# Solid Waste Division Assessment

Prepared by: Karla Alvarado University of Central Florida

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#### **Summary**

A number of major concerns have arisen around the management of the systems used to support the efforts of the Solid Waste (SW) division under the Environmental Service Department at Seminole County. The existing systems utilized by the employees (AS400, Access, CIP, Waste Works, etc) have a low level of usability and allows, through the existing business processes, incorrect and duplicate data to be entered into multiple locations (AS400, Access, Spreadsheet, etc). In addition, multiple databases have risen due to the concerns of where the most correct and accurate data may be obtained.

The personnel of the SW division do not have sufficient time to address these issues as they are currently busy maintaining the existing system and with their normal workloads. Other departments and divisions within the County have a high reliance on the information managed in these databases. To correct these problems the following recommendations are made:

- 1. Process map and process improvement.
- 2. Implement new policies to ensure the quality of data entering the system.
- 3. Address the problem of the workload created by the use of different systems.
- 4. Design and development of a new system.

#### Introduction

SW is a division under the Environmental Service Department at Seminole County. The SW division provides oversight of garbage collection services and manages the County Landfill (LF) and Central Transfer Station (CTS).

The CTS is a three-story building consisting of administrative offices, the solid waste tipping floor, transfer trailer tunnel, and the Recycling and Household Hazardous Waste Drop Off Facilities. Eighty percent of all the solid waste generated in the County is delivered to the CTS. The other 20% is delivered directly to Seminole County's LF.

The LF property extends over 6,000 acres. It is a Class I landfill with a natural clay liner. Phase I of the LF is capped and is 131 feet high. Phase II is the active LF and is currently 73 feet high. Phase III will tie Phases I and II together and be 270 feet high. Gas Recovery and Lechate Removal Systems are installed on the site to ensure environmental compliance.

The SW division offers different programs to Seminole County's communities:

#### Special Waste Programs

The following items are not collected at the curb and require special handling or disposal.

#### Household Hazardous Waste (HHW)

The HHW Collection Center, located at the CTS, is the drop off area for many common HHWs, such as:

- Antifreeze
- Poisons
- Mercury thermometers
- · Pool and lawn chemicals
- Paint
- Thinners
- Solvents
- Ni-cd batteries
- Fluorescents
- Used motor oil

#### Electronics Recycling

End-of-life electronics such as computers and televisions are accepted for recycling at the CTS's HHW Collection Facility.

#### Used Oil

Used oil may also be disposed free of charge in igloos at the CTS and at the following Parks: Sanlando, County Softball Complex, Red Bug Lake, Lake Mills, and Sylvan Lake.

#### Sharps Program

For residents with illnesses requiring hypodermic needles, free containers and needle disposal are offered at numerous locations throughout the County.

#### Tires

The CTS accepts no more than four (4) tires per person at \$1.00 per tire. At the LF, up to ten (10) tires are charged at \$1.00 per tire. More than ten (10) tires are weighed and charged at \$100.00 per ton.

Tire Amnesty Days are held quarterly, allowing residents free disposal of up to ten (10) tires.

#### Recycling

An unlimited amount of recycling may be placed out for collection. The hauler will leave behind all materials not accepted in the program, which will be tagged indicating the reason the items were left behind. The following material is accepted in the curbside recycling program:

- Newspaper
- Magazines
- Catalogs
- Plastic bottles: #1 #7
- Glass bottles and jars
- Aluminum cans
- Steel cans
- Telephone books

#### **Curbside Collection**

#### Household Garbage

- An unlimited amount of garbage may be placed curbside for collection in 40 gallon containers, with lids and handles, or 40 gallon bags.
- Each Bag or container must weigh no more than 50 pounds.
- The hauler will leave behind containers exceeding the 40 gallon and/or 50 pound limit or garbage mixed with yard waste or special waste.

#### Yard Waste

Yard Waste is vegetative matter resulting from yard and landscaping maintenance of private property.

This includes materials such as tree branches, leaves, grass clippings, or palm fronds.

