Waste & Materials Management Program

Consistency Initiatives – Solid Waste Plan Review & Inspections

August 9, 2016
Program Goal is Consistency

• Procedures
• Fees
• Access to staff and supervisors
• Level of service
• Standards
• Timeframes
• Decisions
Challenges for Consistency

• Decentralization of staff (multiple locations, multiple supervisors)
• New staff and supervisors with varying degrees of experience
• Tight budgets for training, travel
• Uneven documentation of decisions
• Complex rules
• Exercising discretion and flexibility
• New information and technological advances
WMM Consistency Initiatives

Increased use of focused teams:

- Landfill Team
- Non-Landfill Solid Waste Team
- Recycling Team (Responsible Unit contact)
WMM Consistency Initiatives

Renewed focus on training

- Landfill Training Team
- Improved plan review meeting format and notes (semi-monthly meeting, monthly call)
- Non-Landfill Solid Waste Team training (quarterly meeting, monthly call)
- Landfill inspection training and guidance
- Coordinator involvement in training new staff
- Looking for additional training opportunities with increase in new staff
WMM Consistency Initiatives

Plan Review Experts

- New objectives for facility inspections/fieldwork with engineers and hydrogeologists
- Better process for tracking decisions

Facility Reassignments

- Hydrogeologists inspecting small C&D landfills
- Crossing regional boundaries
- Working with different supervisors
WMM Consistency Initiatives

Accountability

- Recognition of inconsistencies
- Standardized performance objectives

Procedures

- Submittal intake and invoicing process
- Landfill annual report review & invoicing
- Expedited plan modification guidance
- Signatory authority updates
Continuing Efforts

Plan Review Experts & Program Coordinators

• Additional review for non-routine decisions (potentially precedent setting or complex)
• Coaching and mentoring
• Agenda development for team training/meetings

Approval Templates

Internal and external guidance development

Improving data management systems

Application templates for non-landfill facilities
Working Together to Improve Consistency

• Avoid looking to other staff for a different answer; bring to supervisor instead

• Identify potential precedent setting changes explicitly

• Do not hesitate to discuss concerns

Do you have specific concerns or examples of problems relating to consistency?