Solid Waste Compliance Team
Who are we and what do we do?

Field/office team of inspectors with solid waste knowledge:
• 6 Resi, 3 MF, 1 operations support, 1 data quality, 1 supervisor

Customer Service:
• Approx. 1,200 service orders (fix a problem in the field) a month
  • Opened and closed within an expected time-frame.
  • Service Orders decreased by 31% in 2015 based on process improvements
• Complicated issues needing solid waste knowledge in field.

Contractor Partnerships:
• Partner, Train, Audit: Train on FW Ban inspections. Audit Extras Monitoring, Partner on Customer Svc.

Data Quality:
• Where we find inaccurate data, we fix or improve it. Outbound customer calls, Contact Center, Contractor data.
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What else do we do?

Community Partnerships: BIAs, DON, SDOT, DPD. Examples:
• U District. Both CAP and North of 45th group. Improve cleanliness and public health outcomes through improved program mgmt.
• International District CAP: Reduce illegal dumping and provide compliance through improved presence and partnerships with contractor.
• Pike Pine area. Improve livability and safety through improved dumpster management.

Diversion inspections: Recycle (and FW) in the Garbage
• 300 Multi Family dumpsters per month
• 250 Commercial dumpsters per month
• 25/month compactors or RO box inspections
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Diversion Inspection Program

Inspection Process:
• Randomly chosen via list provided by SPU data team
• 1st and 2nd inspections are Zero Tolerance. FW included.
  • Letter sent with waste diversion education collateral
• 2nd inspection - 4 weeks later.
• 3rd inspection - another 4 weeks later.
• 3rd inspection - 10% recycling in garbage. Recycling ONLY.
• 3rd inspection is a $50 fine.
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Diversion data

2015 Diversion inspections Results (averages):
COM: First letter: 3% COM letter: 1%; Fines: 0
Transfer Station visits: 55% inspections. No follow on checks.

Inspection results issues:
• Locked dumpsters - can’t inspect.
• Black bags – hard to inspect.
• Transfer Station RO boxes and compactors – timing is early am or at night.
• Inspector educational opportunities - imited during working horus.
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Diversion Improvements

Inspection Process Improvements:

Process:

• Photos taken for each inspection failure.
• Better recording of data for 2nds and 3rds.
• Send data weekly to SPU education teams.
• Or calls to customer after each failure.
• Collect FW information and check where there is no FW service.
• Locked dumpsters are not counted as inspections. Get Keys.
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Diversion Improvements

Inspection Process Improvements:

Volume:

• Ask the contractor to do MF and Com inspections.
• Expand the # of inspections done by team by being more efficient in customer service work. Potential goal: increase inspections by 50%.

More diversion: Go for the largest opportunities – COM and MF customers

• Confirm hitting all sizes: Small, Med., Large
• Think about SWC Team performing waste audits, similar to water conservation audits. Understand issues, educate, divert more.
• Cameras at TS or shared employee between TS and SWCT.
• Halifax: clear bags led to 31% waste decrease and 20% recycling increase
  • Encourage partnerships with local retailers to sell CLEAR bags.