

LANGUAGE ACCESS PLAN

Solid Waste Management Department

Harry J. Hayes, Director

January 31, 2014

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PURPOSE FOR LANGUAGE ACCESS PLAN

On July 31, 2013, Mayor Anise Parker signed Executive Order 1-17 under the authority of Article VI, Section 7a, of the City Charter of the City of Houston. The order mandates all City departments to establish policies for providing information about City services, programs, and activities to residents and visitors with limited English language proficiency (LEP).

The language access order calls for the translation of essential public information into five languages other than English for which there is the greatest need among Houston residents. The Office of International Communities, which oversees the project, will conduct a data-driven language needs assessment, working closely with City departments, international community leaders and stakeholders and university-based experts to identify the five languages that will be adopted into the plan.

The language access executive order is aligned with Mayor Parker's commitment to strengthening the city's economy and improving the quality of life for all Houstonians.

In addition to the mandate presented by Executive Order 1-17, federal precedents exist for the provision of language access services and which are relevant to the City. The two main legal bases for language access are Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on national origin, and 2000's Executive Order 13166, which affirms Title VI's language access requirement and outlines additional requirements. Any entity receiving federal support, even indirectly, is required to provide language access. Moreover, Title VI applies to a recipient's entire program or activity. This means all parts of a recipient's operations are covered, regardless of whether the recipient is only partially funded through federal funds. Language access requirements are therefore relevant to a wide variety of programs, services and activities provided by Houston city agencies.¹

As per the requirements of Executive Order 1-17, the Solid Waste Management Department has prepared this Language Access Plan ("LAP" or "Plan") in order to create a set of protocols for providing meaningful access to Department services, programs, and activities (both written and orally communicated) to LEP individuals.

¹ Executive Order 13166 can be found at: <http://www.gpo.gov/fdsys/pkg/FR-2000-08-16/pdf/00-20938.pdf> and related guidance on implementation of the federal Executive Order can be found at: <http://www.gpo.gov/fdsys/pkg/FR-2002-06-18/pdf/02-15207.pdf>

ABOUT THE SOLID WASTE MANAGEMENT

The Solid Waste Management Department's (SWMD) mission is to provide solid waste services to the citizens of Houston through the collection, disposal and recycling of discarded material in a manner that is safe, efficient, environmentally sound and cost-effective.

SWMD interacts with the public via phone, email and directly at various events/locations where we serve the community. Our most common interaction with the public occurs via phone calls regarding solid waste services, although interaction does occur through activities while out in the field or at community functions. Important documents and forms pertaining to our general services that are considered vital will be translated.

Services to Residents

- Weekly residential garbage collection
- Weekly yard waste collection
- Once-per-month collection of Yard/Junk Waste
- Curbside Recycling for selected areas
- Dead animal collection
- Neighborhood Depositories/Recycling Centers throughout the city
- Environmental Service Centers
- Reuse Warehouse facility
- Permits for commercial dumpsters

Director

Harry Hayes
611 Walker, 12th Floor
Houston, Texas 77002
713-837-9103

Contact Information

Sandra Jackson
Solid Waste Management Department
P.O. Box 1562
Houston, TX 77251
Phone: (713) 837.9164
Email: sandrajackson2@houstontx.gov

KEY DEFINITIONS

Essential Public Information: As per the Executive Order, “Essential Public Information” is any information developed or used by the department and deemed vital for purposes of public safety, public health, and economic development. This term is used interchangeably with the term “vital documents.”

Executive Order 1-17: This is a policy directive signed by the Mayor that mandates all City departments to establish policies for providing information about City services, programs, and activities to residents and visitors with limited English language proficiency (LEP).

Interpretation & Translation:

Taken verbatim from the US Department of Homeland Security’s 2012 Language Access plan²: “Interpretation involves *oral* communication. Translation involves *written* communication.

Interpretation involves the immediate communication of meaning from one language into another. An interpreter conveys meaning orally, as a result, interpretation requires skills different from those needed for translation. Interpreting is a complex task that combines several abilities beyond language competence in order to enable delivery of an effective professional interpretation in a given setting. From the standpoint of the user, a successful interpretation is one that faithfully and accurately conveys the meaning of the source language orally, reflecting the style, register, and cultural context of the source message, without omissions, additions, or embellishments on the part of the interpreter. Professional interpreters are subject to specific codes of conduct and should be trained in interpretive skills, ethics, and subject-matter language.

