope Road**

**Romoland, CA 92585**

**Saturday, March 6, 2010**

**8:00 a.m. to 12:00 noon (or until bins are full)**

## THESE ITEMS WILL BE ACCEPTED:

Bulky items that will not fit in your trash bin

Examples:

- Washers
- Dryers
- Refrigerators
- Furniture
- Tree Trimmings
- Tires (vehicle passenger tires only)
- And more....

Please direct all questions on acceptable items to:

**Department of Code Enforcement**  
**Chaka Ferrell @ 951-955-5257**

## These items will NOT be accepted:

- Microwaves
- Pesticides
- Latex, Oil, or Water based Paint
- Empty Drums
- Batteries (Lead/Acid Only)
- Computers
- Solvents/Gasoline
- Transmission/brake fluids
- Weed killers/herbicides
- Bleach/tub & tile cleaners...etc....
- Motor Oil
- Fertilizers
- Anti-Freeze
- Motor Parts
- Pool chemicals
- Rodent poisons
- Engines

**For Hazardous Waste Disposal:**

**PLEASE CALL COUNTY WASTE MANAGEMENT AT (951)486-3200.**

**Sorry...no businesses allowed**

## Volunteer and Get a FREE Disney Day!



- You must register at [www.http://www.rctlma.org/ce/](http://www.rctlma.org/ce/)
- Please check you meet age requirements
- Wear working clothes; no shorts, no sandals

## IMPORTANT:

- Proof of residency will be required upon arrival. Ex: Driver's License or Current Utility Bill**
- No Commercial Businesses allowed!!!**
- Dump passes will be distributed on a first-come-first serve basis (limit: 2/each)**

Special thanks to County of Riverside Supervisor Marion Ashley, Department of Code Enforcement, Waste Management Inc., Environmental Health Department, County Waste Management Department, Romoland Elementary School, Romoland/Homeland MAC Board, and all volunteers.

**Sin Costo para los residentes de Romoland, Homeland, & Green Acres**

# **Día de Limpieza Comunitaria**

Limpiemos y mostremos devoción!

Patrocinado por SUPERVISOR MARION ASHLEY

Waste Management proporcionara contenedores de basura en:

**Romoland Elementary School**

**25890 Antelope Road**

**Romoland, CA. 92585**

**Sábado, 6 de Marzo del 2010**

**8:00 a.m. a 12:00 p.m. (o hasta que se llenen los contenedores)**

## **ACEPTAREMOS**

Artículos grandes que no caben en su receptáculo de basura.

Por Ejemplo:

**Lavadoras  
Secadoras  
Refrigeradores  
Muebles  
Escombros del Jardín  
Muebles de Jardín  
Llantas (vehículos pasajeros únicamente)  
Y mas ...**

Para mas información sobre los artículos aceptables comuníquese al :

**Departamento de Code Enforcement con Chaka Ferrell al 951- 955-5257.**

## **Estos artículos NO se aceptaran:**

<b>Microondas</b>	<b>Aceite de Motor</b>
<b>Pesticidas</b>	<b>Fertilizantes</b>
<b>Pinturas (látex, agua ni aceite)</b>	<b>Anticongelante</b>
<b>Cilindros Vacios</b>	<b>Partes de Motores</b>
<b>Baterías (ni Plomo o Acido)</b>	<b>Químicos de Albercas</b>
<b>Computadoras</b>	<b>Venenos de Roedor</b>
<b>Disolventes/Gasolina</b>	<b>Motores</b>
<b>Aceite de transmisión ni frenos</b>	
<b>Herbicidas</b>	
<b>Substancias Toxicas</b>	

**Para desechar Basuras peligrosas:  
FAVOR DE LLAMAR A COUNTY WASTE  
MANAGEMENT AL (951)486-3200.  
Negocios NO serán permitidos**

## **Volunteer and Get a FREE Disney Day!**



- Tendra que registrarse antes del evento en [www.http://www.rctlma.org/ce/](http://www.rctlma.org/ce/)
- Siga los requisitos de edad
- Utilize ropa de trabajo; no usar shorts ni sandalias

## **IMPORTANTE:**

- Prueba de Residencia se requerirá a su llegada. Ejemplo: Licencia conducir o factura de utilidad reciente
- ¡Negocios comerciales no serán permitidos!
- Pases para el dompe serán repartidos a los primeros que lleguen temprano (limite/2)

Un agradecimiento especial a la Oficina del Supervisor Marion Ashley, a los Departamentos de Code Enforcement del Condado de Riverside, Waste Management Inc., Environmental Health, County Waste Management, Escuela Primaria de Romoland, Miembros del MAC de Romoland/Homeland y a todos los voluntarios.