

Outreach to a Diverse Community

The Montgomery County, Maryland
Experience

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Montgomery County, Maryland

- 497 square miles
- 2000 population of 873,341
- Diversity continues to expand
- Growth in minority groups exceeds the change in total population
- The percentage of children under 18 jumped by 25% between 1990 and 2000

Key Issues

- Montgomery County is the most populous jurisdiction in Maryland
- Total population is projected to hit the one million mark in the year 2020
- Montgomery County is a major migration “gateway” into Maryland for in-movers from other states and immigrants from the rest of the world

Recycling Outreach and Education

- 205,000 single-family households
- 97,000 multi-family dwelling units
- Over 30,000 businesses, organizations and government facilities

Reaching Montgomery County's Diverse Communities

- Printed and produced outreach materials
- Improving customer service
- Awareness campaigns
- Participation in outreach events and activities
- Focusing on understanding the differing needs of a diverse community

Overall Outreach Efforts

Waste Reduction, Recycling and
Buying Recycled

Recycling Basics Flyer

RECYCLING BASICS

RECYCLE ALL THAT YOU CAN RECYCLE



GLASS JARS AND BOTTLES
Unbroken green, brown and clear glass jars and bottles only. No other kinds of glass. No lids. Rinse and leave labels on.



PLASTIC BOTTLES WITH NECKS
Rinse. Discard caps. No other plastic. No plastics without necks. Remember, always check for the neck!

NO PLASTIC BAGS!





YARD TRIMMINGS
When you can't grasscycle, compost and mulch, bag or can yard trimmings. Brush can be bundled. Always label containers of yard trimmings. Call (240) 777-6410 for yard trim labels. No plastic bags for yard trimmings!



CANS
Aluminum, steel and bi-metal cans and aluminum foil products. Rinse cans and wipe foil. Attached lids are okay. Don't crush cans. No other types of metals.



MIXED PAPER
Newspapers, cereal boxes, office paper, etc. Place in paper grocery bags or bundle with twine and place next to or on top of recycling bin. No plastic bags.

DIVISION OF SOLID WASTE SERVICES (JANUARY 2003)
Call 240.777.6400 or visit our website at www.MCRecycles.org for more information about:

RECYCLING AT YOUR HOME, APARTMENT OR CONDO AND FOR SPECIAL COLLECTION PICK-UPS

HELP US MEET MONTGOMERY COUNTY'S 50% RECYCLING GOAL
This information is available in an alternate format by calling *Relieve Aids* at 240.777.6400.

Recycle The Following Items At The Montgomery County Transfer Station:

Recicle los siguientes artículos en la Estación de Transferencia del Condado de Montgomery:
在蒙哥馬利郡轉移站回收下列物品:

