CITY OF PHOENIX, ARIZONA
Human Resources Department

Solid Waste Environmental Specialist

2016 Study Guide

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Approximately 40 percent of the Solid Waste Environment Specialist written exam is developed from this study guide. Answers to the test questions that are derived from this guide ***must be based on the information contained in this guide***. Answers based on knowledge of solid waste code/policy, radio operation, previous study guides, or any other source, even though technically correct, ***will not be accepted as correct*** if they differ from this study guide.

DO NOT BRING THIS STUDY GUIDE TO THE WRITTEN EXAM.

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SOLID WASTE CODE ENFORCEMENT POLICY

I. Standard Code Enforcement

A. Purpose

It is the intent of the City of Phoenix to promote the health and safety of the citizens of Phoenix, Arizona. This is achieved through ordinances and by establishing a policy to guide enforcement of the ordinances.

B. Standard Enforcement Policy

City of Phoenix residents are encouraged and supported in their efforts to maintain health and safety standards in their neighborhoods. To assist in this endeavor, the following code enforcement policy has been established to guide the City in addressing code violations.

1. Inspection / Notification

The Solid Waste Ordinance is enforced on a proactive and complaint basis. The following actions will be taken on violations, regardless of method of discovery, where there has been no previous history of violations and/or enforcement action:

a. The City will respond with an inspection of the site to determine if a violation exists.

b. If it is determined a violation exists, the City will make contact with the owner/responsible party to educate them on ordinance requirements with the goal of gaining compliance. This contact, either in person or through literature left at the property or mailed, will serve as education on the ordinance, notification of the violation, and corrective action required with date of re-inspection.

2. Warning of Violation (WOV)

Upon reinspection, if corrective action has not been completed, the City may issue a Warning of Violation to the owner/responsible party with information regarding what corrective action is required and the date of reinspection.

3. Notice of Violation (NOV)

Except in cases with previous history of code violations, the owner/responsible party will be notified in writing that the violation still exists and will be advised of the corrective action required. They will also be advised through this process of what further action may be taken by the City if they do not comply.

Recidivist may receive only one official NOV for a violation and future offenses of City ordinances may result in legal action without issuance of further NOV's.

4. Tickets (civil proceeding)

   An owner/responsible party who fails to comply may be subject to the issuance of a civil complaint and/or ticket that will be adjudicated by a Hearing Officer/Judge. In the case of properties which are not owner occupied, the following general guidelines will apply:

   - In general, tenants/occupants will be held responsible.
   - In situations where tenants/occupants have failed to fulfill their responsibility for compliance with City ordinances, owner/responsible party may also be responsible.
   - In cases involving unoccupied properties, the owner/responsible party will be responsible for violations.

5. Criminal Complaint

   Failure to comply with any of the preceding actions may be cause to proceed with a criminal complaint.

6. The City, at its own discretion, may choose to directly abate any or all violations of City ordinances or regulations and send an invoice to the owner/responsible party for payment to cover abatement costs incurred by the City.

II. Recidivist Persons/Properties

A. Purpose

The recidivist process is designed to provide relief, via an expedited enforcement process, for citizens who repeatedly violate City ordinances and who have demonstrated an inability or unwillingness to comply.

B. Definition

A recidivist is where there is a past history of violations involving the same responsible party. A recidivist is any person or property which, within the last twenty-four (24) months:

- Has been issued a Notice of Violation and/or;
- Has had civil or criminal charges filed, initiated and/or;
- Is continuously in violation of City codes for three months or more.

The twenty-four (24) month period will commence on the latest date that any Notice of Violation has expired or a civil action or criminal action has concluded.

If unusual or mitigating circumstances warrant, the Public Works Director may exempt a responsible party from the recidivist designation. In such cases, the Public Works Director will seek input from the complainant, neighborhood associations or block watches in the area, area residents, or other staff, as appropriate, to assist in making a determination.

C. Notification Policy

Persons/properties designated or identified as recidivist will proceed through a legal fast tract. The discovery of a repeat offense will be cause to:

- Issue a Notice of Violation; or
- Issue an immediate ticket (for those offenses deemed appropriate); or
- Issue a criminal summons.

