

Why Does My Transfer Station Manage Waste the Way It Does? – Part II

ENGAGING THE PUBLIC

TARA MAE ALBERT, SWOT COORDINATOR & INDUSTRY EXPERTS

Learning Points

- ▶ Recap of Part I
- ▶ Methods of Waste Management
- ▶ The “Extras”
- ▶ Education & Outreach
- ▶ Social Media
- ▶ Case Studies





Recap of Part 1

Town Responsibility & Authority

RSA 149-M:17

- ▶ Each town shall provide a solid Waste Facility or assure access to another facility for its residents
- ▶ A town may establish bylaws for:
 - Use of the facility and setting user fees
 - Separation and collection of waste within the municipality
 - Registration of haulers doing business within the municipality
 - Pay-as-you throw programs using special bags, stickers, etc.
- ▶ A town may contract with disposal facilities for disposal of solid waste

Re-Cap: 9 Reasons



Town Budgets



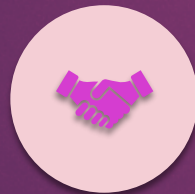
Existing Budgets
vs. Rising Costs



Contracts



Committees &
Groups



Conflicting
Management



Regulations



Permit
Conditions



History of NH SW
Management



YOUR Towns SW
Management



Facility Operators

Decision Makers

Permittees

Users of the Facility

Roles &
Responsibilities



Case Studies

Sanbornton

Permit changes vs. changes to the facility

Primex Report led to closing the Swap Shop and Metal Picking

New management – new ideas

Swanzey

Updated the facility

ARPA funding & Recycling Revenue

Frequent construction updates on town website

Manchester

Making changes to how wastes are managed after they are collected at the facility. Is there notification?

Why is waste managed the way it is? Goals?

Moultonborough

Population explosion and outdated facility including traffic patterns

Feasibility Study to make the best changes

Tamworth

Grants (local and federal)

Involving the community

- Recycling Project volunteers
- Elementary/Grade school
- Town warrant article

Smart Decisions

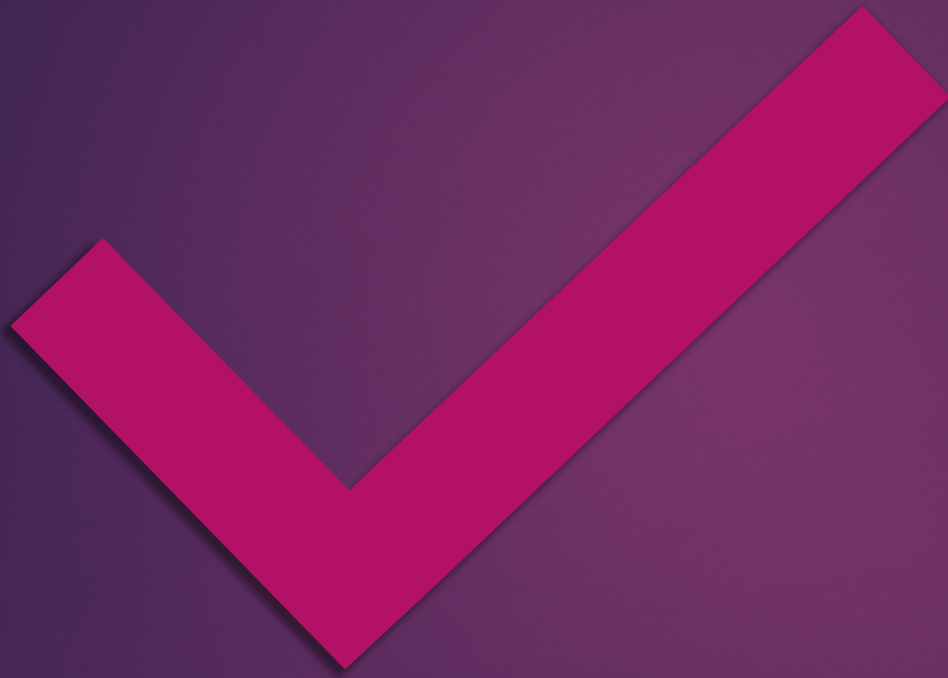
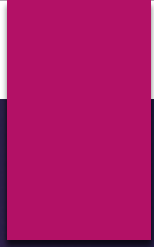
Collaboration attempts with surrounding towns

