



GreenLine

Identifying and Fighting Off Energy Vampires



Yes, it's true. When an electronic device is plugged in, even if it is not 'on,' it is still consuming energy. These 'energy vampires' suck energy from a power source even when the electronic device is not being used. While one energy vampire may not consume much energy, when combined with other equipment at your facility, the impact can be substantial. Examples of energy vampires include: cell phone chargers, music players, coffee makers, laptops, lamps, and printers. The U.S. Department of Energy (DOE) estimates that some Americans have between 20-40 vampire devices throughout their

residence alone—just think what this number must be for an entire business operation!

HOW DO YOU KNOW WHEN YOUR DEVICE IS CONSUMING ENERGY?

A device's operating mode determines how much energy a device is using when it is plugged in:

- **ACTIVE**—The device is on and being used.
- **SLEEP OR STANDBY**—The device is not being used, but it is using a low amount of power.
- **OFF**—The device is turned off but still plugged in and can start with a remote control.
- **ATTACHED to a Power Strip or Unplugged**—The device is receiving minimal, if any, power.

Let's take a look at a common example of an energy vampire. The average cell phone charger uses 3.68 watts of power from the outlet while charging a phone and 2.24 watts of power when in standby mode (<http://standby.lbl.gov/summary-table.html>). Drawing 2.24 watts constantly from the outlet will cost the user about \$3.92 in energy costs for the year,

assuming around 0.20¢ per kilowatt hour. At first, this may not seem like a lot, but more than likely you have a number of energy vampires. Consider five laptop computers in sleep mode and five cell phone chargers in standby mode. For the year, the total standby energy cost would be \$157.75!

WHAT CAN YOU DO TO FIGHT OFF ENERGY VAMPIRES?

First, think about doing a quick electronics inventory of your facility. To learn more about how much energy each appliance consumes, consider purchasing an inexpensive watt meter. To prevent wasting energy, simply unplug your electronics when not in use. Or, use a smart power strip that will stop power to a cell phone charger once the phone is charged, or if the power strip is unplugged, it will cut off the energy supply totally to your electronics. And finally, when considering new electronics, look for those with the Energy Star certification. These products use a lower amount of standby power when compared to non-certified electronics.



RECYCLE4CHARITY

is a free recycling program that offers a simplified mail in recycling process that benefits charity. Through the website, you can recycle used laser toner, inkjet cartridges, and cell phones. If you have a minimum of six items to be recycled, you can request free UPS shipping. Goods are sold back to manufacturers or new consumers, and 10 to 20 percent of the revenue is donated to one of five pre-selected charities. Whether you have just a few items to recycle or you want to coordinate a larger collection, Recycle4Charity has a program to help you. For more information, visit www.recycle4charity.com.





Petrified Forest National Park, Arizona

Ask Dr. Ima Park



I have heard the term ‘universal waste,’ but I am not sure what this means.

How is universal waste different from hazardous waste?



GreenLine

GreenLine is an official publication of the Commercial Services. The newsletter provides a forum in which the NPS can share information with NPS staff and concessioners about NPS Commercial Services, current environmental requirements, and best management practices. The newsletter also identifies resources available to improve concessioner environmental performance and highlights success stories.

Guest articles have been reviewed by the NPS Commercial Services and, if required, edited in collaboration with the original author.

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Dr. Ima Park: Universal wastes are common hazardous wastes that are generated by many different types of facilities. Types of universal waste can include certain types of waste light bulbs (e.g., fluorescent tubes, compact fluorescents), batteries, mercury-containing equipment, and recalled pesticides. Since these wastes are so common, federal and state regulations allow them to be managed differently than other hazardous wastes. Typically, disposal and recycling of universal wastes is easier and more straightforward.

DO THE REQUIREMENTS DIFFER BY STATE?

They can! While states have to include all of the materials listed as universal waste at the federal level, they can also add materials such as electronics and aerosol cans to their list. To learn more about the universal waste regulations in your state, visit www.epa.gov/osw/hazard/wastetypes/universal/statespf.htm#why.

HOW DO I MANAGE UNIVERSAL WASTES PROPERLY?

The specific requirements for managing universal wastes depend upon your hazardous waste generator status (i.e., the more hazardous waste you produce, the more

stringent the universal waste requirements). However, the following practices are highly encouraged:

- Universal waste containers should be labeled as “Universal Waste—Lamps/Batteries/Pesticides, etc.”, and indicate the date that the first item was accumulated;
- Containers should be sturdy, leak-proof, closed, and protected; and
- Universal wastes should be recycled within one year.