III. Inspection / Enforcement

A. Purpose

The Solid Waste Ordinance is enforced on a proactive and complaint basis to encourage citizens, neighborhood associations or other City departments to participate in the enforcement process.

When an initial inspection is conducted, whether proactive or complaint based, the City may:

1. Expand upon the initial complaint on the same property, and determine whether other violations exist; and
2. Inspect additional properties in the immediate area of the initial violation; and
3. Initiate enforcement action with an educational contact followed by the issuance of a Warning of Violation (WOV) or a Notice of Violation (NOV), as appropriate.

B. Imminent Health or Safety Hazard

In order to maintain and protect citizens from an imminent health or safety hazard, and similar conditions that place a person's life, health, safety or property in high risk of peril when the condition is immediate, impending or menacing, the City will summarily inspect and/or abate any and all conditions which are discovered without benefit of complaint.

IV. Interdepartmental / Interagency Cooperation

A. Purpose

The Public Works Department, Solid Waste Field Services Division, will cooperate with other departments/agencies to further the mutual goal of protecting the health and safety of the citizens of Phoenix.

B. Cooperation From Other Departments

Upon the request of the Public Works Director, the Police Department and any other department of the City will assist and cooperate with the Director in the performance of duties related to the enforcement of ordinances.

D. Hazardous Conditions

The Public Works Director may order immediate abatement of a hazard without notice. The Public Works Department may also request official concurrence form other department/agencies as to whether immediate abatement action is necessary. These departments or agencies include, but are not limited to: Police, Fire, Neighborhood Services, Development Services, and the Maricopa County Health Department.

Chapter 27
Solid Waste

Article III. Solid Waste Collection

Sec. 27-19. Residential user containers: ownership, placement, responsibility, and enclosures
Sec. 27-20. Manual solid waste collection
Sec. 27-21. Residential collection
Sec. 27-22. Residential bulk trash placement and collection services
Sec. 27-23. Reserved
Sec. 27-24. Reserved

Article III. Solid Waste Collection

Sec. 27-19. Residential user containers; ownership, placement, responsibility, and enclosures.

A. The frequency of contained solid waste collections shall be in accordance with the Maricopa County Health Code and the Arizona Department of Environmental Quality Regulations.

B. Collection days shall be as designated by the Director.

C. The Director determines the service level required and method of collection. Residents may request different levels of service based on service levels and fees established in section 27-48.

D. The City specifies and may purchase or own the containers which are provided to the residents for no other purpose than as solid waste or recycling collection containers.

E. The Director shall decide on which side of the alley and where the containers will be placed. Residents receiving curbside service shall place their containers at the curb in front of their residence in such a manner that it allows for the safe and efficient operation of the collection vehicle and does not interfere with pedestrian or vehicular traffic. Containers shall be placed so that they open towards the street or alley.

F. Residential lots that cannot be safely or efficiently serviced using the City's standard solid waste equipment will be assessed a different and separate fee as set by the Director. Situations where a different and separate fee may apply includes, but is not limited to, hillside developments, private streets, dead-end streets without adequate turnarounds, and multi-family dwelling units.

G. The City is responsible for cleaning only shared use alley containers. The responsible party is responsible for cleaning the individual container assigned to their property.

H. All containers issued by the City for use in conjunction with an automated loading device shall remain the City's property. The City is responsible for repairs to the City-owned containers when damage is caused during normal usage. Containers shall be secured, between collection days, in such a manner that they are not readily susceptible to theft or vandalism. Anyone found to have intentionally or negligently damaged a City-owned container shall be liable to pay the replacement or repair cost.

I. Only the Director shall be authorized to remove any City-owned solid waste or recycling container from its assigned location. It shall be unlawful for any other person to remove a container from the address to which it is assigned.

J. To ensure containers are placed out on time, containers may be placed at the curb after 6:00 p.m. on the day preceding collection. Containers for street collection shall be placed at the curb for service no later than 5:30 a.m. on the day of collection. They must be removed prior to 5:30 a.m. of the day after collection. It shall be unlawful to place or permit containers to remain adjacent to the curb except upon regular collection days. Containers shall be stored, between collection days, on the user's property so as not to interfere with pedestrian or vehicular traffic.