DHS Components utilizing the services of interpreters should request information about certification, assessments taken, qualifications, experience, and training. Interpreters may be physically present, or, in appropriate circumstances, may appear via videoconferencing or telephonically. When videoconferencing or telephonic interpretation are used, options include connecting directly to a specific professional interpreter with known qualifications, or using a company that provides telephonic interpretation services and has in place quality control and privacy safeguards.

If bilingual staff is asked to interpret or translate, staff should be qualified to do so. Assessment of ability, training on interpreter ethics and standards, and clear policies, as noted below, that delineate appropriate use of bilingual staff, or contract interpreters and translators, will help ensure quality and effective use of resources.”³

² Definition available on pages 2 and 3 of US Department of Homeland Security February 2011 Language Access Plan, available at: http://www.lep.gov/guidance/040312_crcl-dhs-language-access-plan.pdf

³ For the purposes of this language access plan, the term “DHS Components” in the definition can be substituted for “Agencies”

iSpeak Cards: These are cards that can be used to help an LEP individual obtain interpretive services. LEP's are instructed to go online to find their language and print them. They can insert their name on the blank line on both the English and the non-English language statements. They then cut along the border lines, place back-to-back with adhesive (glue or paste), and laminate the card. They can keep these cards in their wallet to be used to help them get interpretive services when needed. You can access iSpeak cards at many online resources, including:
<http://www.cdss.ca.gov/civilrights/PG584.htm>

iSpeak Houston: This is the designee for all language access activities in the City of Houston. As a part of the Department of Neighborhoods, iSpeak Houston oversees the City of Houston Language Access Task Force and liaisons with the City departments through the Language Access Coordinators, who also serve as members of the task force. In addition to serving as the hub for all language access activities, iSpeak Houston offers language access technical support and services to City of Houston staff.

Language Access Coordinator: These individuals are responsible for devising and ensuring that the City department they represent is in compliance with the Mayor's Executive Order 1-17, and that their department adheres to its language access policy directives, plan and procedures to provide meaningful access to LEP persons. They also represent their department on the City of Houston Language Access Task Force.

Language Line/Telephone Interpreting: This is a service that connects human interpreters via telephone to individuals who wish to speak to each other but do not share a common language. The telephone interpreter converts the spoken language from one language to another, enabling listeners and speakers to understand each other. Interpretation over the telephone most often takes place in consecutive mode, which means that the interpreter waits until the speaker finishes an utterance before rendering the interpretation into the other language. Telephone interpreting is one modality or delivery mechanism for providing interpreting services. Other forms of delivering interpreting services include in-person interpreting and video interpreting for the deaf and hard of hearing. For the City of Houston, the service can be accessed through the 3-11 service help line at no cost to constituents. Departments that utilize the service line, however, will be assessed a fee for utilizing the service. Fees are charged by the minute, and fees per language may differ.

Limited English Proficient (LEP): For the purposes of this plan and the activities to be undertaken in its execution, an LEP individual is someone who is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with Department staff. Individuals maintain the right to self-identify as a LEP person and should not in any circumstances be expected to pay for translation or interpretation services in order to effectively communicate with the Department.

LANGUAGES COVERED

Executive Order 1-17 mandates City agencies to provide essential public information in a *minimum* of the City's top five languages spoken by LEP individuals. Given the particular nature of interaction, both orally and in writing, the SWMD has with the public, the SWMD has determined that the following languages will be covered for translation and interpretation services:

1. Spanish
2. Vietnamese
3. Chinese
4. Arabic
5. Urdu

The top five languages in the above list might not necessarily cover the languages of all individuals seeking programs, services, and activities from the department. In an effort to avoid the misperception of unequal services or uneven coverage of language access services to communities who speak languages not identified in the list, the department will follow the City-wide protocol for handling LEP individuals.

If a request is made for an essential document that is not available in the above list of languages, when feasible, the department will utilize the City-wide translation vendor to translate the requested essential document. The decision to translate the document will be determined by the department director, or his/her language access representative.

The selection for the five languages was approved by the Mayor. The data is from the U.S. Census/American Language Survey.

LANGUAGE ACCESS SERVICES

This section describes how the SWMD will determine what information is considered essential/vital, and how it will provide translation/interpretation services of that information. A list of essential documents can be found in the Appendix.