<p>Scrap Metal Washers, dryers, refrigerators, air conditioners, dishwashers, sinks, stoves, freezers, furnaces, hot water heaters, trash compactors, iron furnaces, doors, cabinets, handrails/dormitories, bikes, swing sets, aluminum lawn chairs, shower stalls and disassembled metal sheds.</p> <p>Tires Vehicle tires (no more than four.)</p> <p>Textiles Cutting dappes, towels, sheets, sheets, handings and dark measuring at least 15"x15"</p> <p>Antifreeze Antifreeze drained from your car, truck, RV or boat. (5 gallon limit.)</p> <p>Motor Oil Used motor oil from cars, trucks, boats, lawn mowers, RVs or motorcycles. (5 gallon limit.)</p> <p>Batteries (Automotive/Lead Acid) Lead acid from cars, trucks and RVs.</p> <p>Construction Materials Doors, fencing/fencing, studs, drywall, flooring, carpeting, kitchen cabinets, hardware, toilet, bathtubs, sinker blocks and sinks.</p> <p>Computers Old or unwanted processing units, hard drives, monitors, keyboards, printers and copiers, wires and power cords, scanners, software, etc.</p>	<p>Chatarra Lavadoras, secadoras, refrigeradores, acondicionadores de aire, lavaplatos, fogones, estufas, compactadores de basura, calentadores de agua, compactadores de desperdicios, muebles de hierro, puertas, gabinetes, handrails/dormitorios, bicicletas, juegos de columpio, alfes de aluminio para el jardín, compartimentos de duchas, y artículos de metal desmontados.</p> <p>Llantas Llantas de vehículos (no más de cuatro).</p> <p>Textiles Batas, toallas, toallas, sábanas, cortinas y pedruzcos de tela con medidas de al menos 15" x 15".</p> <p>Anticongelante Anticongelante drenado de su auto, camioneta, vehículo de recreación o bote. (Límite de 5 galones.)</p> <p>Acido de motor Acido de motor vaciado de autos, camionetas, botes, camionetas de campamento, vehículos de recreación y motocicletas. (Límite de 5 galones.)</p> <p>Baterías (Automotivo/ácido de plomo) Acido de plomo de automóviles, camionetas o vehículos de recreación.</p> <p>Materiales de construcción Puertas, vigas/moldes, tuberías, planchas de madera o yeso, pisos, alfileres, gabinetes de cocina, material de bañeros, bañeros, bañeros, bañeros de sanitas y fregaderos.</p> <p>Computadoras Unidades de procesamiento antiguas o no deseadas, discos duros, pantallas, teclados, impresoras y copiadoras, alfileres y cables eléctricos, escáneres, software, etc.</p>	<p>廢舊金屬 洗衣機、烘乾機、電冰箱、空調機、洗滌機、洗碗機、電爐、水爐、火爐、熱水器、廢物壓縮機、鐵製傢俱、門、樓梯、浴室櫃/浴室架、腳踏車、盪鞦韆、鋁製庭院椅、淋浴間和拆卸的金屬棚。</p> <p>輪胎 汽車輪胎 (不超過四個)。</p> <p>紡織品 衣物、浴巾、毛巾、手帕、床單、手帕和至少 15 英寸 x 15 英寸的布料。</p> <p>防冻液 從汽車、卡車或摩托車上排出的防冻液。 (最多 5 加侖)。</p> <p>機油 機車、卡車、汽船、割草機、旅行車或電動腳踏車使用過的機油。 (最多 5 加侖)。</p> <p>電池 (汽車/鉛酸電池) 機車、卡車和旅行車使用過的鉛酸電池。</p> <p>建築材料 門、鐵柱木料、樑子、梁木、地板、地氈、廚房內小櫃檯、五金製品、馬桶、浴缸、浴室櫃及水槽。</p> <p>電腦 舊的或不想要的處理器、硬盤、顯示器、鍵盤、打印機和複印機、電腦線和電線、掃描器、軟件等。</p>
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Where: Cars—Use Route 355 entrance. **Open:** Monday thru Friday 7:30 a.m. – 6:00 p.m., Saturday 7:30 a.m. – 5:00 p.m., Sunday 9:00 a.m. – 5:00 p.m.
Desde: Autos – Use la entrada de la Ruta 355. **Abierto:** De Lunes a Viernes 7:30 a.m. – 6:00 p.m., Sábados 7:30 a.m. – 5:00 p.m., Domingos 9:00 a.m. – 5:00 p.m.
地點: 機車—使用 355 號公路入口。時間：星期一至星期五早上七點三十分至晚上六點，星期六早上七點三十分至晚上五點，星期日早上九點至晚上五點。
 Printed on Recycled Paper. ♻️

Reduce, Reuse, Recycle

- Printed Materials

**RECYCLING,
REDUCING
WASTE
AND
BUYING
RECYCLED**



**DO YOU KNOW
THE 3 R'S OF RECYCLING?**

Montgomery County, Maryland
Department of Public Works and Transportation
Division of Solid Waste Services
101 Monroe Street, 6th Floor
Rockville, MD 20850
240-777-6400 | Fax: 240-777-6445
www.MCRecycles.org
Email: info@mcwaste.com



**RECICLAR,
REDUCIR LOS
DESPERDICIOS
Y COMPRAR
ARTICULOS
RECICLADOS**



**¿SABE CUÁLES SON LAS
3 "R" DE RECICLAJE?**

Condado de Montgomery, Maryland
Departamento de Obras Públicas y Transporte
División de Servicios de Desperdicios Sólidos
101 Monroe Street, 6th Floor
Rockville, MD 20850
240-777-6400 | Fax: 240-777-6445
www.MCRecycles.org
Correo electrónico: info@mcwaste.com