HOW DO I DISPOSE OF UNIVERSAL WASTES PROPERLY?

All universal wastes **MUST** be recycled or disposed of appropriately; otherwise you are improperly disposing a hazardous waste. There are numerous companies who will properly manage your universal wastes, and local municipalities will often collect household and/or business wastes. Take advantage of these resources—but ensure that your local facility will take products from a business. Wherever you dispose of your waste, keep track of your receipts so you can verify to others that waste was properly taken care of.

These resources may be helpful in identifying locations for recycling your universal wastes.

- E-Cycling Central provides information on electronics recycling (www.ecyclingcentral.com).
- The Environmental Protection Agency (EPA) provides a list of businesses where you can either drop off or ship your waste bulbs (www.epa.gov/cfl/cflrecycling.html#mail).
- Earth911.com provides information on recycling various wastes throughout the country (www.earth911.com).

Greening Your Electronics

Many of today's electronics are not easily upgraded, use little recycled material, and require consistent energy use, so it is difficult to think in terms of "green" electronics. However, there are many tools for finding environmentally preferable electronics and tips for making your electronics more energy-efficient and sustainable.

TOOLS FOR FINDING ENVIRONMENTALLY PREFERABLE ELECTRONICS

Electronic Product Environmental Assessment Tool (EPEAT)

EPEAT is a global registry for greener electronics developed and managed by interested stakeholders. It's a resource for purchasers, manufacturers, resellers and others wanting to find and/or promote their environmentally preferable products. EPEAT helps purchasers evaluate, compare, and select electronic products based on their environmental attributes. Products from companies on the registry are graded as bronze, silver, or gold. Grades are listed on the EPEAT registry.

ENERGY STAR

ENERGY STAR is a voluntary government-backed program dedicated to helping individuals protect the environment through energy efficient electronics. The ENERGY STAR mark is a national symbol for energy efficiency, making it easy for consumers and businesses to identify high-quality, energy-efficient products. For more information visit the ENERGY STAR website.

The Greenpeace Guide to Greener Electronics

Greenpeace publishes a Guide to Greener Electronics that evaluates major electronic companies on recycling efforts, global climate change impacts, and efforts to remove toxic materials from their products.

Federal Energy Management Program (FEMP)

FEMP, a program managed by DOE, provides resources that support federal agencies in identifying energy-efficient products that

meet federal acquisition requirements, conserve energy, save money, and reduce environmental impacts. For more information visit the FEMP website on Energy-Efficient Product Procurement.

USEFUL TIPS FOR MAKING YOUR ELECTRONICS "GREEN"

It is said that the "greenest product you will ever have, is the one you don't buy." This is true because on average it takes 530 pounds of fossil fuels, 1.5 tons of water, and 48 pounds of chemicals to produce a single desktop PC and monitor (Kuehr and Williams, 2003). So, before you replace your electronics consider using the following tips to make the electronics and appliances you already own last longer, stay out of landfills, use less resources, and ultimately be more sustainable.

Extend the life of your electronics

Properly maintaining your electronics can increase their longevity and improve performance. This saves natural resources, energy, and prevents the unnecessary use of the toxic materials required to make new products. Suggestions for increasing the lifespan of your electronics include:

- Adding memory to your computer;
- Performing a "clean install" of your operating system every 3 years;
- Avoid upgrading to the latest software unless you have a specific reason to do so;

DID YOU KNOW?

The carbon footprint of a greenline e-newsletter (email) is **94% LESS** than the carbon footprint of the printed and mailed greenline newsletter.

- Defragmenting your hard drive on a monthly basis
- Keeping your PC out of direct sunlight and ensuring proper ventilation; and
- Cleaning the power supply fan and removing dust from inside the computer.

USE RENEWABLE ENERGY

Consider using a solar charger for your portable electronic needs. Solar charges are now available in a variety of forms for charging cell phones, PDAs, Bluetooth headsets, iPods, and laptops.

Purchase refurbished electronics

Unlike "used" products, refurbished equipment is taken apart, cleaned, restored, repaired, and then reassembled to be used again. Purchasing refurbished rather than new products offer significant cost savings and numerous environmental benefits; however, these benefits may be outweighed if the product is outdated or has limited reliability.

