

INDUSTRY GROUP 17: SERVICES – HOTEL & LODGING*

SIC Major Group: 70
NAICS Code: 721

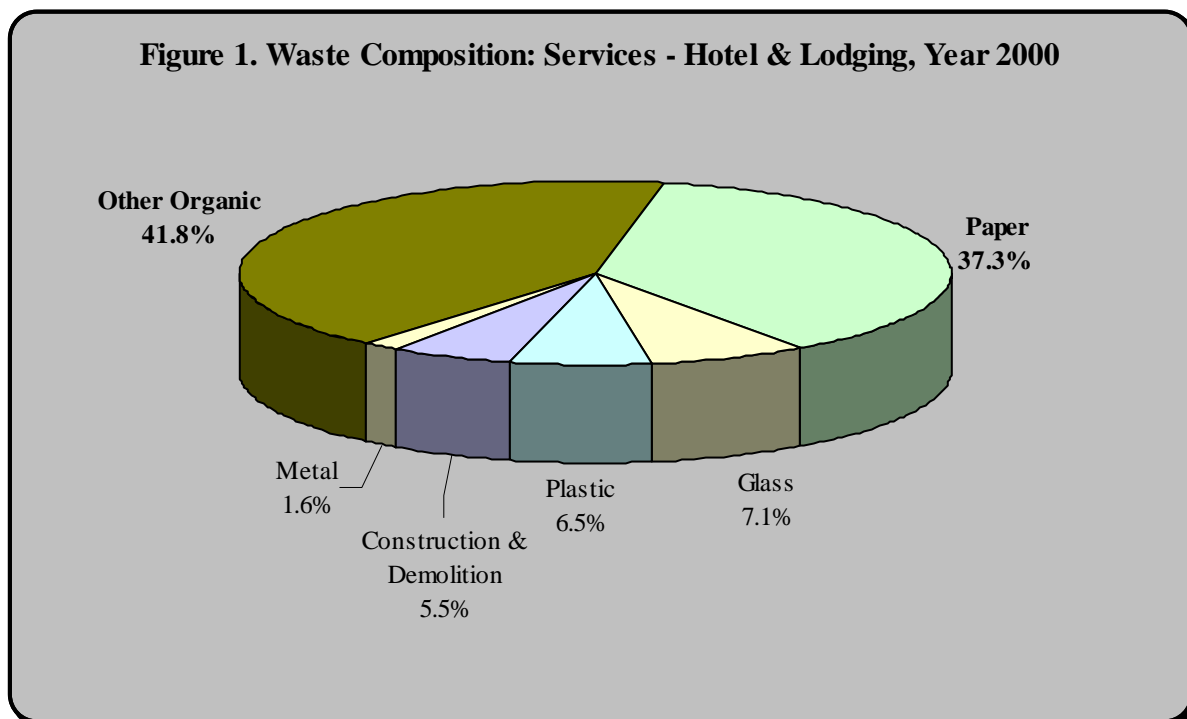
INTRODUCTION

The City of Los Angeles is a recognized leader amongst the major cities in the United States in solid waste prevention and recycling programs. Los Angeles has well exceeded the California state mandate of achieving and maintaining a 50% waste diversion rate for the year 2000. To identify the materials still reaching landfill disposal, and to assist local businesses in creating their own waste diversion programs, we are providing information on waste disposal and diversion for specific industry groups.

Major Group 70: *Services – Hotel & Lodging* includes commercial and noncommercial establishments engaged in furnishing lodging, or lodging and meals, such as bed and breakfast inns, hotels, motels, resorts, guest ranches, spas, timeshares, and condominium and vacation rental services. Also included are camping space and camping facilities.

