

Solid Waste Compliance Team SWAC Presentation 12/02/15

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

Solid Waste Compliance Team 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):

MF: First letter: 16% 2nd letter: 27%; Fines: 13

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.

Solid Waste Compliance Team 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.