By utilizing the tools and tips provided above, concessioners can reduce their energy usage, minimize solid and hazardous waste production, and save money by purchasing electronic equipment less frequently. All of these are steps towards "greening" your electronics and becoming a sustainable business.





Awarding Environmental Excellence in 2011

The NPS has announced the recipients of the 2011 Environmental Achievement Awards, honoring the outstanding accomplishments of eight concessioners for a variety of sustainability initiatives. Five concessioners were presented with awards, and an additional three were recognized with Honorable Mentions.

WINNERS OF THIS YEAR'S AWARD ARE:

- The Crissy Field Center located at Golden Gate National Recreation Area, recognized for their sustainable remodel of a 7,200 square foot educational facility;
- Xanterra Parks and Resorts Grand Canyon Railway located at Grand Canyon National Park, recognized for the conversion of their steam locomotive to a 100% clean burning waste-vegetable oil engine;
- Xanterra Parks and Resorts located at Grand Canyon National Park, for their continual improvements in environmental stewardship through their comprehensive Environmental Management System (EMS);
- Golf Course Specialists located at the National Mall and Memorial Parks, recognized for obtaining Audubon Cooperative Sanctuary Program (ACSP) certification and instituting management

practices which resulted in reduction of chemical use, water use, greenhouse gas (GHG) emissions, and increased use of alternative non-synthetic chemicals; and

- Delaware North Companies Parks and Resorts located at Yosemite National Park in recognition of their extensive recycling program which diverted 215 tons of organic food waste.

CONCESSIONERS RECOGNIZED WITH HONORABLE MENTIONS ARE:

- Guest Services, Inc. located at Rock Creek Park, who were recognized for their sophisticated manure storage facility constructed from sustainable materials;
- Xanterra Parks and Resorts located at Yellowstone National Park, for the development of an elaborate system used in evaluating the products and services utilized and offered at their retail store; and

- Xanterra Parks and Resorts located at Zion National Park, for their dramatic fleet reduction resulting in a 55 percent reduction in fossil fuel usage and a reduction of almost 57,000 pounds of GHG emissions.

To view the entire write-up for each Environmental Achievement Award Winner and Honorable Mention, please visit the NPS Commercial Services website at <http://concessions.nps.gov/news.htm>.

In addition to being recognized by the NPS, Xanterra Parks and Resorts Grand Canyon Railway and Golf Course Specialists Inc. also received recognition from the Department of Interior (DOI) as winners of the DOI Environmental Achievement Award. For more information about the DOI Environmental Achievement Awards please visit www.doi.gov/greening/awards/2011/env2011awards.html

Antelope Point Marina Goes Above and Beyond at Glen Canyon

Antelope Point Marina is located on the southwest shores of Lake Powell in Glen Canyon National Recreational Area. This concession-run marina provides numerous activities for park visitors, ranging from renting state-of-the-art houseboats or simple kayaks to dining at the world's largest floating restaurant. But marina staff didn't stop at visitor services, they are also going the extra mile for the environment and making Antelope Point marina like no other.

Running an environmentally friendly business is a big priority for Antelope Point, especially given the recent challenges the area is experiencing with dropping water levels. The following are just a few of the innovative solutions being developed and implemented at the marina in the areas of resource conservation, waste reduction, and environmental purchasing.

RESOURCE CONSERVATION:

In order to reduce fuel use and the production of greenhouse gas (GHG) emissions, Antelope Point Marina has retrofitted a number of its operations to run on renewable energy. A geothermal cooling system was installed to cool marina buildings and produce ice onsite. This system has eliminated the need for 23 refrigerant-based air conditioning systems and the need for frequent trips to town to purchase ice by passing 40 degree Fahrenheit water from Lake Powell through a propylene glycol heat exchanger. In addition, solar panels were installed on all golf carts to power radios, as well as on some boats to power smaller electronics, like televisions and radios, as well as lighting.

In addition to utilizing alternative sources of energy, the concessioner has worked to minimize the amount of energy and water being used.



Houseboats are equipped with generators that reduce carbon monoxide emissions and utilize LED lights, Energy Star appliances, and/or compact fluorescent lighting; restrooms have waterless urinals, low-flow toilets, and low-flow sinks; and motion sensing lights are used in almost every facility.