Translation of Essential Public Information Criteria

The SWMD will use the following criteria for determining what constitutes “Essential Public Information” and “Vital Documents”:

- 1) Division Managers will provide the Department Director with a list of documents they consider essential/vital information.
- 2) Division Manager will provide a brief written explanation of why they consider the information essential/vital.
- 3) The Department Director will work with iSpeak Houston to review the documents.
- 4) The Department Director will determine for the department which documents provided by the division are essential/vital.

Implementing Translation of Essential Information

In order to translate the essential public information outlined in the section above, the SWMD will use the following resources and processes:

- 1) Documents will be translated using the City’s approved vendor for translation/interpretation services in accordance with procedures set out by the administration.
- 2) To ensure quality assurance, all documents that have been translated will be reviewed by the Community Language Access Committee of the Mayor’s International Communities Advisory Task Force, and the Language Access Coordinators.
- 3) If the documents are approved for translation, then they will be made available to the public online in PDF format on the Department’s webpage.
- 4) When feasible, the documents in print format will be made available in public areas.
- 5) If the documents do not meet the quality assurance standards identified by the committee, then the committee will be sent back to the translation firm with specific instructions that will improve the content of the information.
- 6) The revised documents will be submitted for review by the committee. If the documents are approved, they will be sent to the Department Director, who will send an approved copy of the document to the Division Manager.
- 7) Copies of the approved document will be on file at the Department’s Public Information Office.
- 8) Essential/Vital documents/information are approved through this process will be reviewed every two years for revisions, and to determine if the information is still relevant for each particular division.

Interpretation Services

Where the SWMD conducts in-person or telephonic or otherwise orally-communicated business with the community, it will provide, when feasible, interpretation services for LEP individuals. It plans to do so by following the City's Administrative Procedure for handling LEP individuals.

Monitoring, Evaluation & Documentation

In order to ensure effective and efficient implementation of the SWMD translation/interpretation plan, the SWMD plans to conduct the following routine monitoring, evaluation, and documentation of the language access plan implementation.

The SWMD understands that this internal process can inform, but does not substitute, reporting requirements established under Executive Order 1-17 and that (will be or have been) shared with the SWMD by the Mayor's designee.

Ensuring the quality of our language services is critical to communicating effectively with LEP individuals. The SWMD will work in collaboration with iSpeak Houston to rollout the following evaluation mechanisms to ensure the successful implementation of its language access initiatives.

Each division of SWMD will be required to maintain records of all service requests received for written translation services, on-site interpretation services, and over-the-phone interpretation services. This information will be sent to the Department Director's designee at the end of each quarter.

REPORTING REQUIREMENTS & EMPLOYEE TRAINING

The Solid Waste Management Department understands that, under the requirements laid out in Executive Order 1-17, reporting requirements and employee training will be facilitated through the Mayor's designee, the Office of International Communities. These items (will be/have been) provided separately to department based staff and field personnel.

The training module includes information on:

- The SWMD's role in facilitating the provision of Language Access services
- Accessing translation and over-the-phone interpretation services from the Translation and Interpretation Unit
- Obtaining translated signs for posting and Language Identification Cards for LEP's to use when identifying a person's primary language

Reporting Requirements

Per the Executive Order:

- 7.5.1 All Coordinators shall report plan progress, assessments and recommendations periodically to department heads and the Mayor's designee.
- 7.5.2 The Mayor's Designee will establish a reporting format, report submission interval and technical assistance to departments. Reporting logistics should be established within 6 months of this Executive Order.
- 7.5.3 The Mayor's Designee will work with the Coordinators to develop protocols used to measure the progress by the department, as well as by feedback from the public constituencies with limited English proficiency served by the City department.

SWMD divisions will collect findings using the tool located in the Appendix. This information will be collected at the point of service delivery, and will be submitted to the division manager and/or the director's designee on a quarterly-basis.

Staff Training

Per the Executive Order:

- All employees who routinely have direct, substantive interaction with the public (front-line employees) shall be trained in language access policies and procedures that shall include protocols for assisting LEP populations. Training shall be provided by the Mayor's designee.
- The Department will comply with all training requirements.

Interpretation Policy and Procedure for Handling LEP Individuals

POLICY:

It is essential to have procedures in place for provision of services to individuals with Limited English Proficiency (LEP) as stipulated in the Mayor's Executive Order 1-17.

The City of Houston will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs, and other benefits. The policy of the City of Houston is to ensure meaningful communication between City staff and LEP persons.

All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served. Constituents and visitors will be informed that these services are available free of charge.

