



KNOX COUNTY SOLID WASTE

CONVENIENCE CENTER POLICIES

Revised 2017



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KNOX COUNTY SOLID WASTE
CONVENIENCE CENTER POLICIES

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A. Glossary of Common Waste Terms

Attended Donation Centers (ADC) – These are centers where additional staff or donation bins are located for recycling and reuse of textiles and/or other durable goods. These locations may also offer higher levels of service and accepted more items like electronic waste for recycling. Typically the Attended Donation Centers (ADC) have an additional attendant there to assist residents wishing to recycle or send items for reuse.

C&D OR C/D waste (Bulky Waste) – Refers to the material collected and sent to construction & demolition waste landfills. The contents of these collection boxes are buried in either unlined or naturally lined (clay) landfills so materials sent for disposal to these types of landfills should not pose a risk of leaching harmful chemicals or organisms into groundwater. In other words, when exposed to groundwater, the material should not dissolve or release chemicals or organisms. There are large or “bulky” items that may not be allowed to go into C&D landfills like a television.

Contractor – 1) in some cases in this document, “contractor” refers to people who use the centers for waste disposal who may be disposing of waste from work they are paid to do, which makes their waste commercial waste and therefore banned from the centers; 2) in some cases the term “contractor” refers to businesses who work for Knox County, performing various tasks inside the centers, especially waste hauling, maintenance, and the other recycling and waste reduction services. If operators or center users have any doubt about the use of the word “contractor” in any section of this manual, they should call the Solid Waste Office at 865-215-5865 and ask for clarification.

Convenience Center (Household Recycling & Waste Drop-Off Center) – Knox County Government owns and operates several comprehensive household waste and recycling drop-off facilities also called Convenience Centers. A certain number of Convenience Centers are required by state law. Much of what Convenience Centers accept and do not accept is prescribed and regulated by the State of Tennessee Department of Environment and Conservation.

Electronic Waste (e-waste, ewaste) – any waste item that includes electronic circuitry with an electronic cord, cable, or power supply. Electronic waste generally includes anything that can be plugged in or uses batteries to operate. Depending on the contracts, rules, and regulations different types of electronic waste may be directed to different parts of the center for recycling and proper disposal.

Green Waste – Green waste is an assortment of wood waste, limbs, logs, brush, yard clippings, tree trimmings, leaves, stumps, and other organic plant matter that will decompose obtained from naturally downed or managed vegetation.

Green Waste Facility – Green waste is not typically sent to a landfill. Instead it must be taken to a facility that will collect it then process it into something else like mulch or boiler fuel. There are several places around Knox County to take greenwaste (limbs, logs, brush, yard clippings, tree trimmings, leaves, et cetera). All of the facilities in the area are privately owned and operated. They all accept different types of materials. They all charge fees. Exact change may



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be required. Some facilities may not accept certain materials. You can find more information about these facilities by calling them directly.

Household Hazardous Waste (HHW) Building at City Transfer Station – There is a collection facility jointly funded by the City of Knoxville, Knox County, and a grant from the State of Tennessee that accepts a variety of materials typically considered hazardous to the environment which the State would like diverted away from Convenience Centers or disposal in landfills. The Household Hazardous Waste Facility is a separate building located at the City of Knoxville Transfer Station (also defined below) Items accepted by HHW may not be accepted at Convenience Centers. People with items not accepted at Convenience Centers may be directed to take material to the HHW facility. The HHW facility may have limits for quantities they accept of certain materials (like paint or oil). The HHW facility hours are not the same as county-run facilities. Anyone wishing to use the HHW facility should contact them at 865-215-6700 to find out what is accepted and during what hours.

Landfill

(Class 1 Sanitary) – A landfill is a place to dispose of refuse and other waste material by burying it and covering it over with soil, especially as a method of filling in or extending usable land. Sanitary landfills accept Municipal Solid Waste (MSW) and are typically isolated from ground water engineered with permanent control throughout the life of the site, and planned by layers or cells which are covered daily. See Municipal Solid Waste (MSW). Sanitary landfills are often the most expensive disposal option. Most landfills charge tip fees for every ton of waste disposed. Minimum charges may apply.

(Class III/IV Demolition) – A landfill is a place to dispose of refuse and other waste material by burying it and covering it over with soil, especially as a method of filling in or extending usable land. Demolition landfills typically only accept Construction and Demolition (C&D) waste, shredded tires and waste with similar characteristics like waste generated from landscaping and land clearing.). Demolition landfills are often less expensive than sanitary landfills. Most landfills charge tip fees for every ton of waste disposed. Minimum charges may apply.

Medical Waste – Medical waste is treated differently depending on whether it is home medical waste generated from non-regulated home medical activities (like blood sugar testing, allergy shots) or commercial medical waste generated by hospitals, clinics, doctors' offices, nursing homes, et cetera. Home medical waste may be disposed of at centers according to center rules but commercial medical waste is prohibited.

Municipal Solid Waste (MSW) – This refers to material collected and sent to Class I sanitary landfills built with an industrial liner and water collection system. Material that cannot be sent to C&D landfills must typically be sent to MSW Class I landfills. This typically includes food waste, and any other home trash generated by households.

Transfer Station (City Of Knoxville owned/operated) – The City of Knoxville owns and operates a solid waste processing facility that offers a lower disposal tip fee for home and business customers in the Knoxville Area. The City of Knoxville Transfer Station is also known as the Solid Waste Management Facility. The facility often accepts larger quantities and it accepts heavier items (like asphalt roofing shingles) that County Facilities do not accept because they charge customers fees based on weight to dispose of their waste they use heavier trucks to transfer the material to the landfill. There is a building at the City Transfer



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Station called the Household Hazardous Waste Facility (HHW) that will accept some kinds of waste from households free of charge. See the **Household Hazardous Waste (HHW)** section for details. Hours of the facility are not the same as county-run facilities. Anyone wishing to use the Transfer Station should contact them at 865-215-6700 to find out what is accepted and during what hours.