- A total of ten (10) containers will be picked up each collection day, in any combination of bags, tied bundles, or cans.
- Bundles can be no longer than four (4) feet or contain branches larger than four (4) inches in diameter.
- Bundles, bags, or containers must weigh no more than 50 pounds each.
- The hauler will leave behind containers exceeding the 40 gallon and/or 50 pound limit, bundles exceeding the 4 foot/4 inch limit, bundles not tied, or yard waste mixed with household garbage or special waste. A tag will be attached indicating the reason items were left behind.

Also, SW has service level choices. Seminole County offers four Solid Waste Curbside Collection Options to choose from, based upon costumer's needs.

#### **OPTION 1:**

- Two (2) unlimited garbage collections per week,
- · One (1) unlimited recycling per week, and
- One (1) yard waste collection per week.

#### OPTION 2:

- Two (2) unlimited garbage collections per week, and
- One (1) unlimited recycling collection per week.

#### OPTION 3:

- One (1) unlimited garbage collection per week,
- One (1) unlimited recycling collection per week, and
- One (1) yard waste collection per week.

#### OPTION 4:

- One (1) unlimited garbage collection per week, and
- One (1) unlimited recycling collection per week.

The following documentation provides an assessment of the SW division.

#### **Problem Statement**

Incorrect and duplicate information, due to data corruption by the HTE system that currently resides in the AS400, as well as the non-existence of a system, are the major impediments to the efficient operation of the SW division at Seminole County. Steps should be put into place to ensure that only correct and non-duplicate data is placed into a single database. In addition, the existing databases will need to undergo an extensive review and cleaning. It is likely that a migration of all data to a new database will be the best method to complete the extensive task of cleaning the database.

The SW data is currently being used by other divisions and departments, and additional information is being attached to the inaccurate data. To solve this issue, a master system (database) with a manual and automatic validation tool is necessary. SW will identify incorrect data attached to parcel information through a validation software tool; a SW employee manually confirms information

before storing it in the master system. Also, the current data in the AS400 needs to be cleaned up to avoid transferring bad data into the new system.

#### **Objectives**

- All submissions of documents need to be digital. If the customer is not able to submit digitally, then Seminole County would scan the documentation provided at the beginning of any SW process.
- 2. New GIS layers need to be created to support the new SW system.
- 3. Updating multiple databases must be eliminated to streamline the process. This would significantly improve, and attempt to resolve, two important issues: Accuracy and Efficiency. The new process would eliminate multiple entries and eliminate the possibility of different information being assigned to the same location.
- 4. Many of the processes start with an outside entity finding a problem in dealing with an existing service or needing a new service. Initial contact should provide the information that SW needs in a digital format, replacing telephone calls which disrupt staff's scheduled activities, increasing staff efficiency. All possible requests should be available on-line. Customers should be able to complete a request form, which SW requires, at that person's home, office, from the field using wireless technology, or on public computers such as the ones located in Planning and Development's Customer Resource Center (CRC). Once the data is received, the new system should route the information to the correct person, according to the new flowcharts.
- 5. Data Elements: The data elements that are needed by the various users of SW will be identified and the ability to access these elements will be determined for each group of users. This is a necessity for the integration of the user groups in the SW system.
- 6. Control of the SW Database: Only SW employees are allowed to enter information into the SW database. The system needs to be modified to prevent inaccurate data from being entered, and a simple check of basic entry rules needs to be performed. A training program for those employees should be implemented.
- 7. All redundant SW data in various databases should be eliminated as they are identified.
- 8. Provide a single entry for each new SW service.

- Acceptable values for each field needs to be established. Consistency of each field of every record needs to be verified.
- 10. Accuracy of questionable information needs to be verified through field checks.

#### **Stakeholders**

The major stakeholders of SW can be divided into primary stakeholders and secondary stakeholders. Primary stakeholders are those that are ultimately affected by SW output and secondary stakeholders are everyone else that has any kind of involvement with SW. Table 1 shows who SW stakeholders are, as well as separates them into primary and secondary groups. Also, a brief description identifying the stakeholder, and any potential impacts or concerns they may have, is provided.

The primary stakeholders are:

- MSBU: A Municipal Service Benefit Unit (MSBU) is a special assessment district created to provide funding for improvements that are authorized through the MSBU program. The creation of an MSBU requires property owner support and participation.
- Haulers: Contracted companies that are in charge of collecting yard waste, garbage, and recycling items.
- External customer.