Language assistance will be provided through the use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. All City employees will be provided notice of this policy and its procedures. Employees working with the public or having direct contact with LEP individuals, will be trained on efficient communication techniques, the effective use of an interpreter, and on how to properly handle LEP individuals.

Department employees who work with the public will be trained on how to properly handle LEP individuals.

Executive Order 1-17 requires City Departments to implement department or agency-specific language access plans. Services, programs and activities, resources, and operations may vary significantly among departments. In certain instances, for a department to ensure that LEP individuals continually receive the highest level of services, a department specific policies and procedures may need to be adopted that meets the specific needs of a department. Any policy or procedure developed by the department may not conflict with this policy.

Departments will conduct regular reviews of the language access needs of their constituents, and update as well as monitor the implementation of this policy and these procedures, as necessary.

PROCEDURE:

The following procedure should be used by City employees to handle LEP individuals whether in person or by telephone. Keep in mind that these procedures may not be realistic for every situation, so employees are encouraged to use their best judgment to comply with Executive Order 1-17.

IDENTIFYING LEP INDIVIDUALS AND THEIR LANGUAGE:

- City employees will promptly identify the language and communication needs of the LEP individual.
- If necessary, employees will use a language identification card, "ISpeak cards," (available online at www.lep.gov), or posters to determine the language.

OBTAINING A QUALIFIED INTERPRETER:

Department In-house Staff Interpreters

- City employees will first use their in-house staff to interpret if available.
- Departments will maintain a list of bilingual employees that has their name, the language(s) they speak, and their phone number.
- Departments will make the list easily accessible to all of their employees.

LEP Using friend/family to Interpret

- Some LEP individuals may prefer to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as translators unless specifically requested by that individual and only after the LEP person has a clear understanding that the City's offer to provide an interpreter is free and at no charge to them
- If the LEP individual chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflicts of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, the City department will provide competent translation services for the LEP individual.

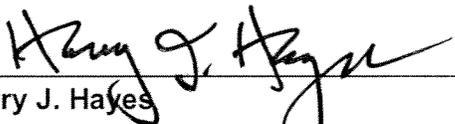
Language Line Interpretation

- When a bilingual employee is not available, employees may use the Language Line through the 3-1-1 help service line. For the purpose of obtaining a telephonic language translator through 3-1-1, the following procedures have been established:
 - Staff members should assess the language needs of the LEP individual if possible.
 - If the LEP person is in the private office of an employee, staff should consider using the speaker phone option, or if the LEP person is on the phone, employees can use the three-way dial option.
 - Employees who work in public areas should not use the speaker phone option.

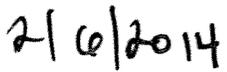
- Dial 3-1-1 or 713.837.0311.
- The employee should inform the 3-1-1 operator of who they are, identify their department, and inform him/her of the need for a language translator. The operator should be informed of the specific language the LEP individual needs translation assistance with. If the specific language is not known, the employee is to inform the operator that they do not recognize the language and that they need assistance. Employees are to wait on the line until an interpreter becomes available.
- Once a Language Line interpreter has been connected, the employee is to explain the nature of the call, describe the situation, and what needs to be accomplished in advance of the translation process beginning.
- The employee is to use simple words and avoid jargons.
- Before ending the call with the interpreter, the employee should request that the translator ask the LEP individual whether or not they are satisfied with the information they received and if they have any questions. If responses are needed to any additional questions, the employee will respond accordingly.
- When finished, the employee should say "End Call" to complete the translation service.
- End the call.

Approval Signature Page

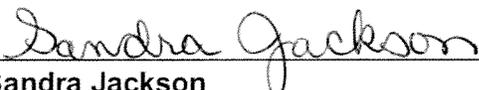
The Solid Waste Management Department's Language Access Plan was read and approved on Friday, January 31, 2014 and was submitted to the Administration as required by Executive Order 1-17 on the same date.