Transfer Station (general definition) – A transfer station is a building or processing site for the temporary deposition of waste. Transfer stations are often used as places where local waste collection vehicles will deposit their waste cargo prior to loading into larger vehicles. Transfer stations typically charge tip fees based on weight or volume. Also see The City of Knoxville Transfer Station.

B. Center User “Bill of Rights”

Users have the right to courteous service. You should expect to be treated courteously and professionally by all of our employees and to receive prompt responses from them.

Users have the right to be treated fairly during all of your dealing with any employee of the Knox County Solid Waste Department.

Users have the right to information and assistance with understanding policy. You have the right to receive instructions from Center Operators and Solid Waste Staff regarding policy in plain language to help you comply with the policies in place at County Convenience Centers. More detailed technical explanations and the intricacies of policy will be provided upon request by members of the management team.

Users have the right to address the supervisor and management personnel at Knox County Solid Waste. If you have any questions or for further clarifications of policies please contact Knox County Solid Waste at 865-215-5865. You may also email questions and comments to solidwaste@knoxcounty.org

C. Customer Service Challenges

1. Knox County Solid Waste establishes Convenience Center policies. This includes policies regarding which materials go in what containers, daily limits on amounts that may be brought to the centers, materials that are not accepted, hours of operation, and other policies necessary to operate County Convenience Centers.
2. When center users ask Center Operators questions about operational issues, the operator should answer to the best of his or her knowledge and provide a way for the customer to get further information if necessary (provide a handout, solid waste telephone number, brochure, et cetera). For unanswered questions or specificities, users should be referred to the main Solid Waste Department number, 865-215-5865.
3. If operators see a center user make a mistake and place waste in the wrong box, operators should politely ask users not to repeat the error in the future and to place any additional waste in the correct location. Operators should never require a center user to take any item out of any container. If garbage or recycling must be removed and placed in another location, the CENTER



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OPERATOR must remove it. If a container is too full to fit any more items, NO PERSON (Center Operator or center user) should climb into the container to rearrange its contents.

4. Operators should never confront a center user and threaten to take down and report their tag numbers to the Solid Waste Office. If a center user deliberately places waste in the wrong place after being advised of the correct place to put the waste, operators will write down the date, time, place, vehicle tag number, vehicle description, type of waste, and report it to the Solid Waste Office. Solid Waste will conduct an investigation and take appropriate action.

5. Operators should never engage in any kind of argument with a member of the public and never intervene in an argument between two center users. Operators will treat the public/taxpayers as if they are always right – if they are wrong, operators will refer center users to the Solid Waste Office to clarify policy. If there is any concern for operator or citizen safety, operators should call 911 and ask for a Sheriff's Deputy.

6. Under no circumstance are operators to tell any citizen that they must leave the center. Center operators do not have the authority to ban center users from county facilities and must limit their statements to enforcement of clear policies outlined in this manual or other clearly established Knox County Solid Waste policies or procedures.

7. In certain situations, center operators may authorize users to dispose of waste in undesignated locations or waive restrictions and limits in the issue of customer service. When exceptions are made the Solid Waste Office must be alerted about the exception and a clear reason given.

D. Centers Are Self-Service

1. Knox County Convenience Centers are self-service. Center users must bring help if they need it.

2. Knox County employees may not help unload center users' vehicles. This policy is based on two principles: 1) avoidance of liability in the event the employee or center user is injured or if there is property damage to private or County property; and 2) equal treatment – if help is provided to some users it creates obligations to provide help to all users.

E. Public & Personal Safety

1. Center Operators must wear all applicable personal protective equipment (PPE) at all times when they are at work.

2. Center Operators must wear at least one garment displaying the Knox County logo or markings at all times while at work (could be a vest, hat, jacket, shirt, or County ID). Center users should be able to recognize a County Solid Waste employee in order to ask for advice following Solid Waste policies.

3. The trash compactors are heavy-duty industrial equipment and can cause serious injury or death if operated improperly. It is the operator's responsibility to visually inspect a compactor before turning on the hydraulic ram to make sure that no person is too close to the opening. The compactor should never be operated if any part of a person's body is in or near the compactor



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opening in a manner that could create a crush hazard. If the operator cannot clearly see what is going on from the office, the remote button may not be used and the ram must be operated from the button on the compactor unit. At no time is the public allowed to operate a compactor and the buttons on the units should be disabled (locked) unless needed by the operator.

4. It is the operator's and driver's responsibility to establish a safe work zone when recycling and waste hauling trucks are working in a convenience center. Operators, Solid Waste personnel, and contractor staff should direct traffic or set up cones to limit public exposure to dangers and ensure public safety when large trucks or other possibly dangerous equipment is in use at centers

5. Young children and pets must remain in vehicles at all times at all centers.

F. Amounts & Types of Waste Accepted

1. Knox County Convenience Centers only accept residential municipal solid waste. Residential waste is defined as municipal solid waste generated and delivered by members of the same household and this can include modest amounts of demolition and construction waste from do-it-yourself home improvement projects or cleaning out sheds and garages.

2. Bagged Household garbage must be delivered to centers fully secured inside the vehicle, in a secured container (like a box or trash can), or covered with a tarp or other strapping devices if on the outside of the vehicle in order to comply with litter and secured loads laws. Bagged household trash must typically be placed in the blue MSW Landfill container to be sent to a Class I Sanitary Landfill. Construction and Demolition material (bagged and/or loose) will be directed to a different container such as the C&D bulky container or other collection boxes (like carpet) if available.