The secondary stakeholders consist of:

Other Seminole County Departments and Divisions

	Stakeholders	Who Are They?	Potential Impact(s) or Concern(s)
>	MSBU	A Municipal Service Benefit Unit (MSBU) is a special assessment district created to provide funding for improvements that are authorized through the MSBU program. The creation of an MSBU requires property owner support and participation.	<ul> <li>Improve overall assessment (+)</li> <li>Budget (-)</li> <li>Accurate information (+)</li> </ul>
PRIMARY	Haulers	Contracted companies that are in charge of collecting yard waste, garbage, and recycling items.	<ul> <li>Improve overall assessment (+)</li> <li>Accurate information (+)</li> </ul>
	External Customers	Seminole County community, including unincorporated areas.	<ul> <li>Improve overall assessment (+)</li> <li>Accurate information (+)</li> <li>Quality service</li> </ul>
SECONDARY	Other Seminole County Departments and Division	Other Seminole County Departments and Division	<ul> <li>Improve overall assessment (+)</li> <li>Accurate information (+)</li> <li>Quality service</li> </ul>

Table 1. Solid Waste Stakeholders

### **Description**

#### General Organizational Chart

The overall SW organization includes four areas: Operations, Customer Service, Administration, and ECAP3. Each of these areas encompasses different procedures (See Figure 1).

## Solid Waste Organizational Chart - General

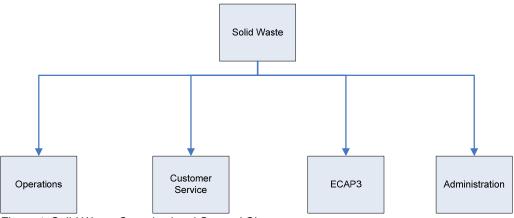


Figure 1. Solid Waste Organizational General Chart

#### **Operations**

The Operations area oversees the purchase and maintenance of all the SW equipment, as well as all the CTS and LF operations (See Figure 2).

### Solid Waste Organizational Chart - Operation

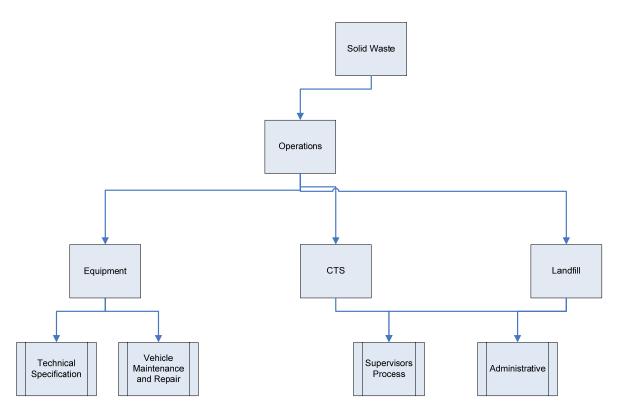


Figure 2. Solid Waste - Operations Organizational Chart

#### 1. Equipment

Equipment deals with all technical specifications needed when purchasing equipment, as well as the maintenance and repair of the vehicles located at the CTS and at the LF.

#### **Technical Specifications**

To initiate this procedure, the requirements must be filled out and the technical specifications must be written. Then, a work order is placed for the equipment and coordinated with Fleet Services. The technical specifications enter an approval process and, if they are approved, the market is open for bids. Different proposals are then received and reviewed. A decision is made as to which equipment is to be purchased (See Figure 3). Software used: Word Document and Excel.

### Operation - Equipment - Technical Specifications

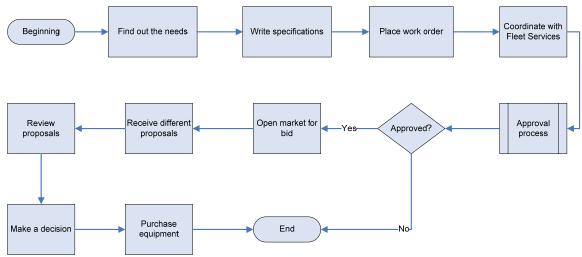


Figure 3. Operations-Equipment-Technical Specification Flow Chart

#### Vehicle Maintenance and Repair

A report order is generated by filling out a paper form. The maintenance is performed and the order invoice is reviewed. All other information, such as the driver, vehicle number, etc. is reviewed. If all the information is correct, the information is updated in Access. If the information is incorrect, maintenance is contacted and the problem corrected. A decision is then made to complete the process (See Figure 4). Software in use: Word Document and Access Database.