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Muir Woods Trading Company Gives a Fresh, Local Spin to Food

Muir Woods Trading Company prides itself on the motto of “responsible retailing and sustainable food service”. It is clear that this motto is taken to heart and put into practice at the concessions operation at Muir Woods National Monument. Muir Woods Trading Company is a leader in innovative foodservice, striving to serve fresh and healthy foods in addition to making their entire foodservice operation, from building materials to silverware, sustainable.

BUYING LOCALLY AND SERVING FRESH FOODS

Being a leader in sustainable food service requires Muir Woods Trading Post to think and operate on local, organic level. This includes supporting local farmers and businesses by offering fresh sandwiches and salads made with all local ingredients; providing local organic breads, cheeses, and pastries; offering organic fruits and vegetables from surrounding farms; and purchasing local meats that don't have harmful additives, pesticides, or hormones. Purchasing locally-produced items puts more money into the local economy and reduces GHG emissions and energy waste because of the shorter distances that food must travel. In addition to the environmental benefits, purchasing locally-produced items also ensures that the foods being offered are in-season and are therefore

more flavorful, have more nutrients and fewer preservatives, and cost less to purchase.

SUPPORTING SUSTAINABILITY INITIATIVES

Muir Woods Trading Post knows that being a sustainable food service operation isn't just about the food, it is also about how you design and operate your business. As such, Muir Woods Trading Post incorporated a number of sustainable initiatives into the development of their concession operation, including:

- Using salvaged and sustainable materials to build the cafe and store (e.g., counter tops made from recycled wine and beer bottles, cafe tables made from salvaged fir trees and sealed with non-toxic coating, and a cafe floor made from recycled cork and old tires);
- Providing compostable forks, knives, cups, and spoons that are made from potatoes/corn;
- Not using lids or straws which eliminates tons of trash each year;
- Reusing food supplier boxes several times, or having foods delivered in reusable containers;
- Using non-toxic, biodegradable cleaning products;
- Utilizing an “Easy as 1-2-3” trash disposal system that helps recycle and compost nearly 90% of generated waste; and



- Transporting compostable items to local farms or to San Francisco Composting using a natural gas powered van and/or hybrid SUV.

Implementing sustainable foods practices is not always easy. Purchasing organic, natural, or sustainable foods and materials can be more expensive, and shorter growing seasons can make sourcing local foods more difficult in the winter months. Given these challenges, it is increasingly important to recognize and learn from those who, like Muir Woods Trading Company, have successfully overcome them. The concessioner's innovation and creativity in providing sustainable food services is recognized and applauded. For more information visit www.muirwoodstradingcompany.com/.

ENVIRONMENTAL PURCHASING:

To further conserve resources, Antelope Point staff seek to purchase environmentally-preferable alternatives whenever possible, including: Recycled content hand towels, retail bags, calendars, notebooks, post-cards and polyethylene terephthalate (PET) carpet made from recycled water bottles; biodegradable cups, silverware, straws, to-go boxes, coffee cups, napkins and various cleaners; and locally-produced bamboo t-shirts and other all natural, hand-made clothing as well as handcrafts, books, postcards, and beer.

WASTE REDUCTION:

Marina operators have also successfully reduced the amount of solid waste produced onsite by using bulk soap dispensers, purchasing supplies in bulk, providing visitors with reusable

shopping bags, and encouraging visitors to reuse cups by offering free refills for a year—that could be a lot of refills!

Antelope Point Marina is big in a lot of ways, including concessioner dedication to preserving and protecting Lake Powell, Glen Canyon National Recreational Area, and the environment as a whole!! For more information on the marina, visit www.antelopepointlakepowell.com/.



NPS HEALTHY FOODS INITIATIVE

In April, the NPS announced a major new service-wide initiative to provide healthy and sustainable food options to all national park visitors. The goal of this new initiative is to ensure that park visitors have access to healthy, sustainable, and high-quality food at reasonable prices, while reducing the overall impact on the environment. This initiative will also serve to educate visitors and potentially influence the choices they make after they leave the parks.

2011 NPS Commercial Services Program Environmental Audit Update

In fiscal year (FY) 2011, the NPS Commercial Services Program conducted environmental audits of 50 concession operations located within 25 national parks through the country. These included 19 onsite audits for more complex facilities and operations (e.g., category I and II concession contracts), and 31 telephone audits for less complex, remote, or difficult to access operations (e.g., category III concession contracts).

The main focus of the audits is to proactively help concession operations to achieve and maintain superior environmental performance by identifying areas of non-compliance with environmental regulations and requirements, as well as areas where best management practices (BMPs) can be implemented. In addition, environmental audits identify BMPs and exceptional environmental practices that concessioners have already put in place.