3. There is a daily limit of one of the following amounts listed: 1) One standard pickup load that is not piled higher than the sides of the truck (Note: If some material is piled higher than the sides of the truck but "could" fit in the truck if packed better, then it is acceptable), 2) One trailer load following the same guidelines as a pickup load. **See Load Limits Graphic.**

4. No "loose" household garbage in large amounts (trailers or pick-up truck beds) will be accepted unless it is C&D bulky waste which may also be bagged in order to prevent litter. Operators are advised to tell center users who bring loose garbage that it may be accepted once, however, the same load may be rejected in the future. Center users who repeatedly ignore or abuse this rule after repeated warnings may be investigated by Solid Waste as a habitual center rule breaker and possibly be restricted from using Convenience Centers in the future. For More information about Bulky Waste see **Section C&D Bulky Waste & Do-It-Yourself Demolition Waste.**

5. Only residential self-administered medical waste is accepted. Examples of residential self-administered medical waste include household medicine containers (vials, bottles), testing waste (lancets), and self-administered hypodermic needles. Such household medical wastes are exempt from state and local regulations. All sharp items should be disposed of in a re-sealable container that has been taped shut and double-bagged. Examples of such containers include empty bleach/laundry detergent jugs, et cetera. For More information about Bulky Waste see **Section Medical Waste**



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G. C&D Bulky Waste & Do-It-Yourself Demolition Waste

1. Do-it-yourself construction, demolition and housecleaning waste must go in the Construction & Demolition (C&D) compactor or designated container depending on what type of box is available at a given center.
2. Building materials (boards, pipe, et cetera) must fit in the compactor opening. This may require that the material be cut down to size (6 ft. or less) or broken prior to placing items in the container.
3. Items that are allowed in the C&D compactor are lumber, pieces of chain link fence, sheetrock, nails, screws, insulation, small pieces (4ft sections) of carpet, sinks, toilets, tubs, furniture, empty paint cans (where they are completely dry inside), large chunks of Styrofoam, pallets, et cetera. Center users with metal items may be asked to place the metal in a metal pile instead of the C&D Bulky waste container. Center users may be asked to place some items that pose an environmental risk to a C&D landfill into a different container. The maximum daily load limit is one (1) 5' x 8' pickup truck or equivalent trailer load per day
4. Prohibited items include: shingles, railroad ties, telephone poles, any commercial/industrial treated lumber, rock, gravel, sand, stone, block, brick, dirt/soil, paint, paint-related solvents, cardboard, mixed paper, household garbage, et cetera. Metal posts (usually from chain link fences) with concrete still attached are not accepted. Also, clean recyclables should not be disposed along with bulky waste.
5. When center users want to dispose of prohibited materials (or if the C&D containers are full) the operator will refer the center users to alternate disposal sites. The alternate disposal sites may charge fees. An example of another disposal site is a landfill or the City of Knoxville Transfer Station. Although landfills and the City Transfer Station charge fees the Transfer Station often costs less because there are no minimum charges. Center users should be given information on how to contact the other disposal sites or referred to the Solid waste Office. Landfills and the City Transfer Station are all open and closed on different schedules from Convenience Centers. In some instances, if the C&D container is full and there is a small amount of material the operator may make an exception. If an exception is made the center user should know it is an exception is being made in the interest of customer service. Center Users **must** inform the Solid Waste Offices when allowing exceptions.

H. General Use of Center

1. Knox County Convenience Centers are primarily funded by Knox County property taxes. Only Knox County residents may dispose of trash at the centers. A non-commercial vehicle with a KNOX sticker is assumed to be a Knox County resident.
2. Vehicles with commercial tags (regardless of which county they are registered) and/or company names on the side are potentially hauling commercial waste and will be subject to questioning about the origin of the waste and whether the waste was generated from commercial activity.



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3. Drivers of vehicles without Knox County tags may be asked to show proof of residency. A driver's license, property tax bill, utility bill or something similar with a Knox County address are acceptable proof.
4. Only residential trash from individual households is accepted for disposal at the Convenience Centers. The Convenience Centers operate under an assumption based on federal and state laws that residential household waste is not legally defined to be hazardous. The same law assumes that commercially generated waste is potentially hazardous. Knox County Convenience Centers are operated under a Tennessee Department of Conservation (TDEC) permit-by-rule to accept only household residential trash. Commercial waste must be 1) disposed of using a private hauler or 2) taken directly to a licensed, commercial landfill.
5. It is acceptable for a County resident (with proof of residency) to come into a center with a commercial vehicle to bring in their household trash or home demolition waste from a small project. Advance approval by the Solid Waste Director may be necessary.
6. Commercial entities and non-county residents may bring a reasonable amount of recyclables to Knox County Convenience Centers as long as it remains in the best financial interest of the county or an approved recyclable collected in order for the County to meet internal or statewide recycling and diversion requirements.
7. Center Operators may not accept payment from anyone for any purpose. There are no fees to dispose of waste at Knox County Convenience Centers. Only authorized Knox County staff and contractors may collect and transfer recyclable and reusable products and/or durable goods for resale on a secondary market.

I. Hours of Operation

1. Household waste and recyclables may be brought to Convenience Centers during regular operating hours: Monday-Friday, 8am-6pm and Saturday, 7am-3pm. Hours are posted at the front gate of every center. Operators are to shut the gates on time but allow center users in line at that time to continue with their waste disposal. Operators may cone off or otherwise barricade traffic lanes to prohibit latecomers from entering.
2. Any individual(s) placing household waste and recyclables where the material does not belong, outside of the Convenience Center, or over the fence when a center is closed may be prosecuted for littering or illegal dumping.
3. If the public does not respect the posted hours by coming in early or late, the Center Operator must politely inform them of the center hours. (See **Customer Service Challenges**)

J. Household Hazardous Waste (HHW) Facility (at City of Knoxville Transfer Station)

1. All liquid paints (see section on dried paint below), stains, solvents, thinners, pesticides, fertilizers, detergents, auto fluids, rechargeable batteries, and other household generated hazardous waste should be taken to the Household Hazardous Waste (HHW) facility. The facility is jointly funded by the City, County and State of Tennessee but operated by the City of Knoxville. Hours vary and are not the same as Convenience Center hours. Center users may ask for a brochure, map, and/or phone numbers for further information.