The equipment repair form includes:

- · Normal operations, rework, or accident
- · Employee name
- Occupation
- · Date
- Time
- Location
- · Unit Board of County Commissioners (BCC) number
- Type of equipment
- · Miles/Hours
- Description of problem
- · Supervisor's comments
- · Repair facility comments
- · Repair disposition

- Normal operations
- Accident
- Rework
- Accident form
- Change made in operation procedures
- o Other
- Division review

### Operation – Equipment – Vehicle Maintenance & Repair

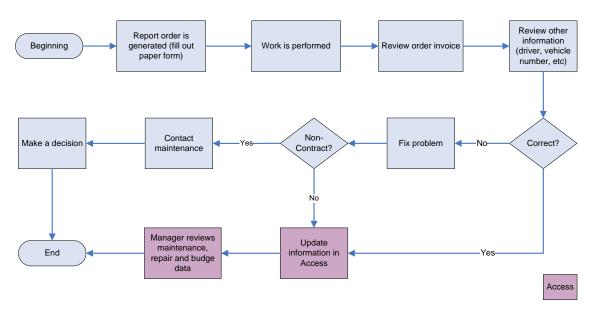


Figure 4. Operations-Equipment-Vehicle Maintenance & Repair Flow Chart

#### 2. Central Transfer Station (CTS)

The CTS is overseen by a Supervisor. First, a site check is performed on the equipment and facility, if everything is satisfactory, the time cards and trip forms are collected and the information is entered into three separate spreadsheets. A second site check is performed and, if there are issues, the necessary action is taken. Then the LF is contacted for updates and customer service, maintenance paperwork, and equipment is addressed. If, on the first site check, everything was not satisfactory, the shop is checked to make sure that a work order has been placed. If yes, the process continues as above. If a work order has not been placed, then one is placed and the operator is questioned. If there is major damage, an investigation is started and disciplinary actions are applied. This information is then entered into a spreadsheet and a report is sent to the manager who reviews the information and forwards it to the director and Human Resources (HR) (See Figure 5). Software in use: Excel.

### Operation - CTS - Supervisor

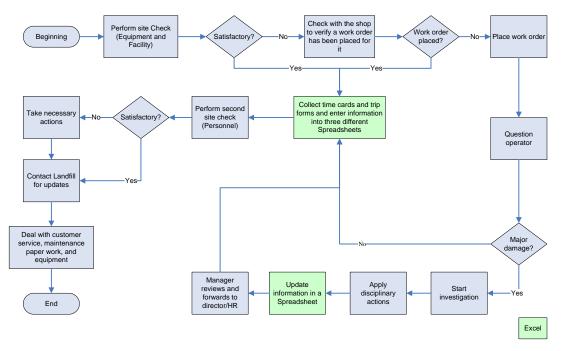


Figure 5. Operations-CTS-Supervisor Flow Chart

#### 3. Landfill (LF)

LF is also overseen by a Supervisor. First, a site check is performed on the Flare Station, Lechate collection system, truck wash pad, Fuel Island, and active face. If everything is satisfactory, time cards and trip forms are collected, and information is entered into the daily spreadsheet and weekly spreadsheet. Customer service, maintenance paperwork, and equipment are then addressed. If, on the first site check, everything is not satisfactory and there is equipment damage, necessary actions are taken, and the appropriate folders and spreadsheets are updated. If a work order has not been placed for the problem, a work order is placed and the operator is questioned. If major damage has occurred, an investigation is started. The necessary disciplinary actions are taken and the information is updated in a spreadsheet (See Figure 6). Software in use: Excel.