GENERAL WASTE COMPOSITION

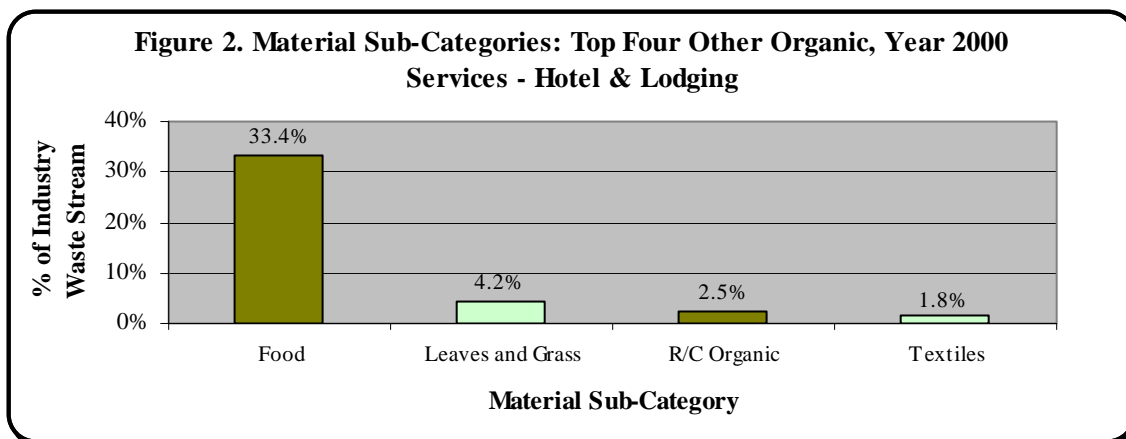
The *Services – Hotel & Lodging* industry disposed 59,282 tons of waste in 2000 or approximately 1.7% of the total City of Los Angeles disposed waste stream (3,544,611 tons). Figure 1 displays the total waste composition by material category. The two categories that comprise the majority of the waste stream, *Other Organic* (41.8%) and *Paper* (37.3%), are further discussed in the “Detailed Waste Composition” section that follows.



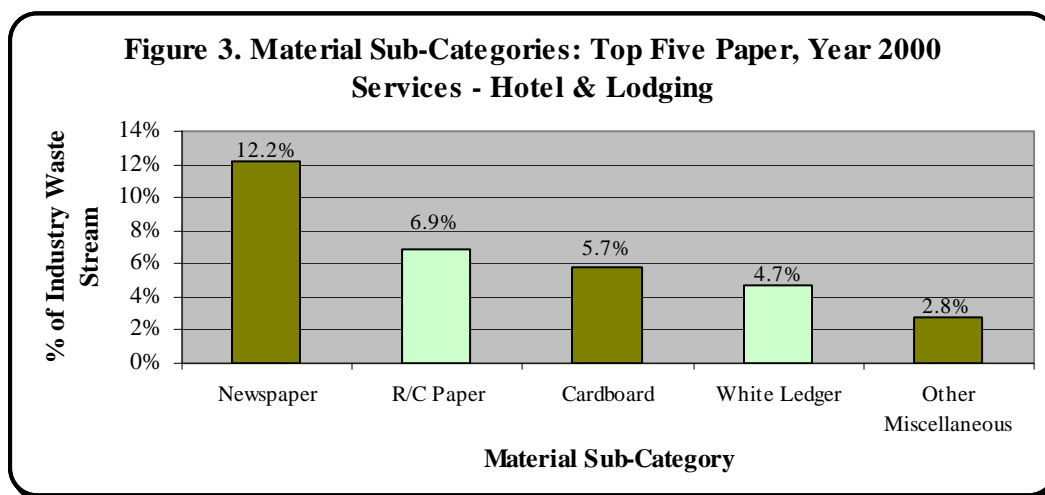
* For additional information or assistance, please contact the City of Los Angeles, Public Works, Bureau of Sanitation, **Solid Resources Citywide Recycling Division** at (213) 473-8228.

DETAILED WASTE COMPOSITION

As Figure 2 indicates, the top two material sub-categories of *Other Organic* materials disposed (by weight) are Food and Leaves & Grass, followed by Remainder/Composite Organic (R/C Organic)¹ and Textiles.