Long Process

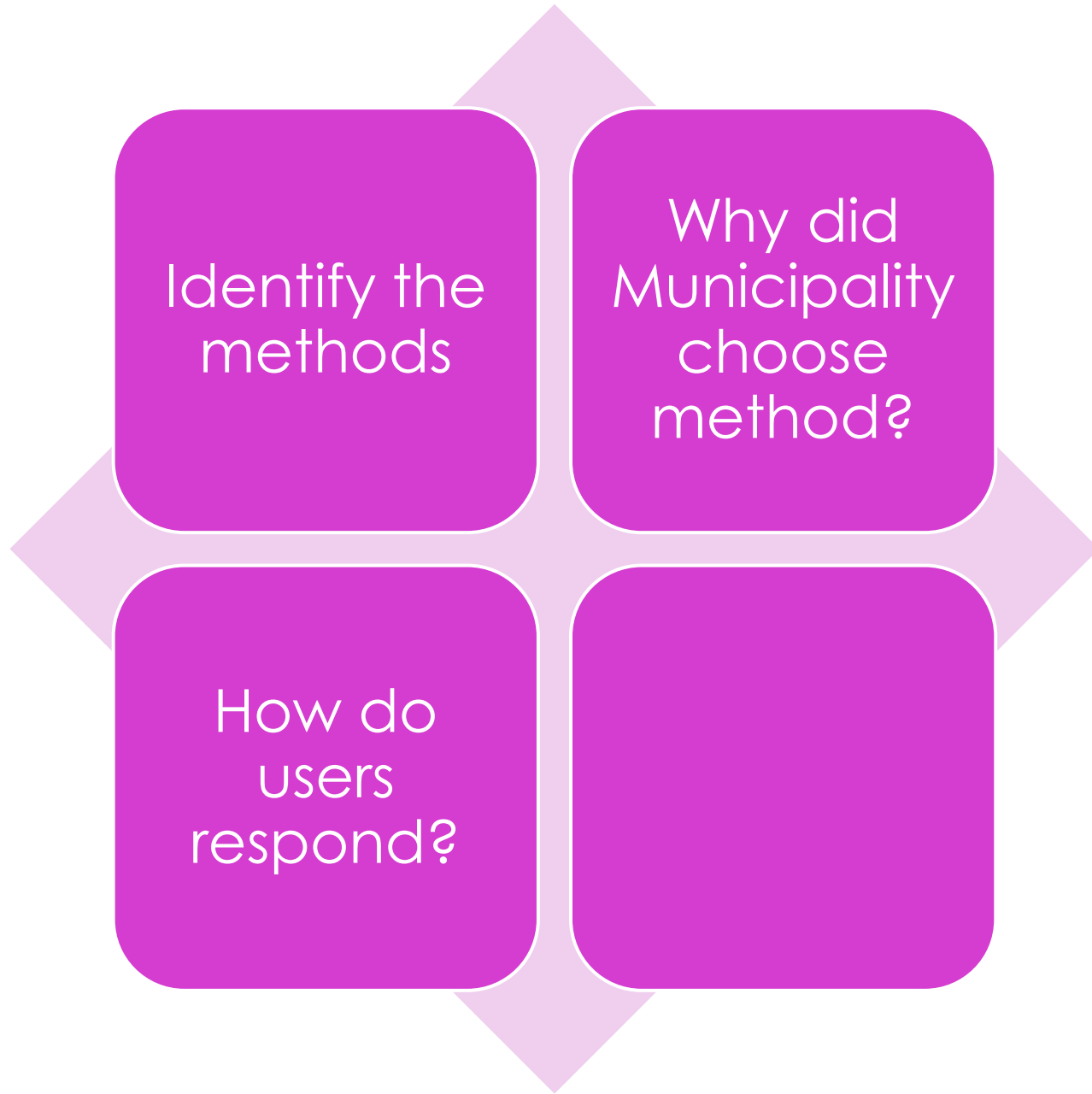


Most Striking Realizations

- ▶ The townspeople have pull in the process.
- ▶ Many people do not understand how and why solid waste is managed the way it is.
- ▶ There are more than just the decision to recycle or to throw away.
- ▶ Solid Waste activities are determined by State Law & Rule, SW Permit & Operating Plan, AND Local Ordinances



Continuing
On with
Part II



Methods of Managing Waste

Identify the Methods of Managing & Moving of Wastes



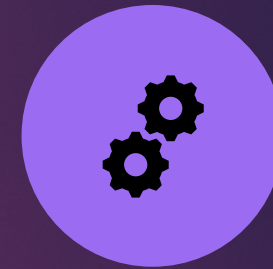
DISPOSAL



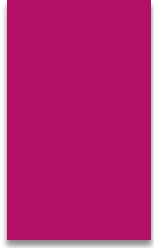
DIVERSION



COLLECTION



OPERATIONS



Budget

Population & Housing

Existing Infrastructure

Can't or Won't Change

Why did the Town Choose their Method of Waste Management?



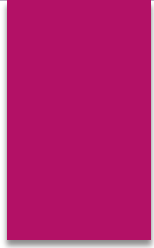
- ▶ Riot
- ▶ Confusion
- ▶ Lack of Understanding
- ▶ On Board
- ▶ At first, they are lost then step into line.

How Do Users
Respond to
Decisions

This is where you need your Leaders and SMEs.



THE EXTRAS





The Extras: To Do or Not To Do? & Why?

Swap Shops

YES!!!

- Diversion
- Community assistance
- Make \$/Saves Costs
- Build Bonds

NO!!!

- Fighting
- End up with junk
- Liability
- Lack of Space

Volunteers

Why?

- To “run” the extras
- Time back to the operators
- Community Involvement
- Can benefit the town

Why Not?

- Time to train people
- Takes work to find the right people.

Maintaining the Extras

Works Well

- Have the correct people at the helm
- Allowing for autonomy
- Set the Authority & Rules

Does NOT Work

- Wrong people in charge
- No space
- No rules/training
- Lack of trust & respect