### Operation - Landfill - Supervisor

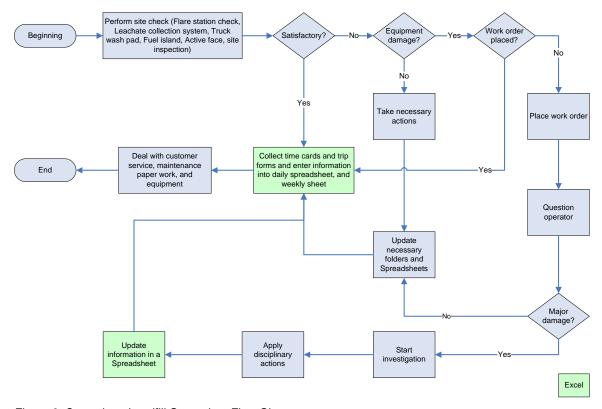


Figure 6. Operations-Landfill-Supervisor Flow Chart

#### Landfill - Administrative

This process encompasses hiring and training employees, generating reports, taking action if a complaint is received, and purchasing orders (See Figure 7). Software in use: Excel and Word Document.

Employee hiring process: HR sends all paper applications to LF for review. All the applications are reviewed and the qualified candidates are selected. Interviews are scheduled and performed. If there are qualified candidates for the job, the CTS administrative staff processes all the paperwork for the new hire.

Employee training: All new employees and current employees are selected for training sessions. The trainees are then contacted and the day and location for the training is scheduled. The spreadsheets are then updated.

Generate reports: Monthly reports include overtime, tonnage, and loadings. The information from the reports is gathered from multiple sources, including spreadsheets and paper. The

data is input into the format and the report is generated. The report is then sent to management who reviews the report.

Complaint actions: A call is received from CTS customer service. The appropriate actions are taken. If the problem is not corrected, a follow-up occurs. When the problem is corrected, CTS administrative staff processes all paperwork.

Audit quarterly report: Tax collector information is received and additional information is obtained from other sources. The data is input into the appropriate format and the report is generated.

Purchase order process (for both CTS and LF): Needs are determined and operation equipment staff is contacted to write specifications, place the order, and follow-up. The release orders, purchase orders, or check requests are processed by the senior staff assistant.

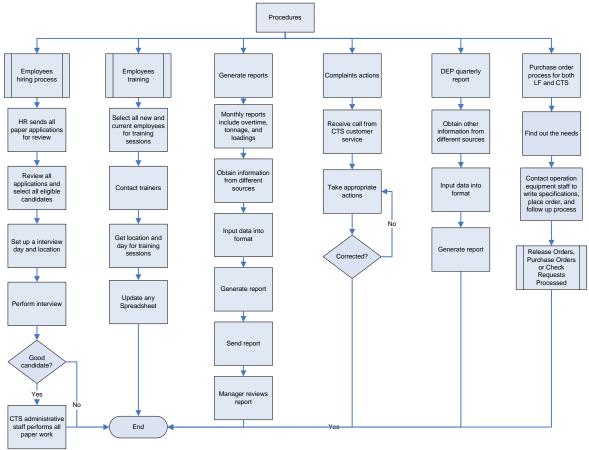


Figure 7. Operations-Landfill-Administrative Flow Chart

#### ECAP3

The Environmental Compliance, Assistance and Pollution Prevention Program (ECAP3) oversees six separate processes. These processes are: Small Quantity Generator (SQG), Contracts, HHW, Complaints, Training, and Solid Waste Management Division (SWMD) Compliance (See Figure 8).

The SQG process includes the Conditionally Exempt Small Quantity Generators (CESQG) and the Inspections procedures.

The HHW process includes the HHW Center, E-Scrap Program, Reuse Program, Waste Tire Amnesty, and Sharps Program.

The SWMD Compliance oversees the Special Waste Program and Permits procedures. In Microsoft Word, a monthly report is generated. This report includes:

- ECAP3 Programs
  - HHW Customers: CTS
  - HHW Customers: LF
  - HHW Collection AS
  - CESQG Collection
  - E-scrap Customers
  - E-scrap Business Collection
  - Reuse Program Customers
  - Sharps Program Customers
  - Waste Tire Amnesty Event
  - SQG Visits Conducted
  - Complaints Investigated
  - Spills Responded To
  - Training Orientation
  - Training Employees (SERCO)
  - Training Task Force
  - Training METRA
  - Training CERT
  - Other Training and Outreach
- · Wastes Handled
  - Latex Paint CTS
  - Latex Paint LF
  - Used Oil
  - Sharps

