



County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

Collectors' Meeting via MS TEAMS February 15, 2024

COUNTY STAFF PRESENT:

Matt Adams
Kirsten Büchner
Chris Cole
Xiomara Crespín
Catalina Cueto
Suzie Davidson
Charlie Forbes
Conrad Mehan

COLLECTORS PRESENT:

Anon. Phone Callers (3)
Phillip L. (Garby Disposal)
AJ (KmG)
Alternative Waste
Isaac Nolen
John Steele
Vernice Colley (JLT Trucking)
Trash Away
Tracy
Mike Miller (American Disposal Services)
Phillip LeMaster (Garby)
Scott Gettier (Gettier Commercial)
Jack Debell (Republic)
Richard Maldonado (Republic)
Dan Cielsa (Republic)
Kathleen Turk (Compost Crew)

INTRO - Buchner, Kirsten

Welcomed everyone to the meeting. Introduced Matt Adams, Division Director, Engineering & Environmental Compliance, and newest Team member, Marquis Brown, Inspector for Enforcement.

Shared latest organizational chart of team so that collectors could see the different branches and staff within Enforcement, Permitting, and Sustainability.

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Solid Waste Management Program

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SAFETY - Cole, Christopher

Recapped three points mentioned in the most recent *At Your Disposal* newsletter.

1-New health and safety program was launched this past January 8th. A copy is available by writing to dpwesswmpsafetycouncil@fairfaxcounty.gov

2-New sign about to go up at the facilities regarding use of Personal Protective Equipment for employees, drivers, and visitors.

3-Collectors/drivers must refrain from getting out of their vehicles while on the scales, an extremely dangerous practice, which can result in slips, trips, falls, and injuries.

Maldonado, Richard

Requested the proposed PPE signage in Spanish also.

Cole, Christopher

Confirmed sign will be bilingual.

Buchner, Kirsten

Made Spanish language materials available to collectors as needed.

OPERATIONS - Davidson, Susan

Provided reminder that U-Turns made by trucks into and out of 95 facility are unsafe and illegal. Indicated first offense is billed as 1 ton at \$132. Subsequent offenses may be charged up to a maximum penalty of 6 tons at \$132/ton.

Also, signage at each facility is being updated so it's more uniform and visible, as well as in English and in Spanish.

PERMITTING - Mehan, Conrad

Reviewed Four Touch Point (4TP) requirement for collectors to communicate recycling information to all their residential customers. Collectors are welcome to use their own or SWMP-produced content.

SWMP will begin requesting proof that recycling content is being sent out because residents want evidence. Within next 30 days SWMP is looking for suggestions from collectors for how best to submit that proof. Collectors can send their suggestions to Conrad or Kirsten.

Debell, Jack

Question about sending 4TP content via email if a collector has a large customer base that has opted for paperless billing.

Mehan, Conrad

Agreed that email may be an acceptable method and reiterated that SWMP must be able to prove to county residents recycling information is being shared.

SANITARY DISTRICTS - Mehan, Conrad

Reviewed what a sanitary district is and how it's created; residents must follow guidelines and Board of Supervisors must approve petitions.

Showed map with the latest petitions that will go before the BOS on May 9. Currently there are 11 petitions which total about 340 homes; petitions are expected to increase so that by Jan 1, 2025, an additional 1500-2000 homes will require county service.

If BOS approves petitions, SWMP will be looking to contract out part/all the work. Requested ideas from collectors on what would make it more attractive for them to submit a bid on this proposed work. Noted that upcoming work may involve multiple renewals and thousands of homes over the next five-year period.

ENFORCEMENT - Forbes, Charles D.

Showed chart that summarized number of complaints by problem type for the last three months (November, December, January). Noted that snow in January likely resulted in increased escalations.

OUTREACH - Buchner, Kirsten

Reminded collectors that their recycling data for calendar year 2023 is due March 1, and thanked the five collectors that have already submitted this information: Apple Valley, Bates, Garby, Nightingale, Republic, and Thompson.

Also thanked American and Waste Management for their help responding to some very specific recycling questions that SWMP has been getting from residents.

OUTREACH - Adams, Matt

Provided update on SWMP 20-year solid waste management plan update given Board of Supervisors Directive to move towards Zero Waste by 2040. One of the most important parts of the plan will involve the collector community and as such SWMP will be reaching out in the next few months to gather feedback from collectors and other stakeholders about proposed code changes, waste management, etc. that will come into effect over the next 15 years.

OPEN MIC

Ciesla, Dan

Posed question for Conrad about outreach and communications regarding recycling (4TP). Reiterated his belief that it was acceptable for collectors to send those communications out via email. Indicated confidence he is reaching their open market customers via email and noted that the gap in communications may be with HOA customers. Noted his concern is in requiring collectors to switch to a paper method or an invoice stuffer, and still not reaching those HOA customers because that mail goes to the HOA management team. Another concern is the expenditure involved in mailers and not seeing an improvement in recycling. Requested ideas on how to get HOA communities to ensure collectors' 4TP messaging is reaching residents.

Mehan, Conrad

Acknowledged there will probably be more of a direct requirement between the county and the HOAs themselves.

Ciesla, Dan

Noted that the 4TP survey findings presented at the last collectors' meeting were very disappointing and commented that if a resident of an HOA is considered the same thing as an open market customer, then it will be difficult to see a difference. Again sought clarification on use of email to send out recycling information to comply with 4TP requirement.

Mehan, Conrad

Responded that if email is currently being used, then it's fine to continue. Reiterated the required 4TP delivery methods are still in the discussion stage but if a collector has paperless billing for 90% of their subscription customer base and they can show that evidence to SWMP, that will likely be acceptable.

Ciesla, Dan

Noted his company can see various data regarding emails, open rate, etc. and can present that data to the county as needed.

ADJOURN – Buchner, Kirsten

Reminder that the next meeting date is May 16, 5 PM, on TEAMS.

Thanked everyone for attending and invited collectors to provide feedback any time.