As Figure 3 indicates, the top four material sub-categories of *Paper* disposed are Newspaper, Remainder/Composite Paper (R/C Paper)², Cardboard, and White Ledger followed by Other Miscellaneous³ Paper.



¹ According to the California Integrated Waste Management Board, “Remainder/Composite Organic” means organic material that cannot be put in any other type or subtype. This type includes items made mostly of organic materials, but combined with other material types and does not include any subtypes. Examples include leather items, carpets, cork, hemp rope, garden hoses, rubber items, hair, carpet padding, cigarette butts, diapers, feminine hygiene products, small wood products (such as Popsicle sticks and tooth picks), and animal feces.

² According to the California Integrated Waste Management Board, “Remainder/Composite Paper” means items made mostly of paper but combined with large amounts of other materials such as wax, plastic, glues, foil, food, and moisture. Examples include waxed corrugated cardboard, aseptic packages, plastic-coated paper milk cartons, waxed paper, tissue, paper towels, blueprints, sepia, onion skin, fast food wrappers, carbon paper, self adhesive notes, and photographs.

³ According to the California Integrated Waste Management Board, “Other Miscellaneous” Paper means items made mostly of paper that do not fit into any of the above subtypes. Paper may be combined with minor amounts of other materials such as wax or glues. This subtype includes items made of chipboard, ground wood paper, and deep-toned or fluorescent dyed paper. Examples include cereal and cracker boxes, unused paper plates and cups, goldenrod colored paper, school construction paper, butcher paper, and hard cover and soft cover books.

WASTE DISPOSAL TRENDS

Services – Hotel & Lodging waste has decreased between 1990 (67,385 tons) and 1995 (52,236 tons) and increased between 1995 and 2000 (59,282 tons), for a net reduction of 8,103 tons since 1990. As Figure 4 indicates, most material categories fluctuated considerably in the percentage of the waste stream that they comprised, especially *Plastic*, *Other Organic*, and *Construction & Demolition* waste. Yet, *Paper* and *Other Organic* materials continue to comprise the majority of the waste stream in 2000 and should be targeted for waste diversion programs by businesses in this industry.