Town Committees & Groups

Elected Officials

Planning & Zoning Board

Finance Committee

Sustainability/Waste Reduction Committee

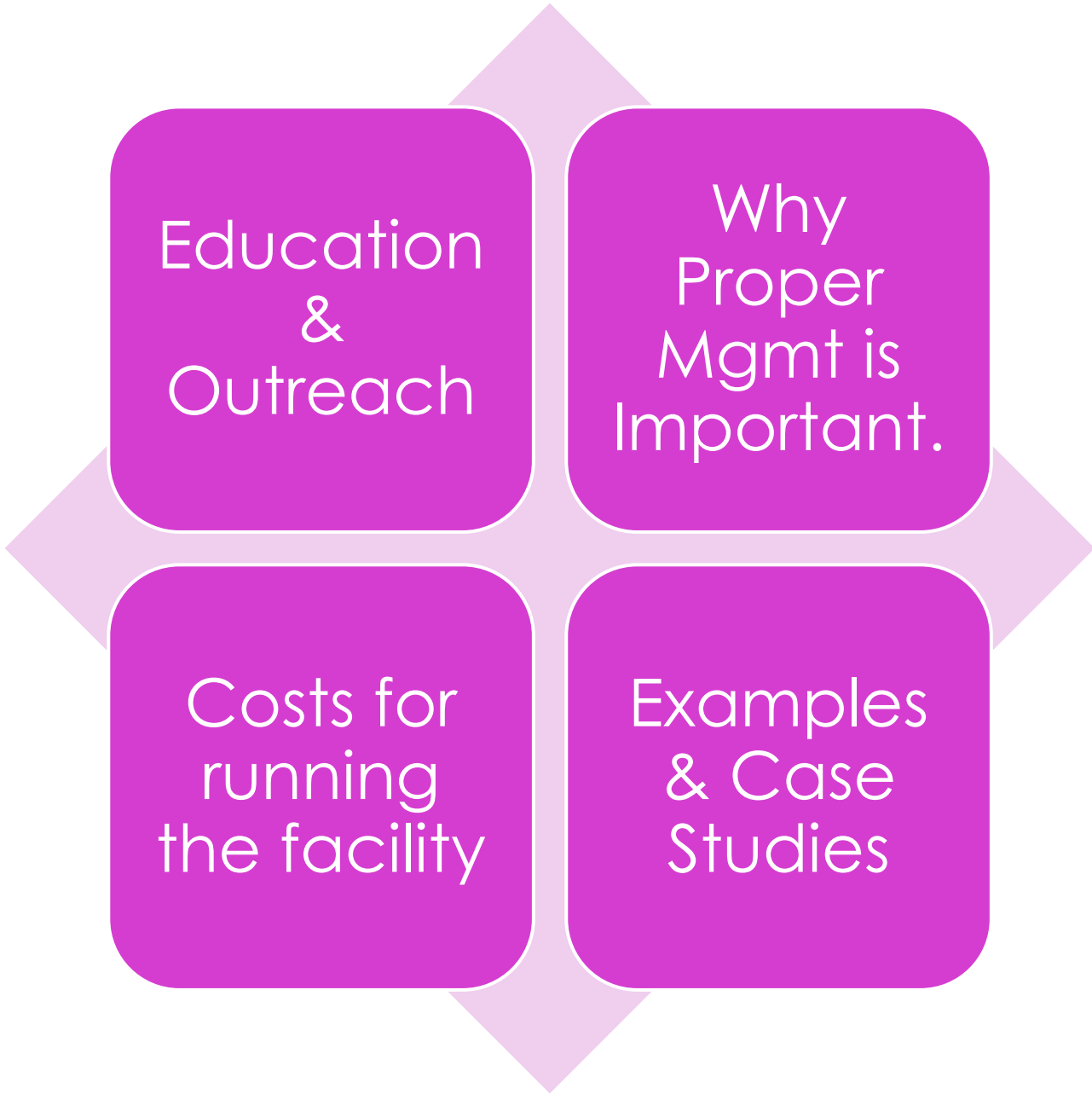
Third Party Organizations

... Certified Solid Waste Operators

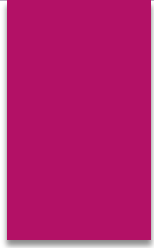




QUESTIONS



Education to Users



Education

CLEAR

CONCISE

COMPLETE

TRANSPARENT



Education



Know your Audience



Know your Message



Know your Goal



Know your Limits

BE

Clear

Concise

Complete

Transparent



Outreach



GETTING THE
EDUCATION OUT IN
THE WORLD

WHO TO INVOLVE?

CLEAR
EXPECTATIONS ON
HOW TO PROVIDE
THE INFORMATION



Example of Education & Outreach

- ▶ Determination to educate customers on proper battery diversion/disposal.
- ▶ Determine that outreach will be done at the facility.
 - ▶ Specifically, the MSW Collection area.
- ▶ Determine that information will be immediately provided to the customer without having direct interaction with the operator(s).





Education & Outreach



Do NOT throw batteries in trash because they can cause fires.



Not the best messaging.

Storage and Use

Store in a cool, dry (below 30°C), well ventilated area, away from food and drink.

Do not store batteries in airtight containers. High humidity can reduce battery life. Temperatures above 30°C can reduce battery life.

Keep adequate clearance between batteries to prevent short circuits.

Since short circuit can cause battery heating, keep batteries in original packaging until use.

Preferred storage at 50% of nominal battery capacity.

A fire alarm is recommended in case of storage of large quantities.

Do not crush, pierce, short (+) and (-) battery terminals with metal goods, which would end up into excessive heating.

Do not dispose of the used cells in fire or into water.

Do not mix different types and brands. Do not mix old and new batteries.

Keep batteries in non conductive (i.e. plastic) trays.

Do not mutilate or mechanically abuse cells.

For more information regarding regulations regarding batteries, please refer to the following links:

Other: Applying pressure to the battery terminals can result in eye, skin or clothing damage.

Do not recharge from external power sources. Only use the charger models approved by Ansmann.

Improper use of the charger can result in fire or explosion.

Compliance with all applicable federal, state and local regulations.

Take CHARGE of your Batteries!




Stop! Do you have batteries, or items containing batteries, you need to dispose of?



Caution! What types of batteries are they?


Go! Find out how to dispose of these items properly!

Stop!




Rechargeable batteries and items containing rechargeable batteries should NOT be thrown in the trash or recycle bin.

If terminals touch metal, or another battery, or if the battery becomes damaged, it could cause a FIRE!




Caution!
Know your batteries

Some single-use alkaline (non-rechargeable) batteries can be disposed of in the trash.




→ All types of batteries can still contain a charge so it's best to put tape over both the positive and negative terminals or bag each battery individually.



Go!
Recycle/Dispose

Dispose of batteries properly!

Rechargeable batteries are recyclable when done properly. Many town transfer stations and retail outlets offer battery recycling. To find a location near you, search Earth 911 or call2recycle. If recycling is not possible at your transfer station, check with hardware, office supply and specialty battery stores.



Education & Outreach



Why Is Waste Management Important?

ALL EDUCATION &
OUTREACH NEEDS TO MAKE
SURE THAT THIS QUESTION IS
CLEARLY ANSWERED

Importance of Good Waste Management



Statutes, Rules
and Permits



Can Save
Money



Safety



Responsibility
to Community

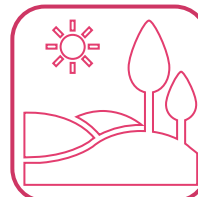
Proper and Integrated
Management of SW can:



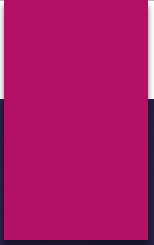
Protect Human Health;



Preserve the Natural
Environment; and



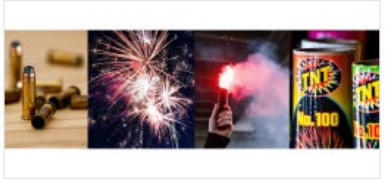
Conserve Precious and
Dwindling Natural Resources.