**回收利用，
減少廢物
和
購買回收
利用產品**



**您知道回收利用中的
三個「R」嗎？**

馬里蘭州 - 蒙哥馬利郡
公共設施和交通局
固體廢物服務處
101 Monroe Street, 6th Floor
Rockville, MD 20850
電話: 240-777-6400/傳真: 240-777-6445
網址: www.MCRecycles.org
電子郵件: info@mcwaste.com



- “Close the Loop” Video

- Waste reduction
- Recycling
- Buying recycled

- Dubbed in Spanish
- Closed Captioned

Education Early and Often



Digger the Composting Worm



Earth Day Celebration



Curbside Collection of Recyclables

Serving the Single-Family Sector

Educational Tools for Single-Family Residents: Vinyl Bin Stickers



Curbside Recycling Collection Info

RECYCLING COLLECTION SERVICES



**"RECYCLE ALL
THAT YOU CAN RECYCLE."**

ONCE A WEEK CURBSIDE COLLECTION
Recyclables must be set out for
collection by 7:00 a.m.

Montgomery County, Maryland
Department of Public Works and Transportation
Division of Solid Waste Services
101 Monroe Street, 6th Floor
Rockville, MD 20850
240-777-6400 | Fax: 240-777-6465
www.MCRecycles.org
Email: info@mcrecycles.org



SERVICIOS DE RECOLECCIÓN DE RECICLAJE



**"RECICLE TODO
LO QUE PUEDA RECICLAR"**

RECOLECCIÓN UNA VEZ POR SEMANA
EN EL BORDE DE LA ACERA
Los artículos reciclables deben estar afuera antes
de las 7:00 a.m. para ser recogidos

Condado de Montgomery, Maryland
Departamento de Obras Públicas y Transporte
División de Servicios de Desperdicios Sólidos
101 Monroe Street, 6th Floor
Rockville, MD 20850
240-777-6400 | Fax: 240-777-6465
www.MCRecycles.org
Correo electrónico: info@mcrecycles.org



回收品 收集提取 服務



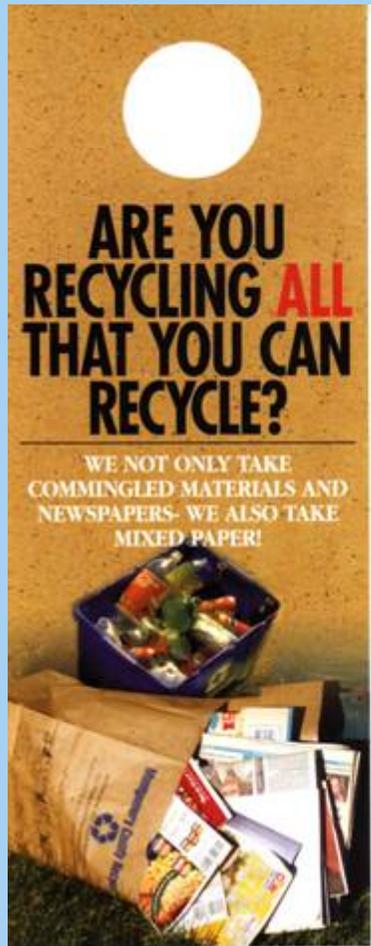
**回收所有
您可以回收的東西**

街沿前回收品收集提取每周一次。
回收品必須在早上七點以前
放置在街沿。

馬里蘭州·蒙哥馬利郡
公共設施和交通局
固態廢物服務處
101 Monroe Street, 6th Floor
Rockville, MD 20850
電話: 240-777-6400/傳真: 240-777-6465
網址: www.MCRecycles.org
電子郵箱: info@mcrecycles.org



Information on Curbside Mixed Paper Recycling



ARE YOU RECYCLING ALL THAT YOU CAN RECYCLE?

WE NOT ONLY TAKE COMMINGLED MATERIALS AND NEWSPAPERS- WE ALSO TAKE MIXED PAPER!

MIXED PAPER MEANS...

that all your clean, dry paper that can be recycled can be mixed together and placed in a PAPER bag, a SMALL cardboard box or tied together with twine and placed out at the curb on your recycling day for pick-up!

Acceptable Mixed Paper:

 Catalogs	 Computer & Office Paper
 Paperback Books	 Unwanted Mail
 Magazines	 Corrugated Cardboard
 Newspapers & Inserts	 Cereal, Toothpaste & Other Boxes
 Telephone Books	 All Other Clean, Dry Paper

All items must be at the curb by 7:00 a.m. on your recycling day and individual bundles should not exceed 45 lbs.