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Household Hazardous Waste Facility (HHW) Building
City Transfer Station
1033 Elm Street
Knoxville, TN 37921
Exit 1B (Baxter Avenue exit) off of I-275.
865-215-6700

2. Oil-based (non-latex) paints, stains, solvents, et cetera must go to the HHW center.
3. Latex paint is not hazardous, but liquid latex paint is considered a nuisance waste. Center users may only place open paint containers with fully-dried paint (dry enough that you cannot pour it if turned upside down) in the C&D or garbage compactors. Residents must show dried paint cans to the center operator before placing them in the compactor. The best practices for latex paint disposal is to leave paint cans open and let the cans fully dry before disposal. Fully dried paint will be hard to the touch and never move when pressed. When drying large quantities of latex paint additives such as kitty litter or other similar absorbents available at paint stores should be used.
4. Refrigerators, freezers, air conditioners or any other appliance that contains refrigerants (Freon) must be taken to the HHW center or a scrap metal company that will accept the device(s). This applies to devices with or without the cooling coils and/or compressors. The HHW center has equipment and a trained technician to safely evacuate the refrigerant from the compressor and can certify that refrigerant was evacuated as required by law. (See **Section M. Refrigerant, Mercury, or Flammable Materials**)

K. Refrigerant, Mercury, or Flammable Materials

1. Refrigerators, freezers, air conditioners, dehumidifiers, and any other appliances with a condenser, coils, and/or CFCs are NOT accepted and must be taken to the Household Hazardous Waste (HHW) facility at the City of Knoxville Transfer Station facility or a scrap metal company that will accept the device(s). (See **Household Hazardous Waste**, fees may be charged for devices containing refrigerants).
2. Thermometers, thermostats, and any other objects containing mercury may be handed to the Center Operator for proper disposal or taken directly to the Household Hazardous Waste Facility (HHW) at the City of Knoxville Transfer Station. (See **Household Hazardous Waste**)
3. Compact fluorescent, halogen, metal halide lamps, et cetera may be handed to the Center Operator for proper disposal or taken directly to the Household Hazardous Waste Facility (HHW) at the City of Knoxville Transfer Station. (See **Household Hazardous Waste**)
4. Any tanks previously containing flammable materials such as gasoline, kerosene, or diesel are to be taken to the Household Hazardous Waste (HHW) facility at the City of Knoxville Transfer Station. (See **Household Hazardous Waste**)



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L. Exemptions from Limits or Center Policies

1. Cases or situations where exceptions may be needed by users that are not covered in section **Section D. Customer Service** will be evaluated and approved on a case-by-case basis by the Solid Waste Director or Departmental Administrators. Solutions will be focused on what is in the best financial interest of taxpayers in order to provide excellent service to otherwise rule-abiding center users.
2. Garbage, trash, C&D bulky waste, tires, et cetera collected during any litter cleanup is exempt from the amount limits.
3. Limits will not apply to Knox County litter crews, road adoption groups, cleanups by non-profit groups such as AmeriCorps Volunteers, Ijams Nature Center, Keep Knoxville Beautiful cleanups or beautification efforts, or any other volunteer groups involved in the cleanup of litter and illegal dumping.
4. Hardship cases approved by the Solid Waste Office are exempt from amount limits and will likely be arranged in advance with centers, Center Operators, and individuals that need specific exemptions.

M. Recycling

1. All Tennessee counties are required by the state to substantially reduce waste going to landfills. Knox County provides a range of recycling options for citizens to help meet this requirement.
2. Center Operators should become familiar with local recycling practices in order to answer questions from the public. The Knox County Recycling Coordinator is available to help center users or Solid Waste staff better explain why certain materials are or are not recyclable and why. The Recycling Coordinator can be contacted at the Solid Waste Office at 865-215-5865 or by sending an email to: recycle@knoxcounty.org
3. Operators should close the doors of recycling containers at the end of the work day and during wet weather.
4. Operators should monitor recycling containers frequently and intervene if individuals are placing garbage or contaminants in recycling containers.
5. Operators are required to monitor the recycling area often and inspect each container for contamination several times per shift.
6. The cost to haul and bury garbage in a landfill is significantly higher than the cost of hauling and selling recyclable commodities. Recycling is beneficial to Knox County taxpayers. Questions about the economics of recycling should be directed to the Knox County Recycling Coordinator or the Solid Waste Director. Individuals seeking more information may call the Solid Waste Office at 865-215-5865 (dial 0 to speak to someone or to leave a message).



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N. Scrap Metal

1. Convenience Centers recycle all scrap metal. It does not go to the landfill.
2. Center users must put loose metal and appliances in designated areas.
3. Dishwashers and microwaves may be required to be placed in the C&D compactor or the scrap metal pile depending on the scrap metal market. The Center Operator will direct center users after an inspection of the materials.
4. Chain link fence, bed springs and wire may be required to be placed in the C&D compactor or the scrap metal pile depending on the scrap metal market. The Center Operator will direct center users after an inspection of the materials.
5. Concrete must be removed from metal fence posts before being placed in the scrap metal pile (**see C&D Bulky Waste & Do-It-Yourself Demolition Waste**).
6. Steel (tin) and aluminum cans may be placed in the scrap metal pile (in small amounts) or be placed in the recycling container labelled for metal containers.
7. Wire hangers, screws, nails, and other smaller metal objects should be placed into larger metallic containers like washers and dryers at the center or brought in a metal coffee can so that they do not spill out and cause a tire puncture hazard for center users.
8. Refrigerators, freezers, air conditioners, dehumidifiers, and any other appliances with a condenser, coils, and/or CFCs are NOT accepted at county centers and must be taken to the Household Hazardous Waste (HHW) facility at the City of Knoxville Transfer Station or directly to a scrap metal company that will accept such devices (**see Refrigerant, Mercury, or Flammable Materials**).

O. Green Waste

1. Green waste is not accepted regularly for disposal at County Convenience Centers because most landfills will not accept green waste. Center users with green waste are directed to facilities that can accept the material.
2. County Convenience Centers may occasionally offer special collections of green waste in special designated areas for specific periods of time. An example is Christmas Tree Recycling for live trees after the holidays.
3. Green waste is not allowed in most landfills and therefore must be taken to special facilities that can accept green waste. There are several places in Knox County to take green waste. All facilities are privately owned and operated. They all accept different types of materials. They all charge fees. Exact change may be required. Some facilities may not accept certain materials. Individuals seeking more information may call the Solid Waste Office at 865-215-5865 (dial 0 to speak to someone or to leave a message).