2011 AUDIT SEASON IN REVIEW

Audit findings are assigned rankings according to the following scheme:

- **Priority 1** findings are non-conformances with laws and regulations that pose immediate, actual, or potential harm to human health or the environment. These findings have a deadline for closure of 90 days from issue of the Preliminary Environmental Audit Report (EAR).
- **Priority 2** findings are non-conformances with laws and regulations that do not pose an immediate threat to human health or the environment. Priority 2 findings have a deadline for closure of 180 days after issue of the Preliminary EAR.
- **Priority 3** findings are non-conformances with Executive Orders; DOI, NPS, or park policies, or the concession contract. Priority 3 audit findings also have a deadline for closure of 180 days after issue of the Preliminary EAR.
- **BMPs** are voluntary actions that can improve concessioner environmental management through pollution prevention, proactive planning, and

initiatives in moving towards sustainability. While strongly encouraged, BMPs are not required to be implemented.

As Table 1 below identifies the number of audit findings, BMPs, and exceptional practices identified during the 2011 audit season, including the number of findings that have already been closed.

RECENT CHANGES TO THE AUDIT PROGRAM

No major programmatic changes were made to the audit program for 2011; however, the audit program did develop processes to “conditionally exempt” certain concession operations this year, and there was the continued streamlining of internal processes.

In FY2011, thirty-one concessions operations were classified as “conditionally exempt” due to the limited nature of their business within park boundaries. Specifically, concession contracts that provide for the sale of visitor convenience items are considered conditionally exempt due to their minimal potential for environmental impacts.

LOOKING BACK ON THE 2011 SEASON

Wrapping up the 2011 audit season, concessioner and park staff continued to promote the benefits of the audit program and expressed appreciation for the technical assistance provided through the audits as well as recognition received through the identification of exception practices. They also had positive things to say about efforts to streamline the program, such as the removal of some safety-related topics from the audit scope. Specifically, de-emphasis on safety significantly decreased the quantity of findings, which allowed additional focus on creative environmentally friendly business practices to assist the concessioners.

At the end of this calendar year the audit program will have conducted baseline audits for all applicable concession operations—a significant milestone for the program! It is gratifying that the program has retained its value and demonstrated environmental performance improvement over its 10 years of implementation. As the program continues into the future, the NPS is looking forward to continued environmental excellence within the program and by concessioners.

TABLE 1 - Number Of Audit Findings, Bmps, And Exceptional Practices Identified To Date During The 2011 Audit Season.

TYPE OF FINDING	# OF FINDINGS	# OF FINDINGS CLOSED
PRIORITY 1	0	0
PRIORITY 2	49	12
PRIORITY 3	55	8
BMP	189	NA
EP	4	NA
TOTAL OF NON-COMPLIANCE FINDINGS	104	20
TOTAL OF ALL FINDINGS	297	20

Local Requirements for Recycling E-waste

Electronic waste, or e-waste, refers to electronic products that are near or at the end of their useful life, and includes items such as computers, televisions, microwaves, copiers, fax machines, and mobile phones. The rules, regulations, and guidance for dealing with e-waste depend upon the materials used in the item (e.g., mercury), and may vary by state and locality.

Certain electronic devices contain materials that render them 'hazardous' under federal or state law (e.g., cathode ray tube (CRT) monitors), and are therefore subject to special handling requirements. Although there is currently no federal law mandating the recycling of non-hazardous e-waste, 25 states have seen the need for such a law and have enacted mandatory electronics recovery programs. These programs include a variety of provisions, from charging a fee on sales of consumer electronics to fund recycling programs, to requiring that municipalities provide for the collection of e-waste for recycling. Many cities and towns have also created their own e-waste recycling programs and rules. To find your local regulations, and to identify a disposal program



or service for e-waste in your park, please refer to the resources below.

In addition, several EPA regional offices have instituted e-waste management programs to help deal with federal, state, and local requirements. Each region maintains its own website for e-waste, where you can find region specific programs and links to e-waste related resources in your area.

RESOURCES FOR FINDING E-WASTE RULES, REGULATIONS, AND PROGRAMS IN YOUR AREA:

The National Center for Electronics Recycling has an up to date nationwide map of e-waste laws, as well as explanations of the regulations

in each of the 25 states that have adopted them: www.electronicrecycling.org/public/Content-Page.aspx?pageid=14.