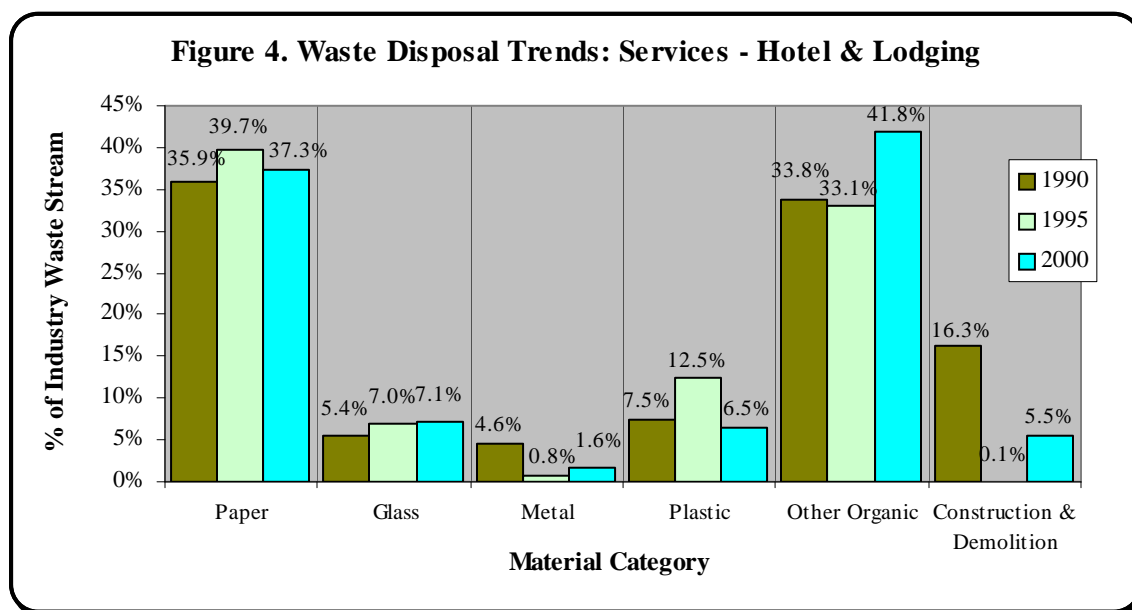
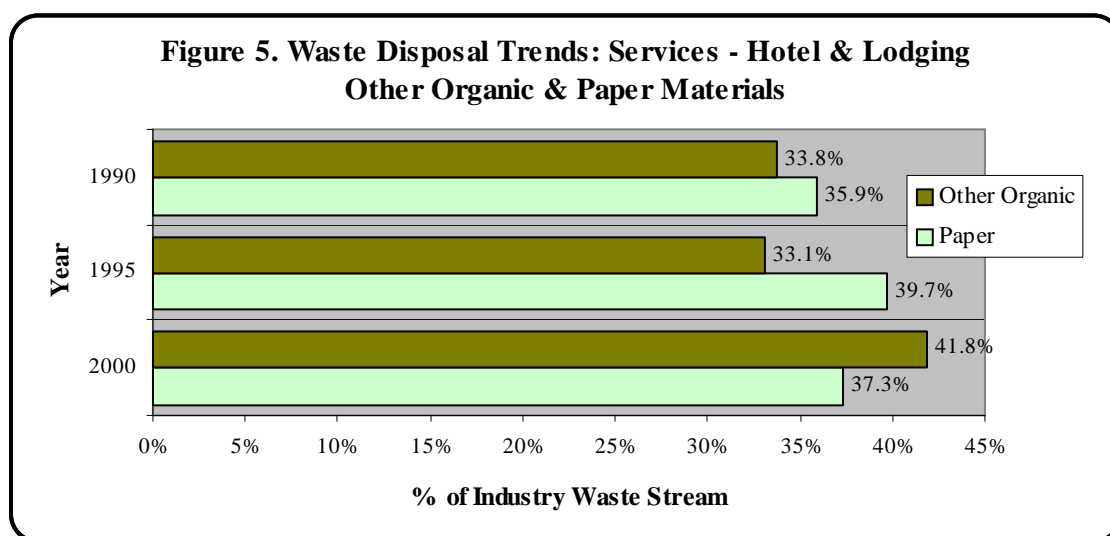


Figure 5 provides a closer look at waste disposal trends for *Other Organic* and *Paper* materials, which together comprise at least 69.6% of the total industry waste stream in 1990, 1995, and 2000. The amount of *Other Organic* materials disposed has increased by 8% since 1990 when they comprised 33.8% of the waste stream, versus 33.1% in 1995 and 41.8% in 2000. Disposal of *Paper* increased between 1990 and 1995 from 35.9% to 39.7% then decreased to 37.3% of the waste stream by 2000 for a net increase of 1.4%. Opportunities to divert these materials from landfills are discussed in the “Waste Diversion Tips” section that follows the section on “Waste Diversion Accomplishments”.



