

Solid Waste Operating Plan: Standard Operating Procedures

A. Attendants and/or Weigh Masters shall, to the best of their abilities, adhere to the following list of operation procedures:

- Open and close each day of operation using the best possible consistency available to them. In other words, use the same clock for closing as was used for opening. Additionally, every attempt should be made to align said clock with outside means.
- Work with the public using proper and appropriate communication skills.
- Assist Amherst residents through appropriate education in the art of recycling and waste reduction (though it is understood recycling is voluntary).
- Work with and assist elderly and handicapped residents.
- Call emergency personnel anytime a fellow employee or user of the facility is hurt. Further, at the appropriate available time they shall notify superiors of what took place. Refer to Section 1-L “First Aid” (page 19) of the DPW Policy and Procedure manual.
- Report personal injury, in person (if employee is mobile), to the public works office at the start of the next workday for proper worker’s compensation report documentation.
- Wear issued reflective garments, gloves when appropriate, and safety shoes. Failure to wear appropriate issued garments shall lead to disciplinary action.
- Exercise use of one half-hour non-paid lunch. Employees should rotate and take turns, to spell everyone.
- Direct residents with whole fluorescent light tubes and or ballasts, to the area behind, and near the MSW packers. Tubes are stored during the day, upright in thirty-gallon plastic trash containers. When appropriate, tubes shall be moved to the “red barn” where tubes and ballasts are properly packaged for shipment.
- Direct residents with propane tanks to the area where they are stored. Prior to placement, attendant will verify resident paid at the scale house.
- Monitor all of the recycling boxes for impurities and maximize the capacities of the boxes, by pushing, moving, or stacking recyclables in the most efficient manner.
- Direct residents with automotive batteries to the area where they are stored. Prior to placement, attendant will verify resident paid at the scale house.
- Direct residents in proper methods to dismantle a “hide-a-bed” and separate the steel (for the steel box) and the rest, which goes into a trash packer.
- Open for business the “Still Good” building specifically supplied for residential swapping of specific goods. Periodically, during non-open hours, Transfer Station employees will purge the overflow and or items left for a long time from the area.

- Inspect incoming refrigerators for the following; proper billing at the scale house, door has been removed prior to unloading, unit is unloaded and stored in an upright position to allow outside contractor (R.A.D. Recycling) the ability to remove Freon prior to disposal.
- Coordinate with the appropriate haulers for removal when containers are full.
- Open for business the electronic equipment box specifically supplied for that purpose. This is not a still good box and attendants will discourage residents from removing equipment. The “Electronic Recycler” approved by Northeast Resource Recovery Association (NRRA) will be contacted when the contents of the box needs removing.
- Monitor waste oil tank and advise supervisory staff as to its fullness. A spillage kit containing speedy-dry is maintained in the red building.
- Notify the DPW office when the loader needs refueling by other mobile equipment. A spill kit shall be maintained in the red building and used within the limits of training. Always notified supervisory staff should a spill occur.
- Actively monitor quantities of construction debris. Residents will be directed from the scale to the appropriate forty-yard open top container to deposit debris unless in the opinion of the “Weigh Master” the percentage of any specific material being brought is more than the container should carry. When the open top is full and unavailable, signage will be changed and residents will be directed to the second demo open top after which, residents will again be directed to the scale for price processing.
- Use of light equipment shall be used only by attendants approved by supervisory staff. Any vehicle collision shall be first reported to Amherst Police and then to Public Works supervisory staff.
- Brush pile including the collection of logs, and stumps shall be actively managed by attendants, and pushed up minimizing the pile size. Pallets and crates are collected and stored separately for processing. When the pile has grown to sufficient size to be economically feasible, an outside company selected by management will chip each pile.

B. Weigh Masters shall, to the best of their abilities, adhere to the following list of operation procedures:

- Report to public works garage and obtain from the appropriate secured area the “cash box” with startup money, money pouch, receipt book, and record book. At the end of the day, the cash box shall be returned with the same amount of money and the days receipts will be secured in the money pouch.
- Process a deposit slip at the end of each day. Money, weight slips, and receipts from commodities such as metal, fuel, propane, refrigeration equipment, construction debris, etc, shall be brought to public works

office in the money pouch and properly secured with the cash box for processing and recording by office staff. Any discrepancies between cash register receipts and actual cash, credit, and check totals shall be noted by written text within the money pouch.

C. Attendants shall, to the best of their abilities, adhere to the following list of operation procedures:

- Report any motor vehicle collision involving municipal equipment or private vehicles to the Amherst Police Department then to the public works supervisory staff.
- Actively manage the compost pile by pushing it up and minimizing the pile spread. During hours of operation when the facility is closed to the public, the pile shall be turned as needed to further assist in the decomposition.

From the Town of Amherst's Policy and Procedure Manual, 2009.