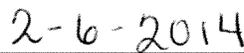
Harry J. Hayes
Solid Waste Management Director



Date



Sandra Jackson
Department Language Access Coordinator



Date

APPENDIX

MONITORING ASSESSMENT TOOL

ESSENTIAL DOCUMENTS



Annise D. Parker
Mayor

the TRASH FACTS

WINTER 2014



Harry J. Hayes
Director

The Citizen's Guide to City of Houston Solid Waste Management Department Services

Residential Services: At Your Curbside



Garbage Collection

Household garbage must be put inside the city-provided container which should be placed at the curb between 6 p.m. the day before and 7 a.m. on the scheduled collection day. The container must be accessible to the automated collection truck and not blocked by obstacles, including parked cars. Drivers will not move improperly placed containers. Containers must be removed from the curblane and/or public view by

10:00 p.m. on the day of collection and stored in a secure location. The garbage container is for disposing of regular household garbage only. Certain items should not be disposed of in your garbage container either because they are too heavy for SWMD equipment or because they may harm employees, property, neighbors, pets, and the environment. Therefore, do not put 1) household chemicals, 2) construction, demolition, and remodeling debris, 3) dead animals, 4) computer equipment, 5) recyclables or 6) yard trimmings in the container.



Yard Trimmings

Yard Trimmings, grass clippings, small branches and leaves must not be placed in the automated garbage cans. They must be in city-approved compostable bags not weighing more than 50 pounds, and placed at the curb 3 feet away from the automated container for separate yard trimmings

collection. Small branches may be put in bundles as long as each bundle is less than 4 feet in length and 18 inches in diameter and weighing less than 50 pounds. Yard Trimmings mixed with paper, plastic, or any other type of waste will not be collected. Work performed by a contractor must be removed by the contractor.

TO BAG... yard trimmings recycling
...OR NOT TO BAG!
You have **CHOICES!**
Find out how easy your choices are!
Compostable Bags! Grasscycling! Composting!
Visit www.houstonsolidwaste.org for details!

Working to make Houston a Cleaner, Greener Place to Live
Visit www.houstonsolidwaste.org for details!

Adopt - A- Container Program

Non-profit organizations may request large bulk containers for weekend neighborhood cleanup campaigns. Requests must be sent to the SWMD in writing at least 14 days prior to the anticipated cleanup date. Bulk containers are provided on a "first come, first serve" basis and are delivered on Friday and collected on Monday. Only non-profit organizations and civic organizations coordinating a neighborhood cleanup campaign are eligible to sponsor bulk containers. For more information, call 3-1-1.

Dead Animals

Dead animals can be picked up by calling 311, the City's Customer Service Hotline. A fee is required for large dead animal pickup. For large animal pickup during the weekend, please call 311 from 7:00 a.m. to 3:00 p.m. Do not place dead animals with household garbage or tree waste / junk waste collection.

For dead animals on the freeway and feeder, call TXDOT at 713-802-5000.

Fines

Violation of any provision of the solid waste ordinance is punishable upon first conviction by a fine of no less than \$50 nor more than \$2,000. Each subsequent conviction is punishable by a fine of no less than \$250 nor more than \$2,000. Each day that any violation continues may be punishable as a separate offense. To report a violation or to file a complaint, call 311. SWMD Supervisors can write citations.

...for more information,
visit our website at www.houstonsolidwaste.org or call 3-1-1

~Printed on Recycled Paper~

IN THIS ISSUE:
TREE WASTE / JUNK WASTE
GO GREEN WITH SWMD!
RECYCLING
DEAD ANIMAL
INFO

Tree Waste / Junk Waste Recycling Program

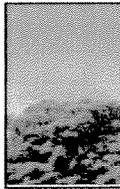
The City will collect tree waste exclusively on odd months on the resident's current tree waste/junk waste collection day. "Tree waste" is defined as "clean wood waste", which consists of tree limbs, branches or stumps. Lumber, furniture and treated wood will not be accepted. On even months residents may set out their junk waste at the curb for city collection. "Junk waste" is used to describe items such as furniture, appliances and other bulky materials. These items should be placed adjacent to the front curb in a location easily accessible to the collection vehicle between the hours of 6:00 p.m. the Friday before, and 7:00 a.m. on the scheduled tree waste/junk waste collection day. No more than eight cubic yards per residence will be collected on the scheduled tree waste/junk waste collection day. *Of this amount, only a maximum of four cubic yards of building material (not to include roofing shingles, brick, plaster or concrete) generated by the resident in connection with the maintenance of the residential property may be collected by department personnel.* A maximum of four (4) tires per month, per household may be placed curbside for collection. Sheet rock must be bagged. Appliances containing refrigerant must have a tag attached to them certifying that a qualified technician has removed the refrigerant. Materials should not be stacked under low overhead cabling,



The Tree Waste Program diverts waste from landfills, saving tax dollars, saving landfill space.