WASTE DIVERSION ACCOMPLISHMENTS

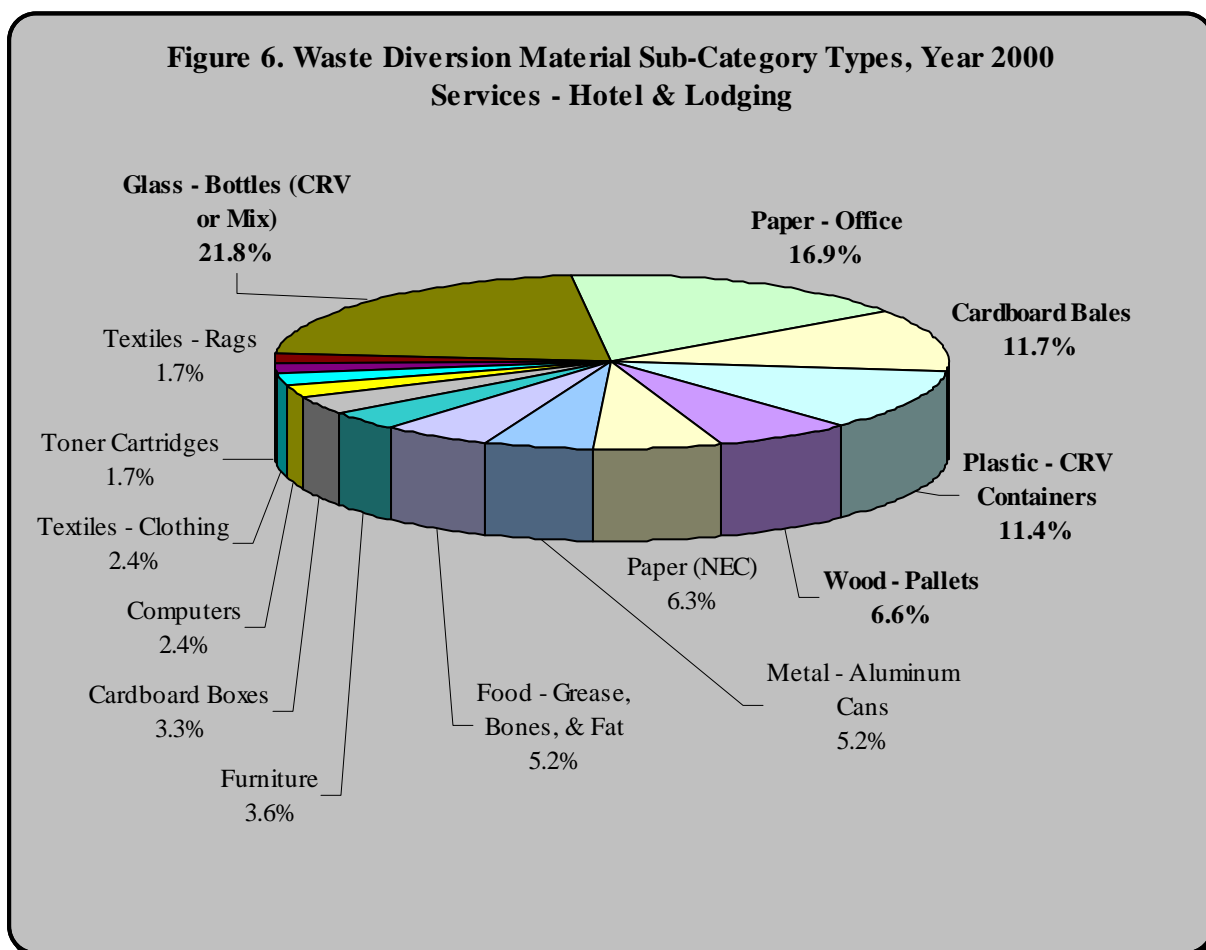
Businesses can reduce the volume of materials that are disposed in landfills, and in turn save money on disposal costs, by following the solid waste management hierarchy as set forth by the California Integrated Waste Management Board. The hierarchy sets out a preferred approach for dealing with waste. In order of preference this is:

- **Source Reduction** – preventing waste at its source by using less of a material in the first place and/or repeatedly using an item or items
- **Recycling and Composting** – *recycling*: the process by which materials otherwise destined for landfills are collected, remanufactured, and purchased; and *composting*: the biological decomposition of organic materials such as leaves, grass clippings, brush, and food waste into a soil amendment
- **Transformation** – incineration of municipal solid waste; not including composting or biomass conversion
- **Landfilling** – the process by which residual solid waste is placed in a landfill, which is a physical facility used for the disposal of residual solid wastes (trash and garbage) on the earth's surface and between layers of earth

Businesses in the City of Los Angeles have made significant accomplishments in the diversion of solid waste from landfills. The City of Los Angeles conducted waste diversion and recycling audits during the year 2000 and collected information indicating that the *Services – Hotel & Lodging* industry diverts 6,680 tons of waste from landfill disposal each year through waste prevention, reuse, recycling, and composting programs. Figure 6 depicts the material sub-category types that were diverted from landfills in 2000. The top five materials diverted are Glass – Bottles (CRV⁴ or Mix), Paper – Office, Cardboard Bales, Plastic – CRV Containers, and Wood – Pallets.

