

## Case Study: Manhattan Beach, CA

Anna Luke-Jones, Public Works Senior Management Analyst for the City of Manhattan Beach, keeps a running list of her aspirations for the city's solid waste plan. By researching the needs of her residents, she found that they wanted a convenient service to collect their unwanted paints, pesticides, batteries, household cleaners, motor oil and other items. The city of Manhattan Beach is located within Waste Management's Southern California Market Area and is home to over 14,474 households.

In 2011, the city's newly awarded contract included home collection service for motor oil and other hard-to-recycle items. According to Mrs. Luke-Jones, "our residents expect a high level of service, so that is why we have such a robust solid waste agreement." At that time during discussions with Waste Management, the city requested a solution for hard-to-recycle materials, and that the At Your Door Special Collection<sup>SM</sup> service be included as a contract requirement to meet those needs.

Manhattan Beach residents "prefer options for drop off and doorstep solutions", stated Mrs. Luke-Jones. Residents from all areas of the city have participated in the program with positive results.

Since 2011, the city has found that the At Your Door<sup>SM</sup> service also helps to alleviate the potential problem of residents keeping unwanted items in their homes and garages, which could lead to environmental issues. The city encourages residents to clean out their homes, then contact the At Your Door team for the pick up of their items.

In one instance, a resident contacted the city to report that a terrible smell was coming from a neighbor's garage. The city was able to reach out to the homeowner and encourage them to clean out their garage. Throughout the clean up process, the city worked closely with the resident, who was able to locate the source of the smell- an old, cracked bottle of household cleaner. The homeowner cleaned out their garage, sorted the materials and placed eligible items out for collection. Then the At Your Door service was able to safely collect and properly dispose of the old cleaner and other assorted items found in the garage, which helped to prevent further pollution. According to Mrs. Jones, "it feels good to have a solution" for these types of problems and to help prevent this from happening in other homes.

"Many of our residents asked for a doorstep option. It feels good on our end (the city) to have a solution. People love the convenience and simplicity of the program."

Anna Luke-Jones  
Public Works Senior Management Analyst



OVER 88% OF MATERIALS  
COLLECTED THROUGH THE  
AT YOUR DOOR SPECIAL COLLECTION  
PROGRAM HAVE BEEN SENT FOR  
RECYCLING.<sup>1</sup>

Since 2013, Participants of this service reported through feedback on survey cards:

95% would recommend this service

89% rated their experience with our Operations Service Center as *Excellent* or *Very Good*

50% of Participants estimated that a majority of these unwanted items were in their homes for only 1-5 years and 30% stated that these items have been in their homes for approximately 6-10 years.

# Case Study Statistics: Manhattan Beach

## WASTE STREAM ANALYSIS

The At Your Door Special Collection<sup>SM</sup> service collects a variety of home generated special materials. According to CalRecycle/ California Department of Toxic Substances Control, all of the materials listed below are banned from disposal in the garbage, down storm drains, or onto the ground.

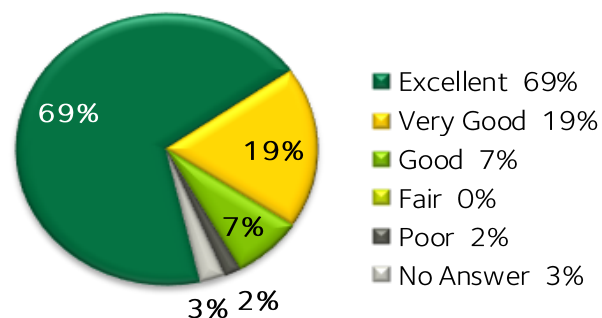
During the past year, this program collected the following materials and more:

- 58 pounds of sharps, needles and lancets
- 153 compact fluorescent lamps
- 535 pounds of aerosols
- 568 pounds of lead acid and household batteries
- 86 gallons of flammable liquids
- 1,549 gallons of paint
- 46 gallons of pesticides
- 58 gallons of motor oil
- 121 pounds of flammable solid

## PUBLIC WORKS YARD SERVICE

As part of the solid waste solution, the city also wanted assistance with proper disposal of potentially hazardous materials from their public works yard and other city facilities. Waste Management was able to provide a total solution by incorporating the At Your Door service into the overall agreement. This service is able handle a variety of unwanted materials collected and stored at city facilities in addition to residential locations. Now, the city has a single, reliable resource to safely dispose of a wide variety of materials.

Prior to implementing this comprehensive service, Mrs. Luke-Jones asserts that "it was a time-consuming job to locate vendors and get quotes, so frequently. This is much easier". To date, this program has collected numerous fluorescent tubes, batteries, motor oil, oil filters, gasoline, landscape chemicals, electronics, paint and more from several city facilities. Mrs. Luke-Jones expresses that "we love how everything is handled, this is much easier and very professional."



Customer Service Feedback:  
Overall Program Satisfaction  
2012-2015

## Participant Comments

Direct survey card feedback provided by participants:

- Easy, no problems, great way to get rid of these materials.
- Its great to have this program. It keeps my garage cleaned out.
- Driver was very helpful and cooperative
- No hassle. No need to be home. Easy to follow instructions.
- Easy arranging a home pick up
- Receiving the instruction sheet and supplies– made it easy. Pick up was well planned.
- Overall a great program. It makes me feel better about the environment.
- Smooth process. Excellent service.
- Easy to do: 1.phone call 2.Sort Items 3.place out
- Reliability: Sent out bags & pick up on schedule
- Ran very smoothly. Easy to understand
- Pick up at home–great resource!
- Having the materials picked up at my house–because I don't drive.
- Thank you! I am so grateful that this program is available and that it is picked up by the proper authorities.
- Sturdy bag. Clear instructions. Prompt pick up.
- They collected on the date promised and sent needed items.