MANAGING MY WASTE

[Aerosol Cans](#)

Posted: October 26, 2023



MANAGING MY WASTE

[Ammunition, Explosives, Fireworks, Flares](#)

Posted: October 26, 2023



MANAGING MY WASTE

[Appliances](#)

Posted: October 26, 2023



MANAGING MY WASTE

[Asbestos](#)



MANAGING MY WASTE

[Automotive Antifreeze](#)



MANAGING MY WASTE

[Batteries](#)

Managing "My" Wastes

Costs

INCLUDE ALL COSTS
STRESS THE VALUE OF
ALL COSTS
WAYS TO EVALUATE
THE COSTS



Economic (Full Cost Accounting)

Are there better ways to... operate the facility?
...plan for investments? ... manage wastes?

Environmental

Are wastes being mismanaged or stored in a way that's polluting the area?
What are the risks of managing X, Y, Z wastes?

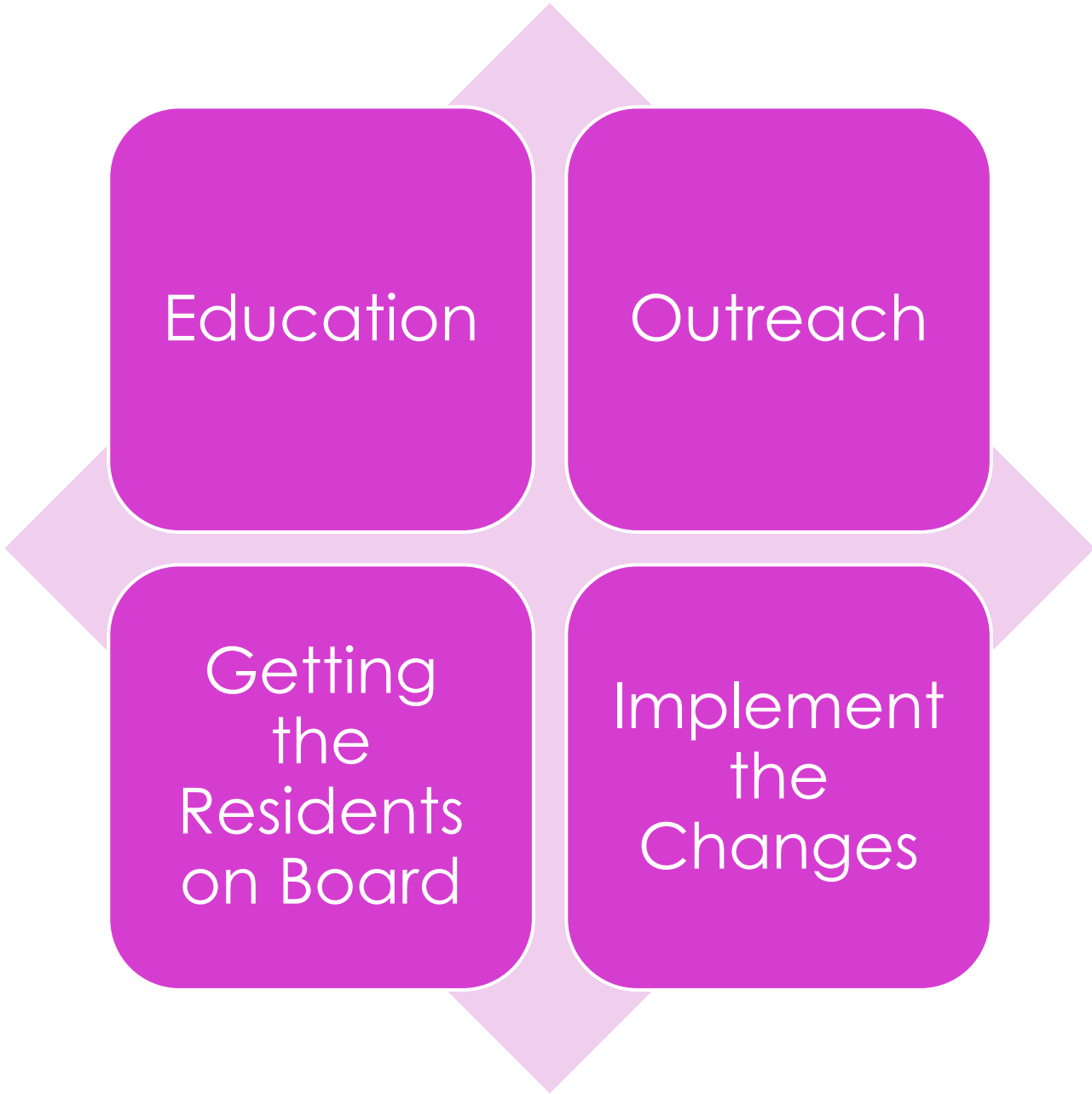
Social (Human Costs)

Check in with your staff. How is morale? Are they knowledgeable about management practices and confident about make split decisions?
If you were a customer using the facility, would you feel safe using the facility?

Costs – ask yourself, “what’s beyond the dollar?”



QUESTIONS



Case Studies



Case Studies

Hollis

Champion: Joan Cudworth

Public Education Campaigns

Pilot Program

Parades

Displays at the facility

Tours of the facility

Swanzey

Champion: Josh Whipple

Overhaul of facility

Capital Improvement Funds

Grants

Clear visuals for the facility users

Moultonborough

Champion: Ken Filpula

Signage at the facility

Compost Display

Obtained Funding to Conduct a Feasibility Study



Promoting *SW* Diversion Effectively ... and with Style

Joan Cudworth, PW Director

Hollis Transfer Station Hollis, NH



Food Waste
Compost
Implementation.