K. All solid waste and recycling container enclosures must be approved by the Director and constructed according to City codes. The enclosures must be designed and constructed to allow for:

1. A minimum of two and one-half feet distance between all inside walls of the enclosure and the side edges of the solid waste container.

2. If the enclosure wall is over five-feet high, an additional twelve inches of clearance between the top back edge of the solid waste container and the back wall of the enclosure will be required for each additional foot in height, up to a maximum clearance of six feet.

3. The front top edge of the solid waste container must not extend beyond the front face of the side wall.

4. Any variation or modifications must be approved by the Director.

Sec. 27-20. Manual solid waste collection.

A. The City may, at the Director's discretion, utilize a manual solid waste collection system for residential collection in areas where automated collection vehicles cannot safely or efficiently operate.

B. All containers for manual collection shall be maintained by the responsible party in a sanitary condition and shall be thoroughly cleaned as needed.

1. Containers shall not be less than ten nor more than thirty-two gallons capacity each. They shall be constructed of galvanized steel, heavy-duty plastic or equivalent material with a tight fitting lid or cover and with handles strong enough for lifting and emptying.

2. Containers shall not be affixed to any attachment such as carts, fences, poles, stands or similar objects. Containers shall be removed from underground or enclosed receptacles and placed out for collection.

C. Wet strength plastic bags may be used in lieu of containers. Bags shall have a capacity of not less than ten gallons no more than thirty-two gallons and be sufficiently strong and free from tears or leakage. Bags must be securely tied and not weigh more than thirty pounds when placed out for collection.

D. The Director shall determine whether alley or street collection service shall be provided and shall designate the collection location.

Sec. 27-21. Residential collection.

A. The City shall provide solid waste collection service to all dwelling units including:

1. Single dwelling units.

2. All buildings with less than five dwelling units, including duplex, triplex and four-plex units, and all buildings with five or more units which may have been receiving City solid waste collection continuously since May 30, 1979. Multiple buildings on one lot cannot be aggregated to avoid the provisions of this chapter.

3. The City may provide solid waste collection services to any building with five or more multi-family dwelling units but less than thirty units upon consent between the City and the responsible party.

4. Mobile home parks.

5. Mobile home developments.

6. Townhouses and condominiums.

7. Carryout service is provided at no additional charge to individuals living alone who are elderly, ill or disabled and are incapable of conveying their solid waste or recycling container to the designated collection location. This does not include entering the dwelling unit. The resident may be required to produce a medical statement of present physical condition. No carryout service shall be performed if, in the opinion of the Director, the terrain presents a safety hazard for equipment operators or collection vehicles. The Director shall have the right to limit the number of containers.

8. Dwelling units with horse privileges that generate in excess of .50 cubic yards of horse waste per week may be served, at the Director's discretion, with an alternate collection system and charged according to a different and separate fee structure based on collection and disposal costs.

B. The City will provide service to institutional establishments if they request solid waste service. They will be charged a different and separate fee.

C. The City does not provide solid waste collection service to commercial or industrial establishments or to any building with more than thirty multi-family dwelling units, except as provided in section 27-21(A)(2).

Sec. 27-22. Residential bulk trash placement and collection services.

A. It shall be unlawful to place bulk trash out for collection more than one week prior to the scheduled "collection begins date." This one week period includes the two weekends prior to the scheduled "collection begins date."

B. Bulk trash shall be placed out for collection no later than 6:00 a.m. on the scheduled "collection begins date."

C. Bulk trash placed out for collection shall be in neat stacks.

D. Bulk trash placed in alleys shall be placed adjacent to the property line. Bulk trash placed out for curbside collection shall be placed on the resident's property, parallel to the street or curb. The Director may designate alternative placement and collection points. Bulk trash shall not be placed on the sidewalk or in the street, behind a fence or any obstruction or barrier, except as set forth in subsection L.

E. Bulk trash shall not be placed within five feet of any fixed object, solid waste or recycling container or in any manner which would interfere with or be hazardous to pedestrians, bicyclists, equestrians or motorists.