⁴ CRV means California Redemption Value.

Please note that the “Other” category is comprised of a group of material types that individually were below 1.0% of the total diverted materials. In order from most to least (by weight), these are Textiles, Box Springs, Plastic (NEC)⁵, and Leaves & Grass – Grasscycling. Also note that Paper (NEC) means Paper, Not Elsewhere Classified.



⁵ Plastic (NEC) means Plastic, Not Elsewhere Classified.

WASTE DIVERSION TIPS

Figures 2 and 3 indicate that *Other Organic* and *Paper* materials comprise the majority of the *Services – Hotel & Lodging* industry waste stream. Businesses in this industry should target these material categories for waste diversion programs through **source reduction**, **recycling** and **composting** activities. Most materials are eligible for recycling programs in their existing forms, except for Remainder/Composite (R/C) materials, which are not. Programs for R/C materials should focus on source reduction activities, unless an opportunity to separate recyclable components of the material exists, as discussed below. Tables 1 and 2 contain tips for achieving waste diversion programs for the top sub-categories (by weight) of the *Other Organic* and *Paper* material categories.

Table 1. Waste Diversion Tips: Other Organic

FOOD		TONS PER YEAR (2000): 19,794	% OF INDUSTRY WASTE STREAM: 33.4%
Source reduce	Donate unserved food to local food banks. California's "Good Samaritan" law protects the donor from liability if the food is properly stored and handled.		
Recycle	Recycle cooking grease from the restaurant.		
Compost	Produce scraps can be composted on site, or donated to local farmers for composting or animal feed.		
LEAVES & GRASS		TONS PER YEAR (2000): 2,499	% OF INDUSTRY WASTE STREAM: 4.2%
Source reduce	Practice grasscycling, that is, the natural recycling of grass by leaving clippings on the lawn to decompose. They quickly release valuable nutrients back into the soil.		
	Have groundskeepers mulch or compost landscape wastes.		
	Landscape using plants that grow slowly or have enough space so they do not need to be constantly trimmed.		

Table 2. Waste Diversion Tips: Paper

NEWSPAPER		TONS PER YEAR (2000): 7,215	% OF INDUSTRY WASTE STREAM: 12.2%
Recycle	Source-separate for recycling collection. Keep separate from food to ensure recyclability. When food is discarded with newspaper it becomes R/C Paper and cannot be recycled.		
R/C PAPER		TONS PER YEAR (2000): 4,083	% OF INDUSTRY WASTE STREAM: 6.9%
Source reduce	<p>Since this material is not recyclable, see the definition for R/C Paper on page 2 to identify types of this material that your businesses uses, and that you can reduce / eliminate the use of.</p> <p>Prevent recyclable paper from becoming R/C Paper. Use separate containers for discarding paper and food waste. Tossing food into the same container as recyclable paper contaminates the paper, which can no longer be recycled.</p> <p>Utilize reusable drinking cups/mugs instead of paper cups.</p> <p>Replace "Post-it notes" by using reused paper and paper clipping it to documents. "Post-its" are a contaminant for recycling because of the self-adhesive strip.</p> <p>In public and employee restrooms, replace paper towel dispensers with hot air hand dryers.</p>		
CARDBOARD		TONS PER YEAR (2000): 3,403	% OF INDUSTRY WASTE STREAM: 5.7%
Source reduce	Encourage suppliers to deliver goods in reusable containers (plastic, wood, or metal) that they take back. This practice reduces the need for disposal or recycling on your part, and may save your suppliers money, possibly reducing your costs.		
Recycle	Source-separate for recycling collection. If your business has large amounts of cardboard, obtain a baler. If your business does not generate enough cardboard to justify a baler, request a bin from your waste hauler or a local recycler. If this is too expensive, consider teaming up with other local businesses to share the costs for recycling service.		
WHITE LEDGER		TONS PER YEAR (2000): 2,764	% OF INDUSTRY WASTE STREAM: 4.7%
Source reduce	<p>Generate less paper waste by practicing the following:</p> <ul style="list-style-type: none"> ▪ Reduce paper usage: store files electronically, post memos in central locations/bulletin boards to avoid copying for everyone, circulate one copy of memos and reports for review, review documents on-line instead of printing hard copies for everyone, use electronic manuals, practice electronic billing and faxing, use electronic catalogs to order goods on-line, practice double-sided photocopying ▪ Make scratch pads out of single-sided paper <p>Conduct employee education to ensure a successful paper reduction program, which will reduce paper purchasing costs; decrease postage, handling, storage, reproduction, filing, retrieval of files, and any other associated costs; and reduce recycling and/or disposal costs.</p>		
Recycle	Source-separate for recycling collection. Consider joining together with other nearby offices to share recycling costs.		