Catching the eye
of the Hollis
Facility Users!

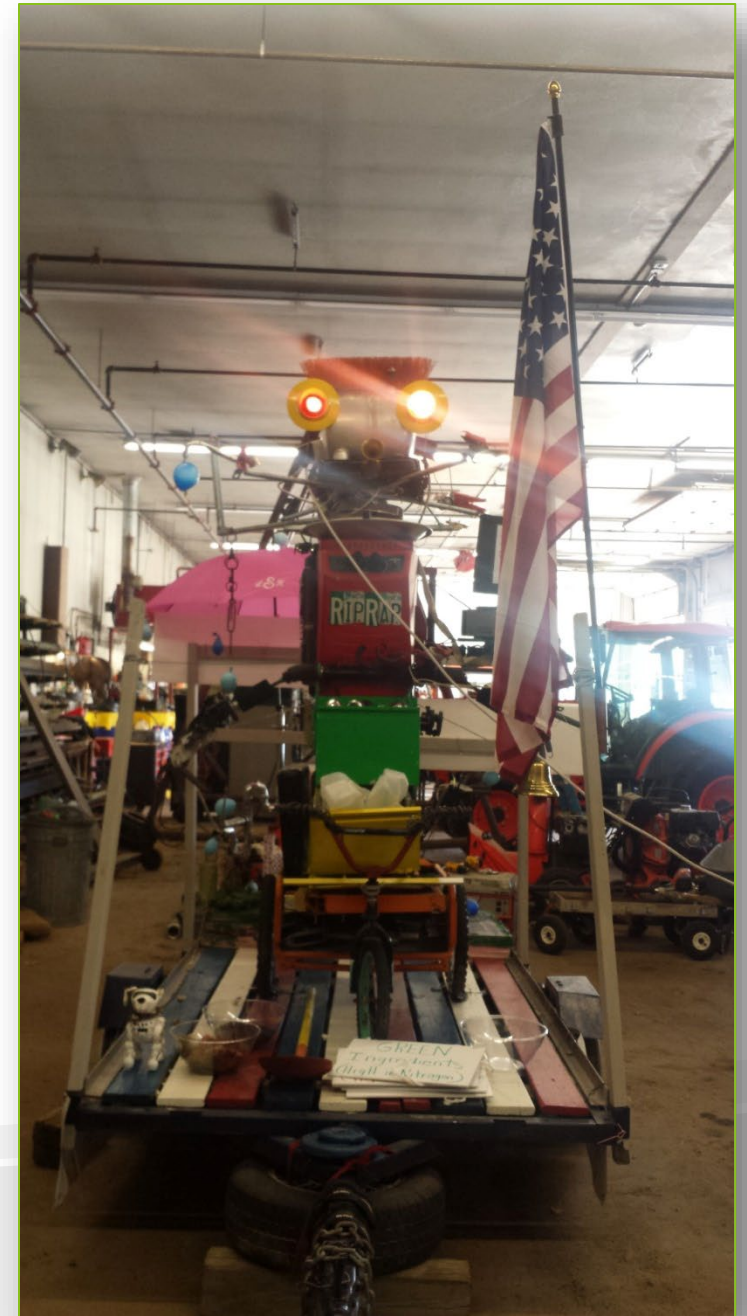


Feedstocks??





Immediate Recognition





Clear and
Instructional Signage



Joan Cudworth

Town of Hollis Director of Public Works

Email: jcudworth@hollisnh.org

Number: 603-465-2246

SWANZEY

JOSH WHIPPLE


TOWN OF SWANZEY NH



**RECYCLING CENTER
FACILITY IMPROVEMENTS**

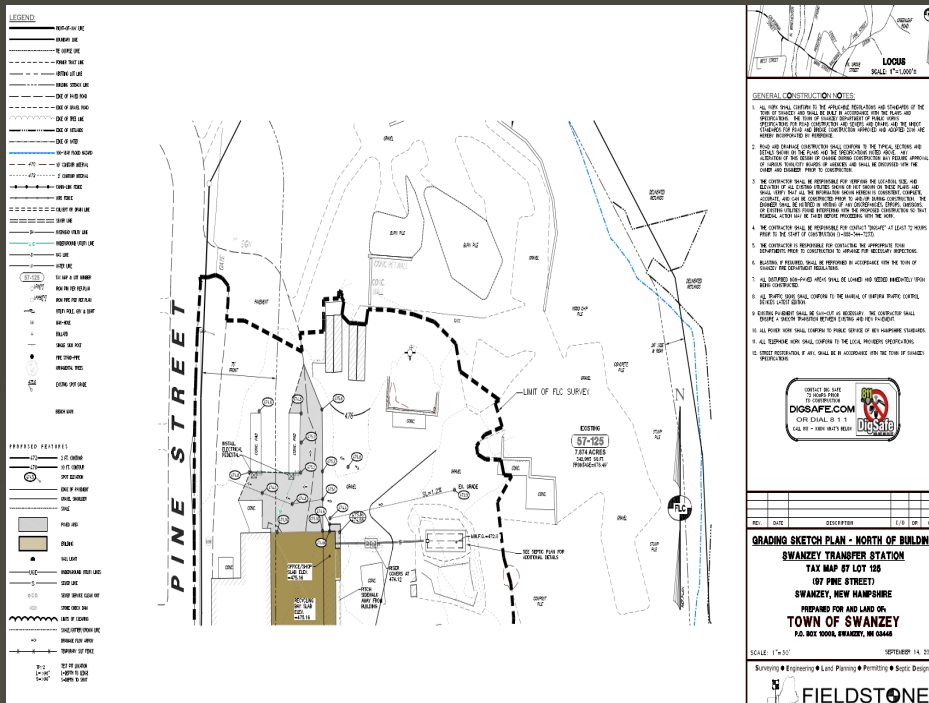


INDEX

- Project Scope
 - Planning
 - Pre-Construction
 - Mid-Construction
 - Finished Construction
 - Funding
- 