F. The amount of bulk trash placed for collection shall not exceed a total uncompacted volume of twenty cubic yards.

G. Items of bulk trash which are acceptable for normal residential collection are:

1. Tree limbs and branches less than four feet in length and twelve inches in diameter and Palm fronds;

2. Metal material twenty pounds or less;

3. Pipe less than one inch in diameter and less than four feet in length;

4. Manufactured items, such as washers, dryers, hot water heaters and appliances and equipment not containing refrigerants;

5. Bagged or boxed leaves, weeds, grass, small hedge and vegetation clippings;

6. Twenty-five pounds or less of construction and demolition solid waste generated by a resident;

7. Cardboard boxes;

H. Items of bulk trash which are not acceptable for normal residential collection include:

1. Tree limbs and branches more than four feet in length or twelve inches in diameter;

2. Metal material in excess of twenty pounds;

3. Pipe more than one inch in diameter or more than four feet in length;

4. Any item containing refrigerants;

5. Unbagged leaves, weeds, grass and small vegetation and hedge clippings;

6. More than twenty-five pounds of construction and demolition solid waste generated by a resident or any amount generated by a contractor;

7. Cement, cement blocks, brick, asphalt, stones and dirt;

8. Lead acid batteries or any hazardous, infectious or medical solid waste.

9. Vehicle or equipment parts in excess of twenty pounds;

10. Motor vehicle tires or tires of any other type;

I. It shall be a violation of the chapter to place unacceptable bulk trash items, bulk trash exceeding twenty cubic yards or improperly placed bulk trash items out for collection. The responsible party shall remove and dispose of all bulk trash improperly placed, bulk trash exceeding twenty cubic yards, and any unacceptable items of bulk trash at their own expense.

J. The City may abate any violation of this section pursuant to Sections 27-35(F) and 27-37.

K. The Director may require that yard waste be separated from other bulk trash for collection in an alternative manner.

L. The City uses mechanical collection equipment of bulk trash.

Sec. 27-23. Reserved.

Sec. 27-24. Reserved.

Chapter 27
Article VI. Solid Waste Disposal; Facilities

Sec. 27-41. Definitions
Sec. 27-42. Disposal of special waste, lead acid batteries and motor oil
Sec. 27-43. City of Phoenix solid waste disposal facility user requirements
Sec. 27-44. Disposal of infectious, radioactive and hazardous waste
Sec. 27-45. Reserved
Sec. 27-46. Reserved

Article VI. Solid Waste Disposal; Facilities

Sec. 27-41. Definitions.

For purposes of this section, the following definitions apply:

A. *Class 1: A*ll non-liquid solid waste which is loose, easily compactable matter of a unit size which can be moved readily and handled by machinery or equipment used by the City in the operation of its disposal facility.

B. *Class 2:* Trees, logs, stumps, construction and demolition wastes, furniture or similar bulk wastes, parts of motor vehicle bodies of a unit size or weight difficult and costly to move, handle or compact by normal disposal operation. Trees, logs and stumps must be trimmed of brush and cut into pieces not exceeding four feet in length.

C. *Class 3:* Special, infectious, or hazardous waste as deemed to be hazardous by the United States Environmental Protection Agency or the Arizona Department of Environmental Quality. Non-hazardous and hazardous liquid waste is not accepted by City solid waste disposal facilities.

Sec. 27-42. Disposal of special waste, lead acid batteries and motor oil.

A. Special waste is all solid waste that is listed or classified as a special waste pursuant to Arizona Revised Statutes Sections 49-851 to 49-868. . Special waste shall require prior approval from the Director and the Arizona Department of Environmental Quality before being accepted for disposal at any City solid waste disposal facility. The generator of the waste may also be required to submit an analysis of the waste, at the generator's expense, to the City for disposal approval or disapproval. Approval by the State of Arizona for the disposal of the material does not guarantee approval by the City.

B. The following wastes may be accepted at recycling/staging areas at any City solid waste disposal facility under the provisions of a recycling program: (1) lead acid batteries; (2) quantities of less than five gallons of non-contaminated motor oil from each household at one time. Non-contaminated means motor oil which has not been mixed with hazardous waste or PCB's. Solid waste that requires special handling such as fifty-five-gallon drums and motor vehicle gasoline or diesel tanks must be triple rinsed and rendered useless by cutting the containers in half or puncturing holes in the containers.

