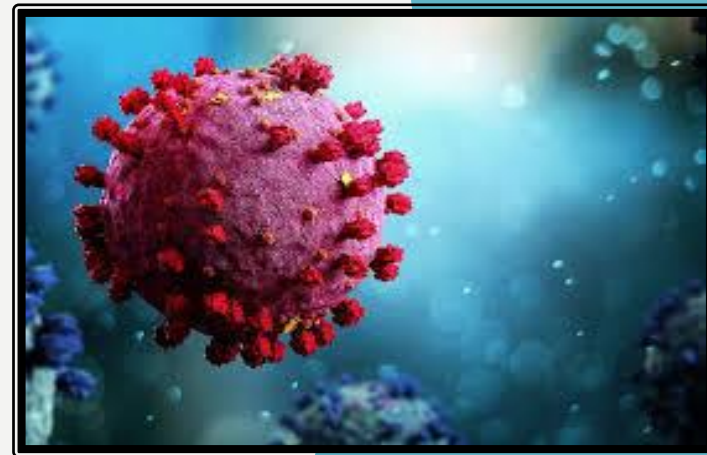


OPERATING AN HHW FACILITY

(AND THEN A PANDEMIC OCCURS)



PRESENTED BY CHERYL BURTON FENTRESS
HARRIS COUNTY HHW PROGRAM MANAGER
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START BY DOING EVENTS & THEN DECIDE ON A PERMANENT FACILITY

- Start out with events to determine how to grow your program.
 - Listen to your residents regarding what they want
 - Ask them questions
 - Educate your residents
- Events are for less populated areas that have 2 events per year with less than 750 vehicles / event.
- Think about moving to a permanent facility when you outgrow your events!



WHY DO YOU NEED TO CHANGE TO A PERMANENT FACILITY?

- Larger events mean long lines and upset residents.
- Events can be expensive and difficult to schedule with your vendor.
 - Harris County cut the cost for disposal more than 45%
 - There are a lot of events for a few open Saturdays and vendors may be booked on the day you want
- You are making a bigger impact on diverting these items from waterways and landfills.
 - In 2019 there were 45 permanent facilities and 167 collection events
 - In 2019 the permanent facilities collect 15 million pounds of HHW vs the 3 million events collected
- You are providing a better service to your residents.
 - More convenient because there are more days available to drop off
 - Residents do not have to wait in line but may have to drive further to drop off items

WHERE DO YOU START?

- Find a mentor that has experience.
- Make sure you have the support from management.
- Make a plan but be ready to be flexible.
- Know that HHW Facilities are more than just land and buildings.
 - Know your budget and goals
 - Available to all of your residents
 - Excellent ingress and egress
 - Be reasonable
 - Think EXPANSION!
 - Know if you have financial assurance or do you have to purchase Pollution Insurance
 - Are you willing to sustain the program?



MAIN POINTS FROM DECISION TO START UP

- Make a plan and stick to it but be flexible and know there will be challenges along the way.
- Give yourself a realistic timeline and opening day – DON'T RUSH IT!
- Get organized! Purchase binders and keep everything you read, see, and learn in them.
- Use your mentor!
 - Follow the requirements in the Texas Administrative Code
 - What size building and what equipment do you need
 - Communicate with your vendors and ask questions!!!
- Determine the number of staff and day(s)/hours of operation to best serve your residents.
- Decide if you want to go full HHW out of the gate or start softly with accepting BOPA only.
- You must have 40 hour HazWOpER training before you handle the waste.
- Hire your vendor to work with you before you open and for a few weeks after you open.
- Advertising – open softly and go full force after you feel comfortable.

HOW DOES A PERMANENT FACILITY OPERATE

- An HHW Collection Facility is a permanent location where you accept certain HHW items from your residents on set day(s) and hours on a weekly, monthly or other consistent time.
- The more you learn – the more you can find creative packing methods that will save you money.
- Have it consistent when it comes to days and hours open.
- You may also accept recycling, tires, electronics, etc.
- Make sure you have an informative and up-to-date website.
- Continue to follow the guidance in the Texas Administrative Code.
- Enjoy your facility!

THEN CAME COVID-19

CHANGES: STAFF

STAFF: 8 Hour COVID-19 Training Mandatory

- Temperature check before entering the building
- Face covering required and face shield recommended
- Restroom Protocol – Which one, signs, & trash can
- Sanitizer / Hand Wash Protocol
- Lost use of the microwave / fridge / water cooler / oven / utensils / etc.
- Opened 2 additional days - Tuesday, Wednesday, and Thursday
- Many changes to the packing procedures to adhere to social distancing
- Seating Stations
 - 6 Ft apart at all times
 - Bin for PPE on desk (Staff cannot go and get their own)
 - Sit at one side of the table opposite of person in front or behind
 - Can't share cell phones, etc.



CHANGES: CUSTOMERS

- Decreased number of vehicles per day due to COVID Protocol.
- Opened 2 additional days during the week to accommodate overflow.
- 30 Gallon limit on paint and we do not give gas/oil containers back to residents.
- Residents must sign up for their appointment because they must agree to:
 - Wear a face covering while in the facility
 - Follow the new COVID protocol rules and procedures
 - Place their items in a certain place in their vehicles to maintain distance
 - Other safe practices

**WE DO MAKE APPOINTMENTS FOR RESIDENTS
WHO DO NOT HAVE ACCESS TO THE INTERNET
OR DO NOT HAVE AN EMAIL ADDRESS**

CHALLENGES

- PPE and supplies
 - Finding, purchasing, and ensuring we can restock COVID related items
 - Face coverings
 - Sanitizer and cleaners
- Changes to our training program as more was learned about COVID
- Calls from residents when we were working from home and after reopening
 - Why are you not considered essential personnel?
 - I am dropping it off at your gate if you are not there!
 - Why do I need an appointment?
- Staffing – Lost 2 part time to full time jobs

But.....

IMPACT ON THE FACILITY

- Positive
 - Work flow is much more consistent
 - Staff experiencing less stress / feel fewer mistakes are being made / better moral
 - Shorter lines mean happier residents
 - Customers happy we are open additional days
 - Pounds of HHW collected is greater per vehicle
 - More first time residents
- Negative
 - Number of residents still down over all
 - Increase in costs for disposal due to changes in packing procedures
 - Increase in cost for temporary staff due to additional days
 - Still a few that do not want to follow the rules

POSITIVITY PREVAILS!

- We have been extremely successful and have received more positive feedback than ever before.
- The new innovative and creative environments have given us many successes
- We are back to functioning like a TEAM!
- Make time to ensure you and your staff are OK.

WE CAN *Adapt*

YOU CAN REACH ME AT

Cheryl Burton Fentress

6900 Hahl Road Houston 77040

346.286.4294 Office

www.HCHHW.org

Cheryl.burton-fentress@eng.hctx.net