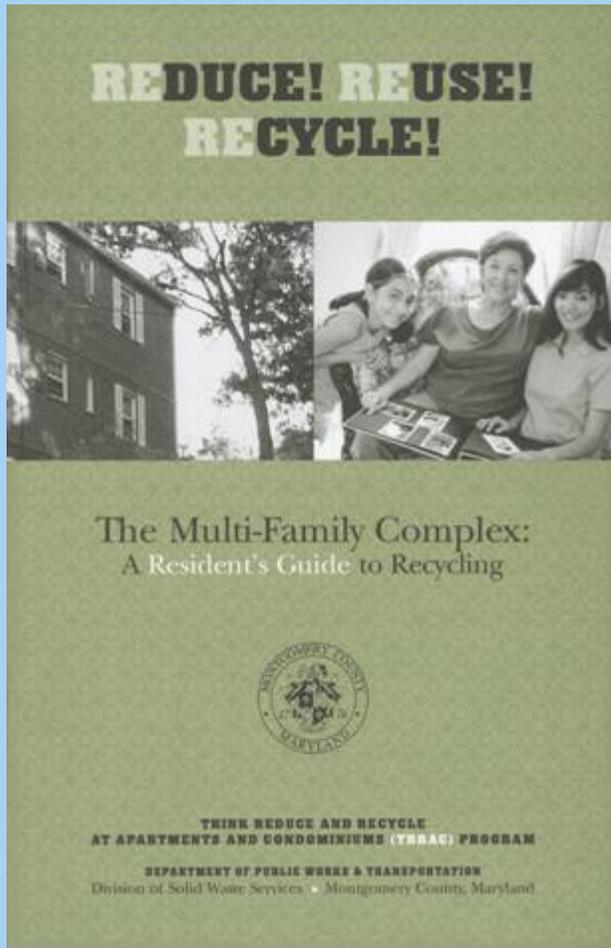
 Montgomery County, Maryland
Department of Public Works & Transportation
Division of Solid Waste Services
101 Monroe Street, 4th Floor
Rockville, MD 20850
240-777-6400, Customer Service 240-777-6410
www.MCRecycles.org

 Printed on recycled paper

Multi-Family Recycling Program

Addressing Significant Language
Needs in a Very Diverse
Population

Multi-Family Recycling Guide



Stickers with Helpful Recycling Hints



Outreach to Multi-Family Residents



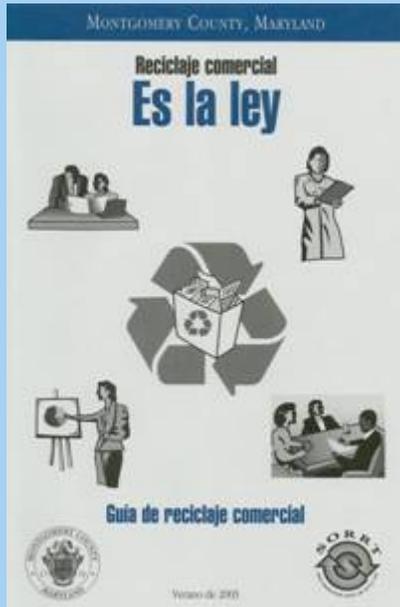
Additional Outreach Materials for the Multi-Family Sector

- Property Managers' Guide to Recycling
 - Spanish translation
- Multi-Family Recycling in Montgomery County Video
 - Dubbed in Spanish
- Multi-media educational campaign in Spanish

The SORRT Program

Addressing Business Recycling
Needs

Printed Materials for Businesses



Business Recycling Posters

BUSINESS RECYCLING IT'S THE LAW

Glass Bottles & Jars
All clear, green and brown. Food and beverage glass bottles and jars. Rinsed and broken lids.

Plastic Bottles
with a ♻️
Recycling symbol. Empty and rinsed bottles only.

Aluminum Cans & Foil
All clean aluminum cans, foil and food trays. Empty and rinsed.

Steel & Tin Cans
Empty and rinsed. Labels okay.

Plastic Bottles
with a ♻️
Recycling symbol. Empty and rinsed. Rinsed caps.

Office Paper
All clean, dry office paper.

Yard Trim
Grass, leaves and brush.