Sec. 27-43. City of Phoenix solid waste disposal facility user requirements.

A. Solid waste disposal facility users must obey all traffic signs and stay on designated roadways at all times.

B. Solid waste disposal facility users are to follow all instructions given to them by City solid waste disposal facility personnel (i.e. spotters, inspectors and clerks).

C. Alcoholic beverages shall not be allowed in any City solid waste disposal facility.

D. Solid waste disposal facility users must be dressed in proper attire, including enclosed shoes for safety reasons.

E. Solid waste disposal facility inspectors or their designee have the right to inspect any load and may, at their discretion, require a load to be dumped in a segregated area to facilitate inspection.

F. Children and animals must remain in vehicles at all times.

G. Smoking in any City solid waste disposal facility will not be permitted.

H. No person shall, by threat or use of violence or physical force, or by threatening to do or doing any other act that can be reasonably anticipated to cause physical harm to any person including the perpetrator, intentionally obstruct, impede or interfere with any employee, contractor or authorized representative of the City who is lawfully and constitutionally engaged in the enforcement or execution of the provisions of this chapter.

I. Collection vehicles that are hauling hot loads must notify a responsible party at the City solid waste disposal facility before proceeding to the unloading area.

J. Scavenging, including but not limited to the unauthorized pilfering, removal, buying, selling, trading or using of material from any City Solid Waste Disposal Facility is prohibited.

K. Violating user requirements may result in refusal of service.

Sec. 27-44. Disposal of infectious, radioactive and hazardous waste.

A. The requirements of these regulations shall apply to any generator of biohazardous medical waste as defined under Arizona Administrative Code R18-13-1401, as it may be amended from time to time, with the exception of a household generator residing in a private, public, or semi-public residence who generates biohazardous medical waste in the administration of self care or the agent of the household generator who administers the medical care. This exemption does not apply to the facility in which a person resides if that facility is licensed by the Arizona Department of Health Services.

B. The following materials will not be accepted at any solid waste disposal facility;

1. Regulated hazardous waste.

2. Untreated bio-hazardous waste.

3. Radioactive wastes.

4. Regulated liquid wastes.

5. Any other regulated waste without prior approval of the Director.

C. Bio-hazardous medical waste is any waste that is composed of, or has as a constituent, one of the following;

1. *Cultures and stocks:* Discarded cultures and stocks generated in the diagnosis, treatment, or immunization of a human being or animal or in any research relating to that diagnosis, treatment, or immunization, or in the production or testing of bacteria.

2. *Human blood and blood products:* Discarded products and materials containing free-flowing blood or free-flowing blood components. Human pathological wastes: Discarded organs and body parts removed during surgery.

3. *Medical sharps*: Discarded sharps used in animal or human patient care, medical research, or clinical laboratories. This includes hypodermic needles,

syringes, pipettes, scalpel blades, blood vials, needles attached to tubing, broken and unbroken glassware, and slides and cover slips.

4. *Research animal wastes:* Animal carcasses, body parts, and bedding of animals that have been infected with agents that produce, or may produce, human infection.

D. Treated bio-hazardous medical waste is considered to be bio-hazardous medical waste that has been treated and that meets the treatment standards of Arizona Administrative Code R18-13-1415. These wastes may be acceptable at solid waste disposal facilities under the following conditions;

1. Prior approval for disposal, including approval of the treatment methodology, packaging, and labeling must be obtained from the Director.

2. Treatment methods and waste transportation must comply with all applicable standards set forth in Arizona Revised Statutes Title 18, Article 14.

3. If an alternative treatment method is used, the method must be registered with the Arizona Department of Environmental Quality pursuant to Arizona Administrative Code R18-13-1414 and the registration number provided prior to disposal.

E. Transporters shall not deliver wastes to a solid waste disposal facility that are prohibited under these regulations.

F. The transporter shall notify the solid waste disposal facility when delivering loads that may contain bio-hazardous or other prohibited wastes, and shall identify the generator or generators of such wastes. In addition to disposal fees, failure to notify solid waste disposal facility prior to delivering and dumping of these materials will result in the assessment of a fee sufficient to recover the City's costs to properly handle these materials. This fee shall be a minimum of fifty dollars.