Tree Waste Recycling reduces loads headed to the landfill

signs, or mailboxes; next to fences or posts; or on top of water meters, gas meters, fire hydrants, or other exposed utility components. Also, materials should not be placed in the street, on the sidewalk, or other right-of-way, or in any manner that would interfere with pedestrian or vehicular traffic. Tree waste and junk waste collection is limited to residential units and vacant residential lots only if the waste generated is in connection with the maintenance of the property. The SWMD is not allowed to collect any material that was generated by contractors who were retained by a resident to perform work on his or her residential



property. It is the responsibility of the contractor to remove, or cause to be removed, all debris that may arise from the course of his or her activities. These contractor related activities include, but are not limited to, trimming and removal of trees, remodeling, new construction and roofing. If authorized items placed for collection are mixed with unauthorized items, department personnel shall not be obligated to sort the materials and may refuse the entire load. Solid waste collection services are not available to multi-residential structures of more

than eight units.

Tree Waste/Junk Waste Collection Schedule

January	Tree Waste
February	Junk Waste
March	Tree Waste
April	Junk Waste
May	Tree Waste
June	Junk Waste
July	Tree Waste
August	Junk Waste
September	Tree Waste
October	Junk Waste
November	Tree Waste
December	Junk Waste

Neighborhood Depositories/Recycling Centers

Residents may dispose of tree waste / junk waste at one of the City's neighborhood depository facilities. Each user must provide proof of residency, including a Texas Driver's License or ID, a current utility bill or city property tax receipt. The depositories accept the same materials as the tree waste / junk waste collection (furniture, stoves, refrigerators, etc.) Depositories will accept up to 10 tires per month, per household. Residents must unload their tires and place them in a specified container. Materials brought in a commercial vehicle will not be accepted. SWMD

personnel will not unload your tires or tree waste / junk waste. Residents may use depositories four times per month. Locations are now open Wed. - Sun., except holidays from 10 a.m. to 7 p.m.* Citizens are encouraged to arrive at least 30 minutes before closing to allow adequate time to unload. All depositories also accept recyclables. Materials accepted include aluminum and tin cans, tree waste, plastic bottles and jugs (#1-#5 and #7), newspapers and magazines, glass bottles and jars, and used motor oil.

* Daylight Savings - Hours change from 9 a.m. to 6 p.m.

Neighborhood Depository and Recycling Center Locations

North	9003 N Main	713.694.8435
Northwest	14400 Sommermeyer	713.895.1002
Northeast	5565 Kirkpatrick	713.675.3208
East	2240 Central Street	713.847.1188
South*	5100 Sunbeam	713.738.1936
Southwest	10785 SW Freeway	713.541.1953

* Temporarily closed and will reopen Summer 2014

City Recycling Centers (Junk Waste not accepted)

5900 Westpark - Westpark Recycling Center
 Ellington Airport (Hwy 3 @ Brantley)
 Kingwood Park & Ride

...for more information, visit our website at www.houstonsolidwaste.org or call 3-1-1.

Going Green with SWMD

The SWMD operates two types of residential recycling collection services for participating areas of the City of Houston.

Curbside Recycling - utilizes an 18-gallon green bin placed at the curb for collection.

Automated Recycling - utilizes a 96-gallon green cart rolled to the curb for collection.

Recycling must be put inside the city-provided container which should be placed at the curb between 6 p.m. the day before and 7 a.m. on the scheduled collection day. The container must be accessible to the collection truck and not blocked by obstacles, including parked cars. Drivers will not move improperly placed containers. Containers must be removed from the curblane and/or public view by 10:00 p.m. on the day of collection and stored in a secure location.

What items can you recycle?

Newspaper
Magazines
Catalogs
Phone Books
Used Motor Oil



Plastic Containers #1 - 5 and 7 (rinsed & drained)
Aluminum and Tin Cans (rinsed & drained)
Cardboard (flattened)
Glass Bottles and Jars (Automated Recycling Program Only, rinsed & drained)

Environmental Service Centers

The Environmental Service Centers provide drive through drop-off locations for Houston residents to bring their household hazardous waste such as anti-freeze, batteries, fuel, oil, paint, paint thinner, pesticides, herbicides and household cleaners. Residential electronic scrap items will also be accepted (monitors, televisions, printers, keyboards, mice, scanners, fax machines, telephone handsets, VCRs, CPUs, cellular phones and other small consumer electronics). These items should not be placed on the curb with or in your container for collection with garbage or tree waste / junk waste pickup. Clean, white styrofoam blocks (plastic #6) are now accepted at the ESC- South location. Packing "peanuts" are not accepted.