OTHER WASTE DIVERSION IDEAS

Even though the following materials are not part of the top material sub-categories, some comprise a large portion of the waste stream and should be targeted for waste diversion programs. Consider the waste diversion tips in Table 3 below.

Table 3. Other Waste Diversion Ideas

ITEM	SUGGESTED ACTIONS
Refillable Containers	Minimize waste by replacing disposable room amenities, such as soap and shampoo, with refillable or reusable substitutes.
Soap & Toiletries	Donate soap and toiletries to local shelters.
“Durable” Purchasing	Establish purchasing guidelines to encourage the use of durable, repairable equipment, and high-quality, reusable products such as linen and tableware.
Textiles	Reuse old linens as aprons or towels, or donate them to local charities.
Packaging	Ask your vendors and suppliers to provide supplies that are not overpackaged. Ask them to take back excess packaging for reuse.
Old Furniture & Equipment	Donate old furniture and equipment to institutions or to local charities. List available items for donation on the County of Los Angeles’ materials exchange web site, also known as LaCoMAX, at http://ladpw.org/epd/lacomax/ .
Bulk Cleaning Supplies	Purchase cleaning supplies in bulk to minimize packaging and save money. For example, concentrated cleaning solutions can be diluted on site and dispensed in reusable pump-spray bottles.
Light Bulbs	Change lighting from incandescent to fluorescent. Fluorescent bulbs last much longer, meaning that you have fewer bulbs to dispose of and spend less time changing them. The initial outlay will quickly be paid for by reduced energy costs.
Recyclables from Office	Recycle office materials such as computer and bond paper, beverage containers, copier and printer cartridges.
Recyclables from Guest Rooms	Collect old telephone books, magazines, newspapers, beverage containers, etc., from guestrooms. Provide recycling containers for guests to use or have cleaning staff collect recyclable materials during room-cleaning session.
Paper	Use e-mail whenever possible instead of printing documents; establish a policy of double-sided photocopying and printing; make scratch pads out of single-sided paper; and store and access as much information as possible using computers.
Recyclables from Dining Areas	Consider recycling materials, such as cardboard, glass, cans, plastic, and cooking grease from the restaurant.
Condiments	Distribute restaurant condiments from behind the counter, rather than in single-service packets.
Recycled-Content Products	Purchase recycled-content products, such as office paper, toner cartridges, toilet paper, and paper towels. If too expensive, join a buying cooperative program to reduce costs. Contact the City for more information on recycled-content products.
Construction Materials	For construction projects, mandate recycling and waste reduction in contracts. Items that can be recycled include lumber, metal, drywall, asphalt, and concrete.

RECYCLING TIPS

INCREASING THE AMOUNT OF RECYCLABLE MATERIALS

- Keep food and other contaminants separate from materials that are recyclable. For example, when food is discarded with paper, it becomes R/C Paper and cannot be recycled.