G. When prohibited materials are received, the transporter and the generating facility, if known, will be contacted and given three hours in which to remove the prohibited material and any contaminated material. Contaminated loads may involve all or a portion of the load. The solid waste disposal facility superintendent, inspector, or their designee will determine the extent of contamination and how much of the load must be removed. If the transporter or generator fails to begin removal of the contaminated materials within three hours, a disposal company will be contacted to remove it. The City will bill the generator or waste transporter for all costs incurred.

H. Failure to pay disposal charges will result in a suspension of disposal privileges until those charges are paid.

I. Disposal site privileges may be suspended for those transporters or generators found to have more than four contaminated loads delivered to a solid waste disposal facility within a twelve-month period.

Sec. 27-45. Reserved.

Sec. 27-46. Reserved.

HOUSEHOLD MEDICAL AND INFECTIOUS SOLID WASTE

Containment / Disposal

How To Protect Yourself and Your Community

City of Phoenix

PUBLIC WORKS DEPARTMENT

Some Basic Information

Medical solid waste is human or animal tissue, or any part of a human or animal body that has been removed by surgery, or any contaminated material, such as bandages, facial tissue, and hypodermic needles.

Infectious solid waste is any material which presents a significant danger of infection because it is, or may be expected to be, contaminated with agents that cause, or significantly contribute to the cause of, increased infection or infectious disease in human beings.

At one time or another, everyone has to dispose of some kind of household medical solid waste. If we're mildly ill, there are used facial tissues to throw away. If we're injured, we have to get rid of soiled bandages or dressings. Sometimes home medical treatment requires us to use lancets (or other "sharps") to prick a finger and draw blood for testing, or plastic bags and tubing to hold or deliver blood, blood products, or other body fluids. And sometimes medical necessity forces us to use syringes and hypodermic needles to administer medicine, such as insulin, to ourselves or others.

If you receive garbage collection from the City of Phoenix, you may place household medical solid waste from your own home in your green or black City solid waste container for disposal. But because of its potential for injuring or infecting others–especially those whose job it is to collect and dispose of your solid waste–**special precautions must be taken when preparing to throw it away.**

And remember: **NEVER** put household medical solid waste in one of the City's blue recycling containers. Household medical solid waste, when permitted, may go into **only** a regular green or black container.

Proper Containment / Safe Disposal

The most common home health care waste, such as soiled bandages and dressings, facial tissues, plastic bags and tubing, disposable sheets, and medical gloves **MUST be placed in plastic bags and securely tied** before you place them in your solid waste container.

Other medical materials pose a more immediate threat to public health and safety. These are the things which are sharp or pointed, and can pierce the skin. They include syringes, hypodermic needles, lancets and similar devices. **DO NOT** simply drop them in your solid waste container. **You MUST collect them together in a rigid, leak-proof, and puncture-resistant container that you cannot see into.**

An excellent example of a **rigid, leak-proof,** and **puncture-resistant** container, that you **cannot see into,** is a coffee can. That's because it's partly made of metal. But you **MUST tape its plastic lid shut** with a heavy-duty tape like duct tape prior to disposal. When you put the tape on, be sure to also wrap some lengthwise around the lid and the can. If you have a can in which you made a slit in the lid for use as an opening, tape the opening closed, too. **Use a lot of tape!**

DO IT RIGHT – TAPE IT TIGHT

The can will be subjected to a lot of pressure both when it is compacted in the collection vehicle, and when it is run over by heavy equipment at a landfill or transfer facility. The tape will keep the lid from coming off, and reinforce the can. Heavily taping the can will also make it very difficult for anyone, especially young children, to get at the contents.