- HHW Hazardous Waste Shipped CTS
- HHW Hazardous Waste Shipped LF
- CESQG Collection
- E-Scrap Computers, etc. Shipped
- E-Scrap TV's Shipped
- E-Scrap Business Collection
- Propane Tanks Shipped
- Fluorescent Tubes Shipped
- Lead Acid Batteries Shipped
- Rechargeable batteries to RBRC (boxes)
- Reuse Program
- Waste Tire Amnesty Event
- Results of HHW and Electronics Collection Event
  - HHW
    - Propane tanks
    - Fire extinguishers
    - Lead acid batteries
    - Rechargeable batteries
    - Latex paint
    - Misc. HHW (oil based paint, flammables, aerosols, corrosives, oxidizers, and mercury-containing devices)
    - Used oil
    - ♣ Fluorescent light tubes 4ft length
    - ♣ Fluorescent light tubes 8ft length
  - E-Scrap
    - Computer monitors
    - CPUs
    - Printers
    - Keyboards
    - Laptops
    - UPS
    - ♣ Televisions 19 inches or smaller
    - ♣ Televisions 20 inches or larger
    - Cell phones
    - Copiers
    - External drives
    - Fax machines

- Mice
- Scanners
- Telecommunication equipment
- DVD/VCR/Stereo equipment
- Tires
- Complaints
- · Spills and Other Emergency Events
- Solid Waste Compliance
- Environmental Management System
  - Environmental Training and Outreach
  - Environmental Compliance and Assistance Issues
- Other ECAP3 Activities
- · Monthly ECAP3 Recap Prepared in Excel and number obtained from paper receipts.

### Solid Waste Organizational Chart - ECAP3

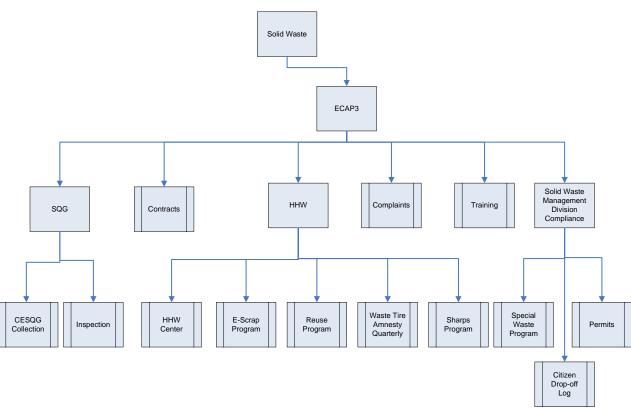


Figure 8. ECAP 3-General Chart

#### 1. Complaints/Spill Process

A complaint is received by phone, letter, and/or email. The complaint information is then entered into the complaint form and then into the complaint log Word Doc. This complaint log includes the date, type, staff, facility, location, and description of the complaint. An inspection/investigation is performed and an inspection form filled out. The inspector determines the problem and agrees upon a solution. The customer then corrects the problem. If a second in-person inspection is required, the inspector will return to the location of the complaint. If an in-person inspection is not required, the inspector will follow up with a phone call. If the complaint has been resolved, the solution, final action, inspector, and date closed are entered into the complaint log. If the situation has not been resolved, the customer is contacted and instructed to correct the problem. The process continues until the situation is resolved (See Figure 9). Software in use: Word Document.

#### Enter information on Enter information into the Receive complaint Perform complaint form omplaint log -Word documen Fill out Beginning by phone, letter, inspection/ (Hand written o (Date, type, staff, facility, inspection form and/or email Investigation Word document) location, and description) Determine the problem Agree on solution Do nothing, Enter information into the complaint log (solution, final Customer receive Fnd action, inspector, and date esponse, mak corrects problem closed) phone call Inspection Ok? again? Customer Contact Perform corrects problem inspection

ECAP3 - Complaint/Spill Process

Figure 9. ECAP 3-Complaints/Spill Process Flow Chart

#### 2. Training and Outreach

The Training and Outreach process manages the different training given to current and new employees or to the community (See Figure 10). Software in use: Word Document and Excel.

#### Orientation

This training is performed once a month for all new Seminole County employees. The HR Department emails the list of new employees to the ECAP3 area. The training is held on the last Thursday of every month.