The EPA's site that houses all of the regional e-waste pages can be found here: www.epa.gov/osw/conserves/materials/ecycling/live.htm.

The EPA maintains a site designed to help you find a service or company that will process electronic recyclables in your area: www.epa.gov/osw/conserves/materials/ecycling/donate.htm.

A large list of these services organized by state can be found at RecyclingCenters.org: www.recyclingcenters.org/electronics_recycling.php.

Properly Disposing Of E-Waste

The use of electronics in our daily lives is expanding rapidly—from laptops to smart phones to ipads. This constant stream of new innovations keeps the life of individual devices short, and has resulted in a deluge of electronic waste (or e-waste) being sent to our local landfills. Growing levels of e-waste are of particular concern because they often contain toxic materials, such as lead, nickel, cadmium, and mercury, which can leach into the environment if they are not handled correctly. In addition, electronic devices often contain valuable materials, such as precious metals and engineered plastics, which require substantial energy to extract, process, and manufacture. By reusing and recycling your e-waste, however, concessioners can effectively reduce the emission of GHGs and other pollutants, save energy, and conserve valuable natural resources!!

The first step to reducing the impact of e-waste should be to reuse electronics whenever possible.

Working electronic devices that you no longer need could be donated for reuse by schools, non-profits, or other organizations in your community (see the links below). When electronics are no longer operating, or are otherwise unable to be donated, it is important to dispose of them in a responsible manner. Although not always required of electronic equipment, passing your discarded electronics on to a recycling service will ensure the reuse of valuable materials, and the proper disposal of hazardous ones.

As part of an effort to minimize the impact of electronic waste produced by its bureaus and offices, the DOI developed the Electronic Stewardship Implementation Plan in 2008. This Plan outlines how the DOI intends to meet or exceed the requirements laid out in Executive Order (EO) 13423, which among other things, requires that federal agencies improve stewardship of electronic devices by maintaining them for long life, reusing

them when possible, and recycling them when not. Although not currently required of concessioners, all entities operating within the national parks are encouraged to support their parks in meeting the EO requirements whenever possible.

RESOURCES ON HANDLING E-WASTE:

Environmental Protection Agency (EPA) list of organizations to donate your unwanted electronic devices: www.epa.gov/osw/conserves/materials/ecycling/donate.htm

The National Center for Electronics Recycling: www.electronicrecycling.org/

Greening the Department of the Interior—Electronics: www.doi.gov/greening/electronics/index.html

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Branch Chief's Corner

We live in a world of ever-evolving electronic devices—from ipads to smart phones. While these items certainly increase efficiency and productivity, they do not exist without a host of concerns. With that in mind, this issue of the *GreenLine* Newsletter focuses on electronics, and how you can minimize the environmental effects of purchasing, managing, and disposing of them.

In *Greening Your Electronics*, we provide tools and resources to help you find new 'greener' electronic equipment, plus useful tips on how to extend the life of your existing products. In *Identifying and Fighting Off Energy Vampires*, we discuss how concession operations can save both money and electricity by identifying and minimizing the number of electronics that 'suck' energy when not in use. Finally, in *Recycle4Charity*, we introduce a program that recycles certain items free (including cell phones) and gives a percentage of their proceeds to charity.

From a regulatory perspective, this issue of the *GreenLine* Newsletter focuses on federal, state, and local requirements related to the disposal of universal wastes and other electronics. In *Ask Dr. Ima Park* we discuss how to properly manage and

dispose of universal wastes, a subset of hazardous waste that is generally subject to more lenient regulatory requirements. Some states consider certain electronics to be universal waste, and therefore require them to be disposed of in a certain manner. In *Properly Disposing of E-waste* and *Local Requirements for Recycling E-waste*, we discuss how to properly manage electronic wastes and provide a number of resources to assist you in identifying local vendors.

Finally, we take a moment to reflect on the 2011 environmental audit season in *2011 Environmental Audit Update* and to highlight amazing things concessioners are already doing to protect their local environments in *Awarding Environmental Excellence in 2011*, *Muir Woods Trading Company Gives a Fresh, Local Spin to Food*, and *Antelope Point Marina Goes Above and Beyond at Glen Canyon*. Thank you for all your hard work this past year—keep it up!!

Kurt Rausch
Contract Management Team Lead,
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ASSISTANCE

If you require technical assistance on environmental issues or want to learn more about NPS Commercial Services, contact us:

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