A liquid bleach bottle, or another kind of plastic bottle, also can be used; just be sure it's **rigid, leak-proof, puncture-resistant,** and **cannot be seen into.** Prior to disposal, the container **MUST have its lid screwed on tightly** and **be taped shut** with duct tape, or another heavy-duty tape. **Don't skimp on the tape.**

Labeling

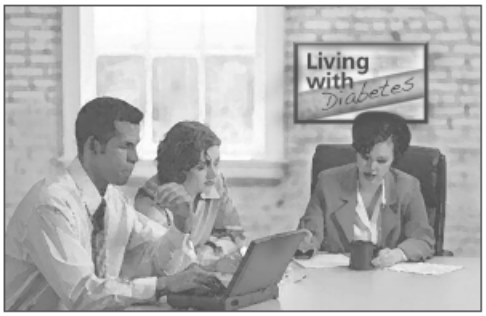
There is one more thing that must be done before the coffee can or plastic bottle can be thrown away: **You MUST label the container with the word "SYRINGES," in large capital letters.** That way, if they come upon it while working, City collection and disposal employees will know it contains syringes, hypodermic needles, lancets or similar items, and exercise special caution.

If you are using a plastic bottle, you may only need a permanent ink marker. Tear the product label off of the bottle, and try **printing in capital letters**–SYRINGES directly on the bottle itself. If that doesn't work, or if you are using a coffee can, wrap masking or duct tape around the can, and **print in capital letters** –SYRINGES on the tape, with a permanent ink marker.

Your container now has been closed tight, taped shut, and labeled SYRINGES. It is ready to be placed in your solid waste container. Be sure to put it underneath other material so it won't be easily found by curious youngsters—or drug addicts.

What NOT To Do-And Why

- **DO NOT** use glass containers. **DO NOT** use clear plastic bottles. Why? Glass breaks very easily, and could injure you or others, as well as releasing the contents. The contents of the container, if clearly visible, could attract the unwanted attention of young children, or even drug addicts searching for items they can reuse. **Use ONLY** non-glass containers which conceal the contents.
- **DO NOT** attempt to recycle a plastic container in which you have collected these types of materials. Why? Besides **not** being recyclable, the contents of the container can injure the people who collect and process recyclable materials.



- **DO NOT** bend, break, or snip needles when disposing of them. Why? The obvious reason is that you could hurt yourself. But there is also a not-so-obvious reason: the danger of "atomization." This means that when a needle is used, a small amount of blood and other body fluids, or the medicine itself, is left on and inside the needle. Then, when the needle is broken or snipped, this material **atomizes**–becomes a fine mist or spray–which people can inhale or absorb through their skin, risking infection and illness.
- **DO NOT** recap the needle. Why? You may stick yourself in the process.

Prohibitions

- Your solid waste container **cannot** be used to dispose of any human tissue or human anatomical remains, whether or not it's infectious.
- Your solid waste container **cannot** be used to dispose of dead animals, animal parts, or animal bedding that has been deliberately exposed to infectious agents. Please note: You **can** call the City at 602-262-6791, 24 hours a day, to have a small family pet (up to 150 lbs.) picked up, **but ONLY if it is placed at the edge of a public street. Private property will not be entered for collection.** You may also call for the pick up of spoiled meat; the material must be in tied, plastic bags.

  The City service does **not** include farm animals or livestock. For private companies that remove animals for a fee, look in the Yellow Pages under "Animal Carcass Removal."

Pharmaceuticals

Most pharmaceuticals, both prescription medicines and over-the-counter drugs, can be safely disposed of in your own home **IF your home is connected to the City sanitary sewer system.** Simply flush the material, liquid or solid, down the toilet and place the now empty container in your solid waste container.

But if your wastewater is going into a septic tank, you **must** take the material to a household that **is** connected to the sanitary sewer system; ask a friend, relative, or neighbor. **DO NOT** place pharmaceuticals in your solid waste container, as young children could possibly find and consume them.

Not all pharmaceuticals can be disposed of through the sanitary sewer system; there are **three important exceptions:**

(1) **Chemotherapeutic drugs,** for cancer therapy

(2) **Antineoplastic medicines,** for tumors

(3) Creams, lotions, or shampoos containing the insecticide **lindane,** used to treat head lice and scabies

Chemotherapeutic drugs and antineoplastic medicines are extremely toxic. They **MUST** be returned to your pharmacist, or the cancer clinic where the drugs were administered, or taken to a major hospital. Creams, lotions, or shampoos containing lindane **MUST** be saved and held for a household hazardous waste collection event or program.