North - 5614 Neches, Building C (open 2nd Thursday of the month from 9 a.m.-3 p.m.)

South - 11500 South Post Oak (open every Tuesday and Wednesday from 9 a.m.-3 p.m. and the 2nd Saturday of the month from 9 a.m. -1 p.m.)

Free Reuse Chemical and Paint Take-Away

Every Friday from 9 a.m. – 12 p.m., household chemicals and paint that were brought to the ESC for disposal, but appear to be in good condition are made available for citizen reuse. Citizens may take away these items at no charge. A signed liability waiver will be required before removing materials from the site. There is a limit of six (6) chemical items and a cart load of paint per week. This service is only available at the ESC South location.

WESTPARK RECYCLING CENTER

The Westpark Consumer Recycling Center, 5900 Westpark, allows Houstonians the opportunity to recycle their used goods. The center accepts aluminum and tin cans, batteries, oil filters, used tires, computers and other residential electronic scraps, #1-7 plastic containers, glass bottles and jars, telephone books, office paper, cardboard, magazines, and used motor oil. Newspapers placed in a brown bag will also be accepted.

Clean, white styrofoam blocks (plastic #6) are accepted at the Westpark Recycling Center and ESC South. Packing "peanuts" are not accepted. Styrofoam is not accepted in the curbside recycling program.

The center is open Monday through Saturday from 8:00 a.m. to 5:00 p.m.

B.O.P.A.

(Batteries, Used Oil, Latex Paint, & Antifreeze)

The SWMD has a B.O.P.A. recycling operation at the Westpark Recycling Center. Residents may drop off batteries, used oil, latex paint, anti-freeze and tires from 8 a.m. to 5 p.m., Monday through Saturday, except holidays. The facility is a drive through operation so you do not have to unload your own vehicle.

...for more information, visit our website at www.houstonsolidwaste.org or call 3-1-1.

ReUse Warehouse

Construction material accounts for 38% of the waste stream in the Houston area. The Reuse Warehouse, a component of the City of Houston Solid Waste Management Department, benefits the community by providing space for excess building materials that would otherwise be dumped in local landfills. The facility accepts material from individuals, supply companies, and builders, and makes it freely available for reuse by any non-profit organization. The

Reuse Warehouse is funded in part by a grant from the Houston-Galveston Area Council.

Location:
9003 N. Main St.
Houston, TX 77022

Contact Information:
3-1-1 or
reuse.warehouse@houstontx.gov

HOURS OF OPERATION:

Tuesday-Friday:
8:30 a.m. to 4:30 p.m.

Every 2nd and 4th Saturday of the month
8:30 a.m. to 12:30 p.m.

Closed: Sunday-Monday

Extra Capacity Collection Fee

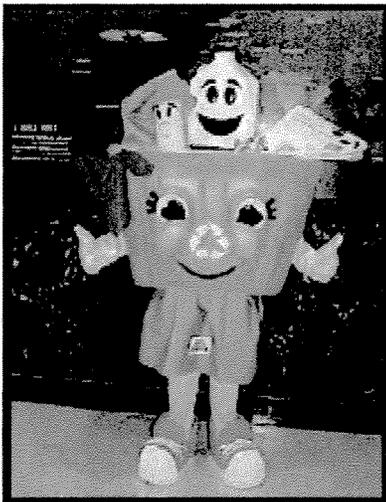
On June 19, 2002, Houston's City Council approved an ordinance amending Article IV of Chapter 39 of the Houston Code of Ordinances, approving and authorizing the creation of an Extra Capacity Collection Fee (ECC) for the SWMD. Under the umbrella of the ECC ordinance, the Add-A-Can and the Tags for Bags Program were created. Implementation of both programs began October 1, 2002.

Add-A-Can

This program provides residents with the opportunity of having a second or third garbage can serviced for a fee. Residents will have their first 96-gallon can serviced free. The fee for servicing the second/third can may be added to the citizen's monthly water bill upon request of the service. Citizens who already have an extra can and wish to continue to have it collected will need to request a sticker for it. Call 3-1-1 to enroll in Add-A-Can.

Tags For Bags

Extra bags of garbage are collected only if they have a special tag attached. The "Tags for Bags" program allows residents the convenience of purchasing "tags" instead of additional cans if they require extra service occasionally. These tags may be purchased at Fiesta, HEB, Sellers Bros. and participating Kroger stores. Residents may also download an order form at houstonsolidwaste.org and send the completed form and payment through the mail. Yard waste bags do not require tags.