PROJECT SCOPE

- Main building
 - Overhang drive thru
 - Addition of 8 sorting windows with guillotine doors
 - Staff areas across from sorting windows



- ADA public bathroom
- Staff locker room
- Staff bathroom
- Breakroom/ training area
- Mechanical room with waste oil fired radiant heat
- Workshop with overhead door
- Solid Waste Manager Office

- Well
- Septic tank & Leech field
- Storm Water Management Plan
 - Infiltration basin & rain garden
- Monitored Fire alarm system

PLANNING STAGES

- Original facility improvement plans: 2009- (placed on the backburner due to costs & recycling markets- different plans)
- Land survey: 2017 & 2021
- Engaged Architect & engineer: 2019 & 2022
- Capital Improvements Program Committee: October 2022- Final planning stage (facility design, funding, execution plan)
- Test pits: January 2023
- Site Development plans: January 2023 received
- EPA grant (SWIFR) Solid Waste Infrastructure for Recycling: Submitted February 2023
- Planning board public hearing: 2/23/24
- Facility PBN modification: May 2023 submitted & June 2023 approval received
- RFP posted: April 2023
- Contract awarded: April 2023
- Construction starts: 7/5/23

PRE-CONSTRUCTION

- Engaging residents
 - Posting project information
 - Social media posts
 - Information brochures at Town Hall & Recycling Center
 - Facility postings
 - Town website
 - Word of mouth as residents used the facility
 - Being visible and available to assist residents and answer questions



Red areas- off limits to residents and vendors

- main building and parking area
- septic fields
- well

Green areas- Resident recycling area

PRE-CONSTRUCTION (CONTINUED)

- Informing vendors
 - Posting project information
 - Vendor maps for pickups and deliveries
 - Staff helping vendors safely get through the facility- staged at different points of the facility with radios.

ALL OPERATIONS ARE SUBJECT TO CHANGE.... CLOSURES MAY BE LAST MINUTE...SAFETY IS THE NUMBER 1 PRIORITY FOR STAFF, RESIDENTS, AND VENDORS

Notes-

- Main bulk of construction expected to last July 5th through late September.
- Facility will also not be open during:
 - When power is disconnected to compactors
 - Extreme weather conditions
 - Areas for safety concerns
- Expected to have backups and congestion through recycling areas and trash compactors.

All shipments or deliveries through the duration of construction will be requested for Monday or Thursday, but can work around operating days if need be.

PRECONSTRUCTION (CONTINUED)

Managing Recycling in the elements-

Several shelters were built out of salvaged demo materials to ensure recycling continues while still following market specs; Clean and dry



**FIRST DAY OF
OPERATION
DURING
CONSTRUCTION-
7/5/23**



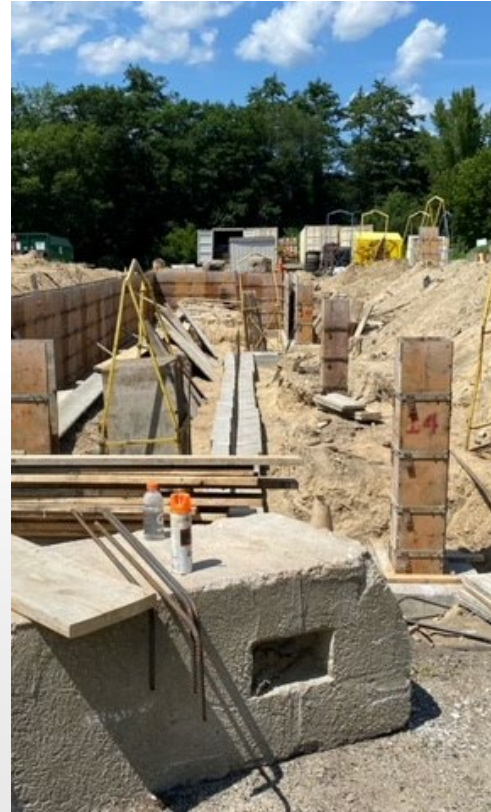
MID CONSTRUCTION

Digging of foundation



MID CONSTRUCTION (CONTINUED)