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4. Individuals that wish to have greenwaste picked up at their home should call landscaping and/or tree cutting companies and ask about the services the company offers.
5. Residents wishing to obtain a burn permit must call the Knox County Air Quality Management Office at 865-215-5900

P. Electronic Waste (E-waste)

1. Computer equipment, PC systems, CPUs, monitors, mice, keyboards, printers, scanners, laptops, modems, hard drives, speakers, power cords, cables, phones, powers strips, desktop copiers, fax machines, and cell phones should be taken for recycling to a facility that accepts electronic waste like Convenience Centers with Attended Donation Centers (ADC). These items may also be taken to the Household Hazardous Waste (HHW) facility at the City of Knoxville Transfer Station or E-waste events.

2. Any television may be disposed at any Convenience Center providing center users (and their helpers) are able to safely unload, lift, and place the TV into the compactor receiver box. Televisions must be placed into the blue MSW Class I sanitary landfill receiver box. Centers are self-service so users will need to bring help. Heavy tube TVs, console TVs, big-screen TVs, or rear-projection TVs should be taken directly to the City of Knoxville Transfer Station or a landfill (fees will apply). Disposing of large TVs at the City Transfer Station or landfill is easier because TVs can be pushed off/out of the vehicle onto the ground then the user can drive away avoiding the difficulty of lifting the TV up and putting it into a compactor. For more information call the City of Knoxville Transfer Station at 865-215-6700.

City of Knoxville Transfer Station and Household Hazardous Waste (HHW) Facility
1033 Elm Street
Knoxville, 37921
865-215-6700

3. Toasters, hair dryers, clock radios, vacuums, corded telephones, and other small electronic household appliances that work may be taken to a facility with an Attended Donation Center (ADC). Small household appliances that no longer work may be placed in the garbage compactor. Appliances that are mostly metal such as some toasters, some microwaves or metal lamps may be placed in the scrap metal pile.

4. Electronics that contain refrigerant such as refrigerators, freezers, air conditioners, dehumidifiers are treated differently. See **Refrigerant, Mercury, or Flammable Materials** for details

Q. Oil, Oil Filters, Antifreeze, Auto Batteries & Propane Tanks

1. Used motor oil and antifreeze (coolant) are collected in specially labeled containers at County Convenience Centers for recycling. Used motor oil may be inspected by Center Operators to insure oil is free of water or other contaminants (water, paint, coolant, cooking oil, et cetera). Used motor oil and coolant are collected in separate containers and must not be mixed together. To preserve capacity for other center users, amount limits for large quantities may be required and may also vary on a center to center basis depending on capacity.



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2. Used oil filters are collected in a designated drum near the oil collection area.
3. Some locations may accept cooking oil in special containers or designated areas. Cooking oil should be delivered in re-sealable plastic containers (such as the original packaging, empty bleach/laundry detergent jugs, et cetera). See Convenience Center Operator for details.
4. Rechargeable batteries and automotive-type lead-acid batteries must be placed in the battery collection area at County Convenience Centers.
5. Empty residential propane tanks must be placed in the designated area. All other cylinders should be returned to the originating commercial gas distributor or returned to a commercial dealer where it will be accepted. Residents should contact the Knox County Solid Waste offices for assistance finding a dealer(s) to accept their cylinder(s).
6. Automobile and other vehicle gas tanks are not accepted at Knox County Convenience Centers. Gas tanks should be taken to an allowed disposal facility such as a landfill or the City of Knoxville Transfer Station. The disposal facilities may require tanks to be cut in half or to have several holes punched/drilled in them. Scrap metal companies may also accept metallic tanks with some restrictions. Individuals planning to dispose of tanks at the City Transfer Station should call 865-215-6700 in advance for more information.
7. Old fuel and fuel tanks (kerosene, diesel, & gasoline) may not be left at the centers and may not be disposed of in the waste oil containers. Old fuel and fuel tanks must be taken to the Household Hazardous Waste (HHW) facility at the City of Knoxville Transfer Station where fees may apply (1033 Elm Street – 865-215-6700).

R. Tires

1. There is a limit of 8 tires per person per year at the centers. Tires must be passenger car, light truck, motorcycle, off-road sport vehicle or lawn tractor type tires only.
2. Individuals with more than 8 tires or over-sized tires (such as large truck tires, farm/construction equipment tires) must take them directly to the Knox County tire recycling contractor. Fees may apply. Individuals seeking more information may call the Solid Waste Office at 865-215-5865 (dial 0 to speak to someone or to leave a message).
3. In some situations, individuals or properties with large quantities of unpermitted waste tires may be eligible for removal and disposal assistance. All assistance will require Solid Waste Director's approval. Individuals seeking more information may call the Solid Waste Office at 865-215-5865 (dial 0 to speak to someone or to leave a message).

S. Medical Waste

1. Residential self-administered medical waste must be placed into the trash compactors according to the following rules U.1-U.6. All Knox County Solid Waste Policy is superseded by TDEC rules. In case of a conflict TDEC Rules shall apply.
2. Non-residential self-administered medical waste as defined by TDEC rules for commercial generators will NOT be accepted at any Convenience Center.



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3. Bulk bodily fluids and liquids will NOT be accepted at centers. Recognizable human organs and body parts will NOT be accepted at centers.
4. Household generated medicine bottles, vials, containers of any sort, lancets, and hypodermic needles used by diabetic patients for self-injection of insulin are not considered medical waste under this rule. Such needles or related “sharps” must be placed in a hard container such as plastic milk jugs, bleach bottles, or other sturdy and re-sealable plastic containers. Before disposing, the container must then be sealed (tape is acceptable) and placed within two garbage bags prior to being placed in the garbage compactor for disposal.
5. Old, unused, or unwanted prescription and over-the-counter drugs can be disposed of at the Knoxville Police Department located at 800 Howard Baker Jr. Avenue. Prescription and over-the-counter drugs may also be disposed of at medical waste events held periodically throughout the county. Individuals seeking more information may call the Solid Waste Office at 865-215-5865 (dial 0 to speak to someone or to leave a message).