#### **Fleet Maintenance Contractor**

This training is performed once a year around July, August, September, and October to Fleet Maintenance Contractors. They either contact SW or SW contacts them to get a list of new employees. Communication takes place between the Fleet Maintenance Contractors and SW to set up the date and location of the training. Training is then performed.

#### **Task Force**

This training is performed every other month for Municipalities and Government entities. The date and location is set up, the agenda prepared, and then the meeting is held.

#### **METRA**

This training is given to small businesses with different sessions every year. The METRA team gets together and searches for new training opportunities. The date and location is set up and promoted, and then the training occurs.

#### Outreach

This training is performed to inform the Seminole County community about different programs. First, a request is received, the date and location is set up, and the function is held.

#### **Annual Employee Training**

This training is performed once a year around July, August, September, and October. They either contact SW or SW contacts them to get a list of new employees. The date and location of the training is set up and the training is then performed.

### ECAP3 - Training

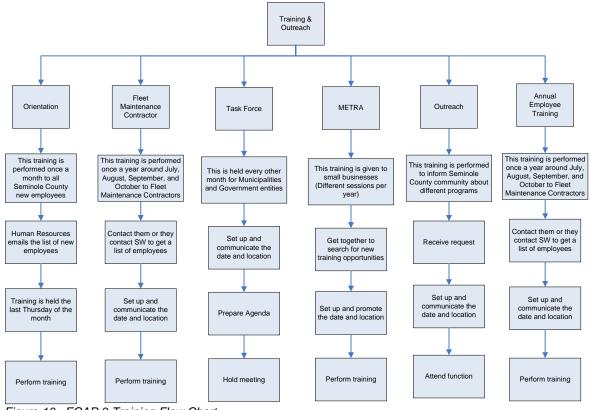


Figure 10. ECAP 3-Training Flow Chart

#### 3. Small Quantity Generator (SQG)

The SQG fills out a Certification of Generator Status. This information provided includes:

- Company name
- Contact person
- Phone
- Generator site address
- · Type of operation
- SIC code
- · EPA ID number
- Is this company subject to a current cleanup/enforcement action?
- Certification paragraph
- Signature
- Printed name
- Date
- SQGDB facility number
- Date approved

- · Reviewed by
- How did you learn about this event? Letter or other?

ECAP3-SQG is in charge of performing inspections and the CESQG collection.

#### **Inspections**

To begin, new businesses are identified from the Tax Collector's Office, complaints, or any other source. The information is reviewed to determine which businesses will be entered into the SQG database. A brief letter is sent to the businesses with Hazardous Waste information. An area is then chosen in which to perform inspections. If there is not a business in place, this is verified, the inspection form is filled out, and the SQG database is updated. If a business is in place, an inspection is performed, and the form filled out. A follow-up is conducted as needed and then the information is entered into the SQG database (See Figure 11). Software in use: SQG External database.

The information on the inspection report includes:

- Facility name
- Date
- Address
- City/St
- Zip
- · Phone
- Inspector
- · Facility escort
- · EPA ID No.
- Title
- Government contract
- · Nature of business
- Water supply
- Sewage
- Floor drains
- MSDS file
- List Hazardous Waste Streams or Materials at the Facility
  - Type
  - Storage
  - Amount per month
  - Disposal

- Manifest/Receipts?
- Does this facility generate any type of Acute Hazardous Waste?
  - If yes, list wastes
- Generator status (CESQG, SQG, LCG or Non-Generator)
- Are there any waste types being disposed of improperly?
- Storage containers
  - Are they in good condition?
  - Identify problems
  - Is each container of 110 gal or less marked?
    - Hazardous Waste
    - With beginning accumulation date
- Does generator maintain records of waste disposal?
- · Are there any apparent areas of spilled oil or chemicals?
- Does facility have a written contingency plan?
- · List Waste Management Practices other than above
- Storm Drains
  - Number
  - Discharge to
  - Illicit discharge
  - Amount?
  - Frequency?
  - Corrective action/comments
  - Reported to:
- Inspector's Comments
  - List any enforcements or cleanup requirements
  - Property owner
    - Name
    - Phone
    - Address
  - Photos
  - Comments
  - Was there a complaint against this facility?
    - Complaint number
  - Re-inspect?
    - Date