Foundation for staff area















COMPARISONS

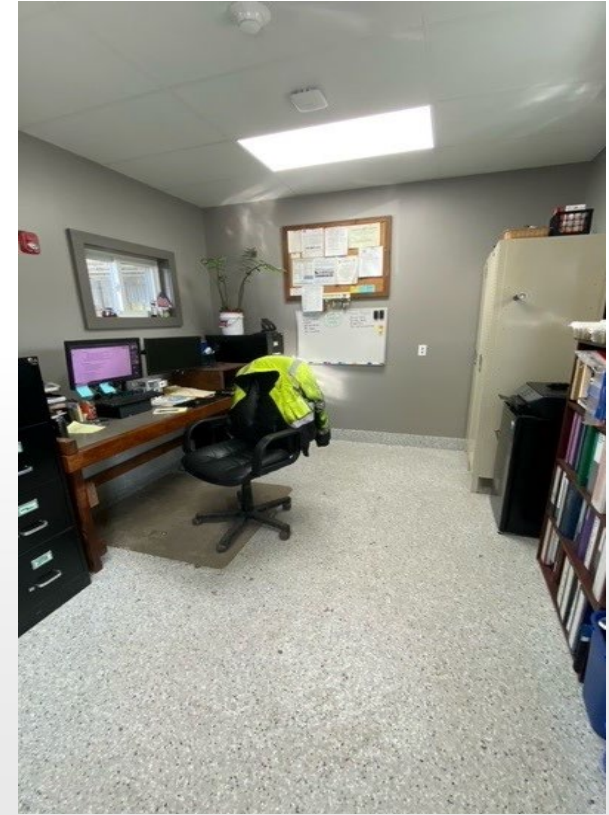
BEFORE AND AFTER FACILITY IMPROVEMENTS







MANAGERS OFFICE



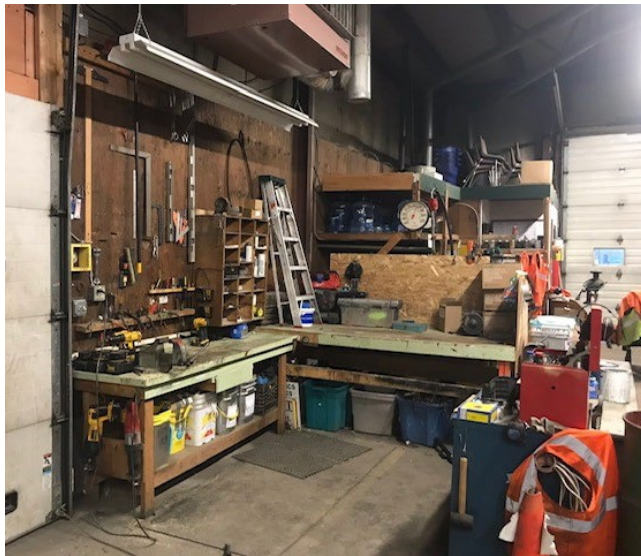
BATHROOMS



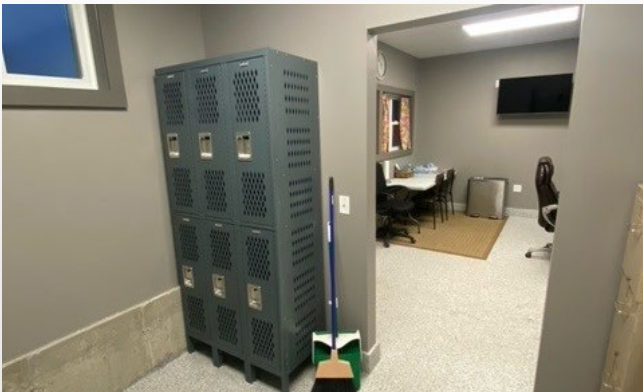
BREAKROOM



WORKSHOP



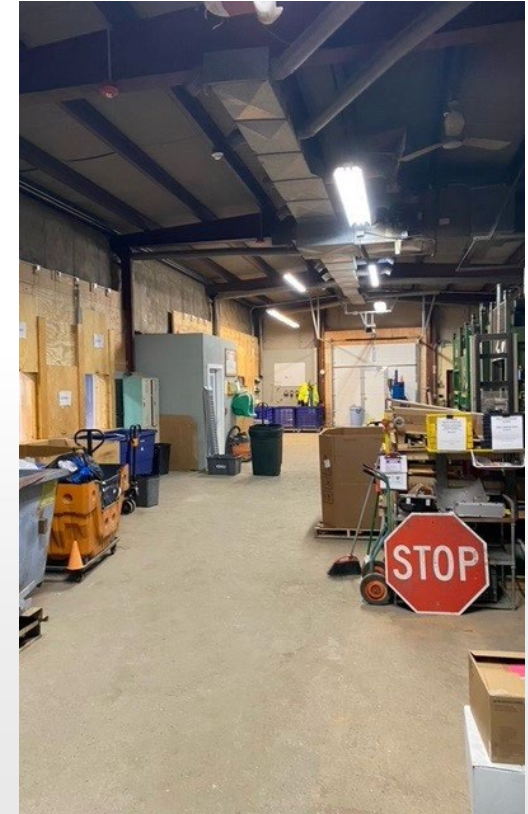
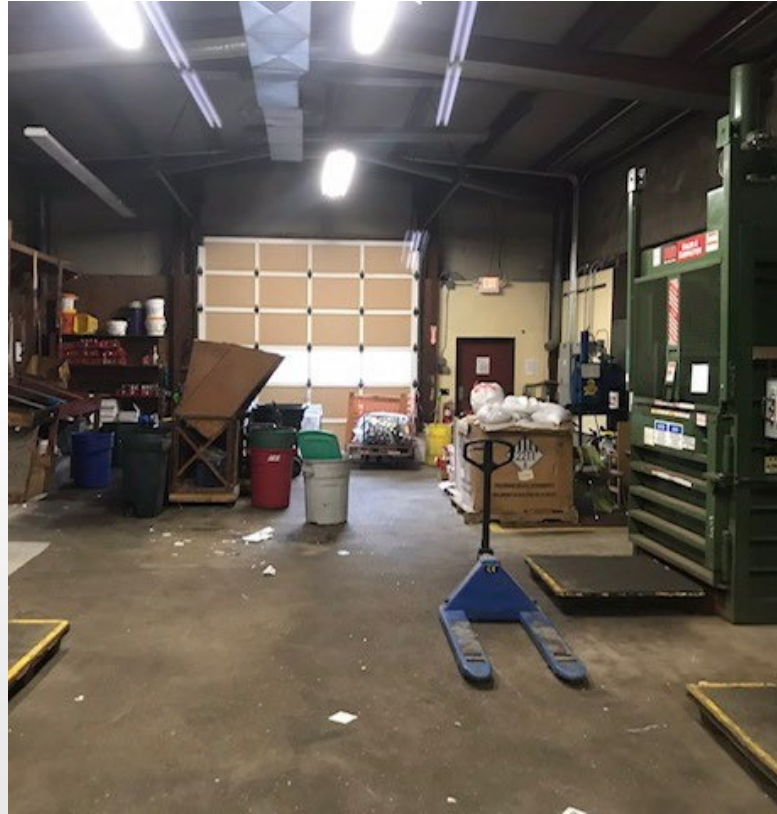
**OTHER NEW
EMPLOYEE
AREAS**