T. Theft

1. Unauthorized scavenging, salvaging, scrapping, et cetera from any Knox County Convenience Center or facility for the storage and/or sorting of recyclable or waste material is theft and is prohibited. Also, using county employment as a means to personally enrich one’s self by facilitating the scavenging, salvaging, or scrapping of materials is also considered to be theft and is prohibited.
2. Theft from Knox County property is punishable by fines and imprisonment (see TCA 39-103-104).
3. Knox County employees who witness theft on Knox County property are required to report all incidents to the Solid Waste Director immediately. If the Solid Waste Director is not available, report theft to the Convenience Center Supervisor or the Solid Waste Department Codes Officer. Reports should include the date, time and place of theft, description of person(s), names of person(s) if known, description of vehicle, vehicle tag number and item(s) stolen. If an employee witnesses theft and fails to report it, or is participating in or enabling theft, it will be grounds for immediate dismissal from employment and prosecution.
4. Center users who drop off items they think are usable should be referred to County centers with Attended Donation Centers (ADC). There are a number of other local charities that accept items for reuse. Items left in the metal pile will be recycled. Items left with Attended Donation Centers (ADC) may be reused or sold on the second hand market.
5. Center users observed negotiating with each other to exchange item(s) not already dropped off must leave the center. Convenience Centers may not be used as “flea markets”. Unauthorized solicitation is prohibited.



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U. Soliciting

1. Knox County Solid Waste may conduct or authorize the collection of information through written surveys and/or interviews of Convenience Center users for the purpose of planning solid waste service improvements.
2. Soliciting money or goods at any Convenience Center is prohibited.
3. Distribution of printed material or goods is prohibited with this exception: organized groups who wish to distribute printed material or items related to recycling, waste reduction or other Solid Waste Department functions must receive prior approval from the Solid Waste Director.

V. Spill Containment & Reporting Requirements

1. All Knox County Convenience Centers have spill kits with the capacity to absorb several gallons of oil. Spills of any automotive fluids (gasoline, oil, anti-freeze), hydraulic fluids (contractor trucks, compactors), and any other potentially hazardous material must be contained. Contractors have been requested to have spill kit on trucks performing work for the County.
2. All Knox County Solid Waste employees undergo spill response training upon hiring and complete an annual spill response refresher course. Employees are required to know and understand spill control response procedures that are posted at each facility. If an employee does not understand the spill response procedures, he or she should request training from his or her supervisor.
3. Any spills that are 1 gallon or more must be recorded in the spill and leak log located in the convenience center SWPPP binder. If **any** fluids from a spill make it into the Stormwater drain, the spill must be recorded in the spill and leak log located in the convenience center SWPPP binder.

W. Traffic/Compactor Flow Management

1. One of the most important functions of a Center Operator's job is to manage the flow of traffic to maximize compactor box capacity.
2. Full garbage and C&D boxes must be called in according to a schedule agreed upon with the hauling contractor. The contractor has agreed to a maximum 3 hour turnaround time to pick up and return a box. Centers must have several hours of compactor capacity when the box is in the process of being pulled. Operators must direct traffic to one or two boxes to get them full, call for pickup, and then divert drivers to empty boxes. Center operators are encouraged to allow compactors to reach maximum capacity whenever possible. Some situations may necessitate a container being emptied before it is full. The Center Supervisor will instruct operators on how to tell when the boxes have reached capacity and when to call the contractor for a haul.
3. To the extent possible, operators will open additional compactor lanes when waiting traffic is backed up into the street. If it is too late in the day to get a box emptied and demand is so heavy



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that opening additional lanes will not fix the backup, Operators should use their discretion to keep the center open as long as possible.

4. There are situations that *could* cause operators to close a center early or shut down a center: 1) if operators have a personal health emergency, 2) if the boxes are full or the compactors are inoperable for any reason, 3) if inoperable vehicles are blocking lanes, or 4) if work is being performed at the facility that could pose a risk to center users safety. In any case, operators must call their immediate supervisor first and/or someone at the Solid Waste Office to inform the office why the center is being closed. Closing early does not mean center operators will leave early. The Center Supervisor will advise operators to stay or to leave the center for the day depending on the situation. Operators may be asked to stay for the remainder of their shift in order to convey why a center is closed to the public.

X. County Authority to Establish Policies

1. The Knox County Code Sec. 26-125 states:

The county department of solid waste shall be responsible for promulgating rules and regulations for operation of all county convenient centers. The regulation shall be available for inspection at each convenient center.

Violations of any rule or regulation for the operation of convenient centers promulgated by the county solid waste department shall be considered littering and a violation of this article, with each violation being considered a separate offense. (Ord. No. O-96-11-102, § 1, 12-23-96)

Y. State Rules

1. The State of Tennessee Department of Environment and Conservation issues waste rules according to their authority in State Law. The following rules are specific to County Convenience Centers.

0400-11-01-.10 CONVENIENCE CENTERS / COUNTY PUBLIC COLLECTION RECEPTACLES.

(1) Purpose

(a) This rule shall establish the minimum level of service which every county must provide in order to assure that all residents of a county are provided with collection and disposal service.

(b) This rule shall establish minimum standards for the design and operation of convenience centers if such service is selected by a County.

(c) This rule shall establish requirements for operation and use of county public collection receptacles for municipal solid waste.

(2) Minimum level of service –

(a) Household collection - A county shall be deemed to have met minimum level of service if at least ninety percent (90%) of all residents have access to household collection.



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(b) Convenience centers - A county shall be deemed to have a minimum level of service if convenience centers are established as provided in this subparagraph. Each county must have at least one convenience center unless a higher level of service is provided.