Corrugated Cardboard
Flatten empty boxes.

Newspapers
Including inserts.

Check with your property management company or recycling collection company for specific information on your recycling program.

For More Information call: 240-777-6400 or log on to www.MCRecycles.org
Montgomery County, Maryland • Division of Solid Waste Services
Phone: 240-777-6400 • Fax: 240-777-6465 • Website: www.MCRecycles.org • E-mail: recycle@montgomerycountymd.gov
This information is provided to all property owners by setting area Municipality at 240-777-6400

All businesses must recycle corrugated cardboard containers, office paper, newspaper, aluminum and bi-metal cans, glass bottles and jars, plastic bottles and yard trim and are strongly urged to voluntarily recycle other items for which there is a viable market, such as mixed paper, pallets, toner cartridges, computers, scrap metal, etc.

Todos los negocios deben reciclar las cajas de cartón corrugado, papel de oficina, papel periódico, aluminio y latas bimetálicas, botellas de vidrio y desechos de jardín. Además, se les pide enfáticamente que reciclen otros elementos que puedan ser comercializados, tales como papel mezclado, plataformas, cartuchos de tóner, computadores, restos de metal, etc.

Toutes les entreprises doivent recycler les caisses en carton ondulé, le papier de bureau, les journaux, les caquettes d'aluminium et bimétalliques, les bouteilles et bocaux en verre, les bouteilles en plastique et les déchets de jardinage et sont vivement encouragées à recycler d'autres articles pour lesquels il existe un marché viable, tels que les papiers mélangés, les palettes, les cartouches d'encre, les ordinateurs, les déchets métalliques, etc.

所有企業必須對瓦楞紙箱、辦公用紙、報紙、鋁質或雙金屬罐、玻璃瓶、塑料瓶、庭院修剪材料等進行回收，并強烈鼓勵對有市場價值的其它物品，如混合紙、墊板、墨粉盒、電腦、金屬廢料等自願進行回收處理。

Mọi cơ sở kinh doanh phải tái chế biến các thùng đựng bằng các tông, giấy tờ văn phòng, báo chí, các lon đựng bằng nhôm và lợp kim, chai lọ bằng thủy tinh, bình đựng bằng nhôm và cây cỏ sân khi tỉa vào vườn花木 và cũng rất nên tự nguyện tái chế biến các đồ vật khác có giá trị trên thị trường, như các loại giấy lẫn lộn, tìm năng hàng, các ống mực in, máy vi tính, mảnh kim loại, v.v...

모든 비즈니스들은 골판지 용기, 사무 용지, 신문, 알루미늄 병 병통과 이종 금속 병통, 각종 유리 병, 그리고 플라스틱 병과 잔디 깎아 낸 것을 재활용하여 재처리 할 수 있는 종이, 화물 운반대, 토너 카트리지, 열풍기, 고철 등과 같이 시장성이 있는 다른 품목들도 자발적으로 재활용하기를 강력히 권합니다.

Téléfono: 240-777-6400; Fax: 240-777-6465; TTY: 240-777-6442
Página web: www.MCRecycles.org; e-mail: recycle@montgomerycountymd.gov

Téléphone: 240-777-6400; Fax: 240-777-6465; Télécopieur: 240-777-6442
Site Web: www.MCRecycles.org; e-mail: recycle@montgomerycountymd.gov

電話: 240-777-6400; 傳真: 240-777-6465; 電傳: 240-777-6442
網址: www.MCRecycles.org; 電子郵件: recycle@montgomerycountymd.gov

Điện thoại: 240-777-6400; Fax: 240-777-6465; TTY: 240-777-6442
Địa điểm mạng: www.MCRecycles.org; e-mail: recycle@montgomerycountymd.gov

전화: 240-777-6400; 팩스: 240-777-6465; 텔레타이프: 240-777-6442
웹사이트: www.MCRecycles.org; 전자우편: recycle@montgomerycountymd.gov

Stickers for Businesses



Additional Materials for the Business Community

- Business Recycling Regulation Handbook
 - Spanish translation
 - Chinese translation
- Materials translated into French

Tips for Other Jurisdictions

- Get a sense of the diversity in your community
- Have staff ability to address at least basic customer service requests or needs
- Produce materials in several languages AND conceptual drawings
- Focus on the needs of a diverse community
- Reach out to everyone in the community