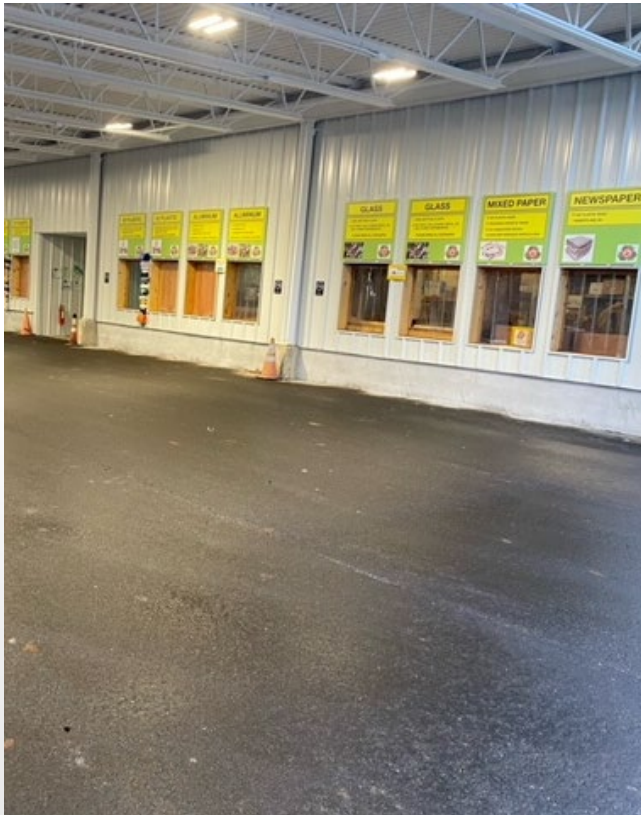
SORTING WINDOWS INSIDE



MAIN BUILDING INSIDE



SORTING WINDOWS OUTSIDE



FUNDING

- Board of Selectmen approved funding in the amount of \$1,050,000 at their 4/19/23 scheduled meeting for the project through the following:
 - American Rescue Plan Act funds- \$510,249.21
 - Recycling Center Revolving fund- (from the sale of recyclables from 2009-2018- discontinued) \$376,000.00
 - Recycling Center Capital Reserve- (voter appropriated funds voted on annually) \$71,000.00
 - InvestNH funds: \$92,750.79
- Funding used- \$988,695.92

FUNDING (CONTINUED)

- Funding used- \$988,695.92
- Operating budget used-
 - Demo disposal- \$796.99
 - Misc. equipment/ materials freight \$1,453.60
 - Architect fees- \$725.00
 - Painting/ in house projects/ furnishings/ material storage- \$5,594.02
- **Grand total- \$997,265.53**

SPECIALS THANKS TO ALL INVOLVED-

- TOWN OF SWANZEY RESIDENTS
- TOWN OF SWANZEY- BOARD OF SELECTMEN
- TOWN OF SWANZEY ADMINISTRATOR- MICHAEL BRANLEY
- TOWN OF SWANZEY CODE ENFORCEMENT OFFICER- MIKE JASMINE
- TOWN OF SWANZEY- CAPITAL IMPROVEMENTS PROGRAM COMMITTEE
- TOWN OF SWANZEY PLANNER- JULIUS PEELE
- ASSISTANT SOLID WASTE MANAGER- NICK KEANE
- TOWN OF SWANZEY SOLID WASTE OPERATORS- SHARON BISSELL, CHARLES HARBECK, JOHN DESANTIS III, BARBARA JEFFERY, MARIE ROBINSON, MIKE SKIFFINGTON, BOB HAMMOND
- TCD CONSTRUCTION
- JP TRUCKING & EXCAVATION
- FIELDSTONE LAND CONSULTANTS
- NORTHEAST RESOURCE RECOVERY ASSOCIATION

Moultonborough

Ken Filpula



Signage that Makes Users Take Notice





Home Composting Demo Area



HOUSEHOLD TRASH ONLY

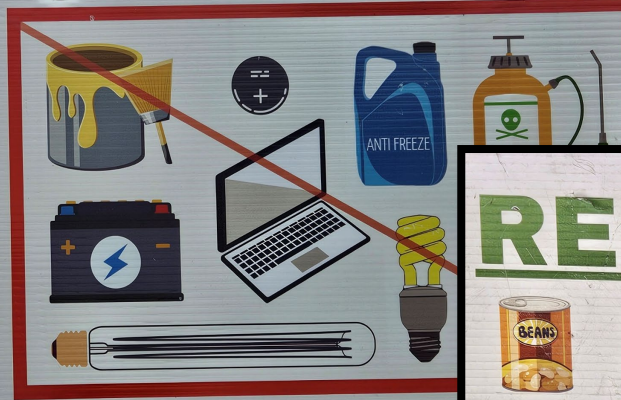
NO CFL BULBS!

NO FLUORESCENT BULBS!

NO HAZARDOUS WASTE!

NO ELECTRONICS!

NO LITHIUM BATTERIES!



RECYCLE AT COMPACTORS #
QUESTIONS? Ask a staff r

RECYCLABLES



ALUMINUM / TIN CANS



CORRUGATED CARDBOARD,
CEREAL/CRACKER BOXES



MIXED PAPER
(NO SHREDDED PAPER)



GLASS
(JARS & BOTTLES ONLY)

PLASTICS #1-5

RINSE FOOD CONTAINERS.

PLEASE RECYCLE RIGHT

TRASH IS AT COMPACTORS #1 AND #2

NO STYROFOAM



**NO SOFT, FLEXIBLE PLASTIC
BAGS OR WRAPPERS**

NO PIZZA BOXES



**NO PLASTIC OIL
CONTAINERS**



**NO RIGID PLASTICS
(5 GALLON BUCKETS, KIDS TOYS)**



NO WAX CARTONS



**NO SHREDDED PAPER
(EVEN IF IN A PAPER BAG)**

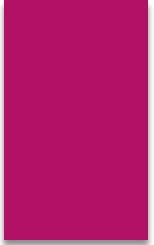


Signage for MSW &
Single Stream

Feasibility Study

- Thinking Outside the Box
- Involving Decision Makers
- Getting the “Town” involved
- Determining the BEST Solution
- Sometimes money needs to be spent in order evaluate the true needs.





Sanbornton



Sandwich



Examples of Using Social Media to Your Advantage



QUESTIONS



Part III

In Person class where facility representatives can:

- Share their existing education & outreach
- Propose campaign ideas
- Collaborate
- Develop clear messaging for impending changes



Next
Steps