LARGE QUANTITIES OF RECYCLABLE MATERIALS

- Determine the materials with the largest volumes of waste and target them for recycling. The greater volume of materials you generate, the more likely you are to be paid for the materials.

SMALL QUANTITIES OF RECYCLABLE MATERIALS

- If you have recyclable materials in small quantities, consider paying for recycling collection as long as the cost is less than what you pay for waste disposal. Your company will “make money” by reducing its waste disposal costs.
- Consider teaming up with other businesses in your area to share recycling service costs and revenues.

WHEN RECYCLING COLLECTION SERVICES ARE NOT AVAILABLE

- If recycling collection services are not available from your waste hauler or recyclers, work with employees or local individuals to collect and transport recyclable materials from the business.

POLICIES THAT BUSINESSES CAN IMPLEMENT

Policies that will help businesses to implement and uphold waste diversion programs include:

- Develop and commit to responsible solid waste management plans with emphasis on source reduction and recycling activities.
- Continually monitor the effectiveness of solid waste management programs facility-wide and in individual departments.
- Dedicate the necessary funding and personnel resources to ensure the ongoing success of waste diversion programs.

MEASURES PROPOSED BY THE CITY OF LOS ANGELES

In addition to programs and policies that businesses can implement on their own, the City proposes to provide the following support services to help the *Services – Hotel & Lodging* industry to divert waste from landfills:

- Technical assistance to businesses expressing an interest in developing and implementing effective waste diversion programs.
- Publicly recognizing and promoting businesses that demonstrate high solid waste diversion rates and a strong commitment to waste diversion.
- Establishing a working relationship with industry-related associations such as the California Hotel and Lodging Association and the Green Hotels Association for the purposes of enhancing training programs and communicating plans and progress with waste diversion programs.
- Assisting in the design of tracking programs for the purpose of documenting waste diversion programs.
- Tracking and monitoring industry disposal and diversion rates through periodic sampling and surveying of businesses and biannually re-evaluating waste diversion opportunities.
- Identifying sources of recycled-content products for the industry and providing guidelines for purchasing contract modifications that support procurement of recycled products.

CASE STUDY WILSHIRE GRAND HOTEL

Address:	930 Wilshire Blvd. Los Angeles, CA 90017	Type of Business:	Hospitality/Hotel
		SIC Code:	7011
		Employees:	680
Contact Person(s):	Danny Miller	Trash Hauler:	Key Disposal
Contact Number:	(213) 688-7777	Recycler(s):	Tzeng Long USA, Inc.

BUSINESS OVERVIEW

The Wilshire Grand Hotel, an 896-room facility that regularly enjoys a 70% occupancy rate, provides guest lodging and provides facilities for conferences, meetings, seminars and special events. Recycling is a regular component of the day-to-day operations of the hotel with one staff person dedicating 50% of work hours to the management of recycling programs. The hotel does an effective job with the recycling most recyclable waste, but is seeking an effective method of diverting food waste.

MATERIALS DIVERTED

The following table presents the seven materials that the Wilshire Grand Hotel diverts from landfills through recycling activities on an annual basis.

MATERIAL	ANNUAL TONS	DESCRIPTION
Cardboard	156	Recycle 12 bales per week
Aluminum cans	1.6	Recycle 1 cubic yard per week
CRV glass	56	Recycle 1 cubic yard per week
CRV plastic	0.8	Recycle 1 cubic yard per week
Office paper	58	Recycle 3 cubic yards per week
Scrap metal	1.5	Recycle 250 pounds per month
Newspaper	68	Recycle 3 cubic yards per week
TOTAL	341.9	YEAR 2000

COST SAVINGS / REVENUE

The Hotel generates an average of \$500 per month from recycling programs.

SUMMARY OF RESULTS

As a result of a strong commitment to recycling and source reduction, the Wilshire Grand Hotel diverts a total of approximately 342 tons of recyclable materials from landfill disposal each year. Many of the recycling programs implemented at the Wilshire Grand Hotel are easy to duplicate and can be implemented at other hotels of similar size.