1. Convenience centers must meet the permit by rule requirements at part (2)(a)4 of Rule 0400-11-01-.02. The operator must make attachments to the notification as follows:

(i) The operator attaches a written narrative to his notification describing the specific manner in which the facility complies with paragraph (3) of this rule.

(ii) A design plan attached indicating boundaries of the site and all appurtenances.

(iii) A site location map is submitted on a USGS Topo map.

2. Number of centers - The service area of a county is defined as follows:

(i) Service area - The service area of a county is defined as follows:

(I) County area in square miles less in square miles the following;

I. Federal lands or reservations;

II. State lands or reservations;

III. Forestry reserves as held by wood processing industry;

IV. Municipal corporations served by mandatory collection;

V. Federally managed water bodies or rivers; or;

(II) Population as certified by the most recent census as per the U.S. Bureau of Census less the population served by mandatory collection service.

(ii) The minimum number of centers shall be established as follows:

(I) The service area in square mile divided by one hundred eighty square miles (180 mi²); or

(II) The service area population divided by 12,000.

(All calculations shall be rounded to the nearest whole number).

(c) Higher Level of Service - If a county or region proposes an alternative system, said system shall be approved by the Commissioner. The proposed system must provide a higher level of service than convenience centers. The county or region must, at a minimum, provide a review as per paragraph (4) of this rule and state in detail the criteria by which the system provides a higher level of service.

(3) Design and operation standards

(a) Access - The facility shall restrict unauthorized access by means of fencing with the ability to secure access points. Operating hours shall be posted at the facility.

(b) Dust and Mud Control - In order to prevent the creation of a nuisance or safety hazard all surfaces utilized for access and general operation shall be paved (includes compacted stone).

(c) Run-on and Run-off Control

1. In order to prevent operational hazards all run-on surface water shall be diverted around the facility.

2. In order to prevent ponding of water, the surface of the facility shall be graded to assure proper runoff control. All runoff shall be diverted to an area that can be controlled with reference to release from the property. The release area shall be properly graded and stabilized to prevent erosion or other damage to adjoining properties. Release of solids in the runoff must be controlled.



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(d) Fire safety - The facility must have on-site, properly maintained, fire suppression equipment. Arrangements must be made with the nearest available fire protection agency to provide additional protection.

(e) Communication - There shall be maintained during operating hours on-site equipment capable of notifying the appropriate authorities of an emergency, unless it is demonstrated to the Commissioner's satisfaction that such requirement would be an unreasonable hardship at the convenience center location.

(f) Personnel facilities

1. In order to provide shelter during inclement weather and store necessary records and supplies a suitable structure shall be provided on-site.
2. Sanitary facilities shall be provided.

(g) Water - Service water should be provided to the facility if equipment and/or the facility management requires such water for maintenance.

(h) Process water - If mechanical compaction is utilized all liquid generated by this equipment shall be collected and properly managed.

(i) Waste Handling

1. Recycled material shall be placed in separate receiving containers;
2. All waste handling (including loading and unloading) shall be conducted on paved surfaces (pavement includes compacted stone);
3. There is no storage of solid waste at the facility except in containers, bins, or on paved surface designed for such storage;
4. All litter shall be collected at the beginning and end of each working day. Incidents of illegal dumping shall be referred to local authorities and addressed in the annual revision of the solid waste plan.

(j) Facility supervision - Trained personnel must always be present during operating hours. Training will be established as per T.C.A. § 68-211-853.

(k) Siting restrictions

1. Convenience centers shall not be located within wetlands, unless the owner or operator makes the applicable demonstrations to the Commissioner as referenced at subparagraph (2)(p) of Rule 0400-11-01-.04.
2. The facility must not be located in a 100 year floodplain, unless the demonstration is made to the Commissioner as required at subparagraph (2)(n) of Rule 0400-11-01-.04.
3. The facility must not cause or contribute to the taking of any endangered or threatened species of plants, fish or wildlife; or result in the destruction or adverse modification of a critical habitat.
4. New convenience centers must not be located within fifty (50) feet of streams. In order to protect these, the area within the fifty feet must have a stable vegetative cover.

(l) The facility shall not receive special waste unless approval is received from the Department in writing. Approval will require the construction of special containment areas.

(m) The facility shall not receive medical waste.



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(4) Municipal Solid Waste Collection and Plan

(a) Annually each solid waste disposal region shall revise the local plan as required by T.C.A. § 68-211-814. This annual revision shall consider:

1. Survey of roadside dumps;
2. Citizen complaints;
3. Alternative systems available;
4. Volume of waste received or collection by the existing systems.

(b) This report shall be submitted to the Department of Environment and Conservation by March 31 of each year.

(5) Requirements for Operation and Use of County Public Collection Receptacles for Municipal Solid Waste

(a) Each county which maintains and uses receptacles for the collection of municipal solid waste from the general public at sites separate from a convenience center shall develop a plan for the elimination of collection receptacles or the conversion to manned convenience centers as defined in paragraph (2) of Rule 0400-11-01-.01 by June 30, 2015. The county will include the following information as part of the municipal solid waste planning region's annual report (which is submitted to the Division) until said collection receptacles are eliminated or converted:

1. The number of receptacles in the County by location;
2. The location of all receptacles by street address and geo-code (longitude and latitude);
3. Collection times for such receptacles; and
4. Operation procedures and security measures adopted and enforced to maintain and service the receptacles and to ensure the protection of public health and safety. Such information required by this part must be in the form of a narrative manual and meet the minimum requirements in subparagraph (b) of this paragraph.

(b) Minimum operation and security requirements shall be as follows:

1. All containers must be emptied at a minimum of once every 7 days, except the commissioner may provide an extension of time for severe weather or other emergency conditions.
2. Litter and/or solid waste outside the receptacles must be controlled. Such wastes must be removed at a minimum frequency of at least once every 7 days.
3. Receptacles must be maintained and managed in a manner to minimize disease vectors.
4. Receptacles must be located on an all weather surface (such as gravel).