REQUEST THE SOLID WASTE MASCOT, ReUseIt OR A SPEAKER

To request the Solid Waste Management Department mascot, ReUseIt or a Speaker from the SWMD please call 3-1-1, the City's Customer Service Hotline.

City of Houston
Solid Waste Management Department
PO Box 1562
Houston, TX 77251

www.houstonsolidwaste.org
Houston residents can dial 3-1-1 for non-emergency calls. The 3-1-1 Service Center provides Houstonians with one easy to remember telephone number for quick reliable access.

The Trash Facts is a newsletter published by the Solid Waste Management Department. Information may be reproduced for public dissemination by civic groups and neighborhood organizations.

Harry J. Hayes, SWMD Director

Sandra Jackson, Public Information Officer

SWD01022014



Solid Waste Management Department
Neighborhood Depository/Recycling Center Sites

Standard Operating Rules and Regulations

About the Neighborhood Depository/Recycling Centers

The Neighborhood Depository/Recycling Centers exist to provide convenient neighborhood facilities where Houston residents may dispose of Junk Waste and/or recycle their Tree Waste and other common recyclable materials. These facilities are available at **no charge** to City of Houston residents with proper identification.

1. To use the Neighborhood Depository/Recycling Centers, individuals must have the following:

- A current driver's license (*A current Texas I.D. may be substituted*) and
- A current City of Houston water or other utility bill
- For residents that will only use our Recycling Facilities, you will need to present a current driver's license or Texas I.D.

*** If you are a City of Houston property owner, you may bring a copy of a driver's license, deed, tax statement or lease agreement. Addresses on all presented documents must match.**

***MUD records are accepted. Electronic records are NOT accepted.**

2. City of Houston residents may use the facilities up to four (4) times per month.

3. Small children should remain inside their vehicles at all times while on facility property.

4. Citizens should remain with their vehicle at all times and wait until directed to approach the unloading ramp at 5 MPH.

5. Vehicles larger than $\frac{3}{4}$ tons and trailers with inner compartment areas exceeding sixteen (16) feet are not permitted to use the facilities. Sideboards or railing extensions exceeding four (4) feet in height are also not permitted.

6. Loitering by unauthorized persons is not permitted.

7. Weapons, alcoholic beverages or other intoxicating substances are strictly prohibited on City of Houston property. *Violators may be reported to the proper authorities.*

8. Inappropriate language and profanity is prohibited at the Neighborhood Depository/Recycling Center facilities.

9. Salvaging or scavenging of collected materials is not permitted.

10. All loose material must be placed in a container or bag.

11. Only one vehicle will be admitted per utility bill.

12. Pets are not allowed.



Solid Waste Management Department
Neighborhood Depository/Recycling Center Sites

Standard Operating Rules and Regulations

Please be aware of the following tips while using the Neighborhood Depository/Recycling Centers

UNLOADING PROCEDURES

Unloading of vehicles is the resident's responsibility. We do ask that unloading take no more than 20 minutes. Designated containers are available to sort materials being discarded.

ACCEPTABLE VEHICLES

The Neighborhood Depository/Recycling Centers are designed to accommodate ½ or ¾ ton pick-up trucks, small trailers up to sixteen (16) feet in length with side boards or railings not exceeding four (4) feet in height.

Commercial vehicles and vans are prohibited from the facilities.

Neighborhood Depository & Recycling Center employees should not solicit or accept tips.

Listed below are the acceptable and non-acceptable items for the Neighborhood Depository/Recycling Centers.

ACCEPTABLE ITEMS:

- Tree Waste
- Junk Waste
- Furniture
- Refrigerators (*MUST BE TAGGED INDICATING THE FREON HAD BEEN REMOVED*)
- Household appliances (Stoves, Washers, Dryers)
- 10 tires per household, per month
- Used Motor Oil

NON-ACCEPTABLE ITEMS:

- Garbage
- Dead Animals
- Concrete, Rocks, Dirt (*Inert Materials*)
- Infections Waste
- Gasoline and other flammable materials/liquids
- Acid Waste
- Hazardous or Toxic Waste
- Explosives
- Hot Ashes
- LIQUIDS and other materials defined by the E.P.A as hazardous.
- Industrial (*18 WHEELER*) Tires

- end -

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