NON-RESIDENTIAL
Medical and Infectious Solid Waste

The regulations governing **non-residential medical and infectious waste** are **very** different from those for your own household medical solid waste. The regulations apply, **without regard to the quantity of infectious waste produced on a monthly basis,** to **ALL** hospitals, medical laboratories, research laboratories, clinics, commercial diagnostic laboratories, animal experimentation units, industrial plants, and laboratories and other facilities which generate infectious waste of a type, quantity, concentration or form which represents increased potential health risk to the public and Solid Waste landfill or transfer facility personnel.

If you fall into this category, or think you may, and require information about these regulations, please call the Solid Waste Disposal Management Division at 602-534-3333.

★★★★★★★★★★★★★★

It's hoped this flyer has answered any questions you may have had about the containment and disposal of household medical and infectious solid waste. If you are a resident of the City of Phoenix and have any other questions, please call the Solid Waste Customer Service Office at 602-262-7251.

This material is available in alternate formats.
TTY 602-253-8796 FAX 602-534-9864

SWID-16 Rev. 6/07

RADIO OPERATION

The purpose the administration (local government) radio system is to dispatch messages and related information pertaining to only the official business of the organization to, from and between its mobile and base units.

All users of the base stations or mobile units are made aware that all radio networks are authorized and regulated by the Federal Communications Commission (F.C.C.). Improper use of the radio equipment is specifically forbidden by F.C.C. regulations. Abuse of F.C.C. regulations may result in revocation of the operating license by the F.C.C.

There are a limited number of radio channels for use by our division. It is necessary that all users of radio communication follow certain standard procedures so that a maximum number of personnel can conduct business. The use of standard radio ten-codes and the phonetic alphabet will promote more efficient communication.

BASIC RULES

1. The operator's voice should portray confidence, alertness and competence.

2. The operator should remain neutral, calm and business-like at all times.

3. Know what you are going to say before keying the transmitter.

4. Before transmitting, check the air so you will not interfere with other units in the process of transmitting. Pause one second after keying the microphone before speaking.

5. Speak clearly and moderately slow.

6. Don't speak too loudly or softly. Use a normal speaking voice.

7. Keep transmission brief and to the point. Don't use a large number of extra words on the air when a few will relay the message just as effectively.

8. Don't reflect emotions on the air or use improper grammar, slang expressions or obscene or offensive language. Use of profane language is prohibited by F.C.C. regulations.

9. Answer calling units promptly.

10. Don't discuss classified information on the radio.

11. Use the radio only for business purposes. Personal messages, except in an emergency, is prohibited by F.C.C. regulations.

12. Learn and use the ten-codes and phonetic alphabet to ensure correct and accurate radio communication.

13. Do not argue or discuss differences of opinion over the radio.

14. It is a violation of F.C.C. regulations to interrupt any distress or emergency message or to willfully interfere with any message. If someone is sending an emergency message, keep off the air. Emergency messages have priority over all other messages.

15. Be courteous and considerate of others using the same radio channel.

TEN CODES

10-1	Signal weak
10-2	Signal good
10-3	Stop transmitting
10-4	Affirmative (OK)
10-5	Relay (to)
10-6	Busy
10-7	Going off duty/out of service
10-8	Back in service
10-9	Say again (repeat)
10-10	Negative
10-11	…on duty (initially)
10-12	Standby (stop)
10-13	Existing conditions (road or weather)
10-14	At landfill
10-15	Message delivered
10-16	Reply to message
10-17	Enroute
10-18	Urgent/complete present assignment as soon as possible
10-19	(in) contact
10-20	Location
10-21	Call by phone
10-22	Disregard/take no further action
10-23	Arrived at the scene
10-24	Assignment completed
10-25	Report to (meet)
10-26	Estimated arrival time

PHONETIC ALPHABET

A	ADAM
B	BRAVO
C	CHARLIE
D	DAVID
E	EDWARD
F	FRANK
G	GEORGE
H	HENRY
I	INDIA
J	JOHN
K	KING
L	LINCOLN
M	MARY
N	NORA
O	OCEAN
P	PETER
Q	QUEEN
R	ROBERT
S	SAM
T	TOM
U	UNION
V	VICTOR