(c) Per T.C.A. § 68-211-851, as amended, counties which did not have receptacles in place as of January 1, 1996 or which subsequent to such date discontinues use of any receptacle authorized in this paragraph, shall be prohibited from installing or maintaining additional receptacles.

2. The State also has specific definitions, rules, and restriction for Medical Wastes.



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MEDICAL WASTE RELATED ALLOWANCES/RESTRICTIONS

Rule 0400-11-01-.04(2)(k)4 provides for the following waste restrictions. As described below, certain categories of medical waste may not be disposed of in sanitary landfills or may be disposed of only after the waste has been treated or packaged in certain ways.

- (i) Sharps must be securely packaged in puncture-proof containers prior to landfilling.
- (ii) Cultures and stocks of infectious agents and associated biological must not be landfilled unless and until they have been treated (e.g., autoclaved, incinerated) to render them non-infectious.
- (iii) Human blood and blood products and other body fluids may not be landfilled. This restriction applies to bulk liquids or wastes containing substantive amounts of free liquids, but does not apply to simply blood – contaminated materials such as emptied blood bags, bandages, or “dirty” linens.
- (iv) Recognizable human organs and body parts may not be landfilled.

Z. State Law –Tennessee Code Annotated (TCA, T.C.A)

The Tennessee Code Annotated (Tennessee Law) is available for viewing on the internet. State laws for waste disposal can be found under Title 68 “Health, Safety and Environmental Protection” Chapters 211-213 Much of the public and private waste law is addressed in Part 8 of Chapter 211 and this section is referred to the “Solid Waste Management Act of 1991”



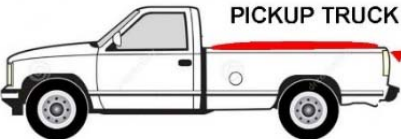
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KNOX COUNTY SOLID WASTE CONVENIENCE CENTER POLICIES

AA. Load Limits Graphic

KNOX COUNTY CONVENIENCE CENTER DAILY LOAD LIMITS


ONE OF THESE LOADS IS ALLOWED PER DAY



PICKUP TRUCK

LOAD LEVEL WITH SIDES


OK - FULL



SHORT TRAILER

LOAD LEVEL

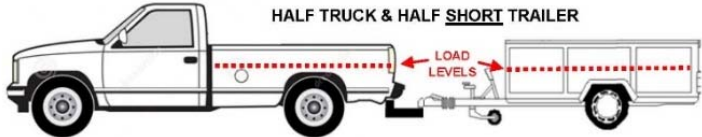
OK - FULL



LONG TRAILER

LOAD LEVEL

OK - HALF LOAD OR LESS

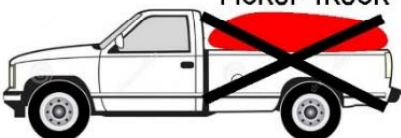


HALF TRUCK & HALF SHORT TRAILER

LOAD LEVELS


OK - IF BOTH LOADS ARE HALF OR LESS

THESE LOADS ARE TOO BIG AND ARE NOT ALLOWED




PICKUP TRUCK

NOT OK - OVER LIMIT



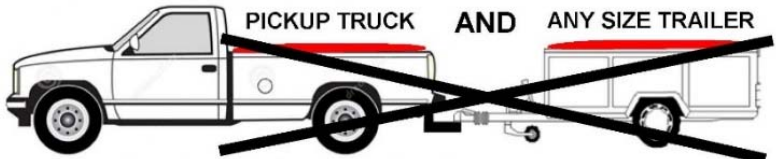
SHORT TRAILER

NOT OK - OVER LIMIT



LONG TRAILER

NOT OK - OVER LIMIT



PICKUP TRUCK **AND** ANY SIZE TRAILER

NOT OK - A FULL TRUCK AND FULL TRAILER

LOAD LIMITS - GENERAL INFORMATION

- Knox County has daily load limits to allow more people to use the Convenience Center each day.
- Oversized loads can fill containers too soon and require closing of the center.
- Oversized loads can take a long time to unload making wait times inconvenient for many people.

BOX TRUCKS, CARGO VANS AND OTHER TYPE VEHICLES

The Convenience Center Operator is fully authorized to examine and reject full or partial loads if it is determined the material exceeds the daily limits described above.



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BB. Exception Policy Chart

The following items are subject to exceptions allowed by the Solid Waste Department under the listed conditions. Center Operators will be instructed to alert the Solid Waste offices of all exceptions made. In some situations Center Operators will be asked to document the make, model, license plate, and description of the vehicle bringing material in order to document habitual policy abusers and to ensure future compliance with Convenience Center policies.

<p align="center">Convenience Center Exception Policy Chart</p>	<p align="center">Center Operator makes decision, explains policy, hands brochure(s), and notifies Solid Waste Offices</p>
air conditioning units (any device with Freon)	only accept from disabled, frail, elderly
automotive gas tanks	never without calling office/supervisor
block(s)	two 5-gallon buckets
brick(s)	two 5-gallon buckets
cement weights	two 5-gallon buckets
chemicals (in small amounts/containers)	only accept from disabled, frail, elderly
chemicals (large amounts/containers)	never without calling office/supervisor
commercial waste clearly from a paid job	never without calling office/supervisor
community cleanup groups	load limits waived
concrete chunks	two 5-gallon buckets
dirt	two 5-gallon buckets
fuel	never without calling office/supervisor
landscaping rubbish	two 5-gallon buckets
lumber (long/thick heavy duty boards)	some if open top available or capacity allows
out of county license plates	give brochure, log the plate
overload(ed) vehicle	show load limit diagram, make exception, log plate
paint (liquid)	only accept from disabled, frail, elderly
refrigerators (any device with Freon)	only accept from disabled, frail, elderly
rock(s)	two 5-gallon buckets
sand	two 5-gallon buckets
shingles	two 5-gallon buckets
soil	two 5-gallon buckets
tires	8-19 ok -license plate #, 20+ call office/supervisor