### ECAP3 - SQG - Inspections

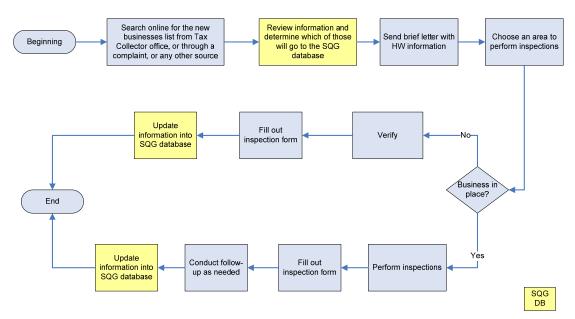


Figure 11. ECAP 3-SQG-Inspections Flow Chart

#### Conditionally Exempt Small Quantity Generator Collection (CESQG)

A small business request is received by phone and the customers are told to contact the contractor to make an appointment. Small businesses arrive to deliver solid waste and fill out a form. If they qualify, they pay the contractor. If they do not qualify, they must leave with their solid waste. (See Figure 12).

### ECAP3 - SQG - CESQG Collection

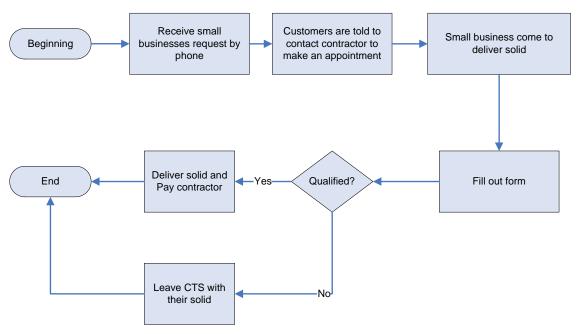


Figure 12. ECAP 3-SQG-CESQG Collection Flow Chart

#### 4. Solid Waste Management Division (SWMD) Compliance

The SWMD Compliance is in charge of managing the Special Waste Program, the Citizen Drop-off Log, and Apply and Renewal of Permits.

#### Special Waste Program

A call is received from a business with special waste. An application and request for lab analysis is sent to the customer. The completed application and lab analysis are received back from the customer and an inspection may be scheduled. The customer then enters the decision process. If the result of the decision is no, the customer is contacted and told that the waste cannot be accepted. If the decision is yes, a letter and manifest is generated and sent to the customer. The customer then schedules delivery. When the customer delivers the waste, the manifest is returned (See Figure 13).

### ECAP - SWMDC - Special Waste Program

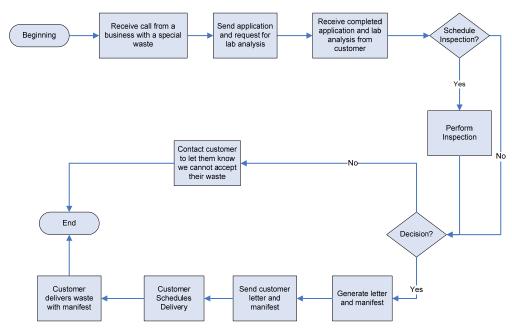


Figure 13. ECAP 3-SWMDC-Special Waste Program Flow Chart

#### Citizen Drop-off Log

New material is received as well as information from the customer including type of material, zip code, and city of origin. The information is entered into Access and a report is generated (See Figure 14). Software in use: Access Database.

### ECAP3-SWMD Citizen Drop-off Log

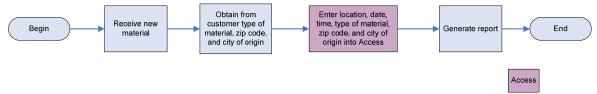


Figure 14. ECAP 3-SWMDC-Citizen Drop-off Log Flow Chart

#### Permits - Apply/Renew

The initial research is performed and the appropriate consultant is worked with to prepare the application. The consultant prepares the application and backup materials. A check is cut. The consultant forwards the application and backup material for management review. Management reviews the application and backup materials, and submits changes to the consultant. The consultant prepares the final application and backup materials, and delivers

them to management. Management then delivers the application, backup materials, and check to the appropriate agency. Currently, ten permits are maintained (See Figure 15).

### ECAP - SWMDC - Permits - Apply/Renew

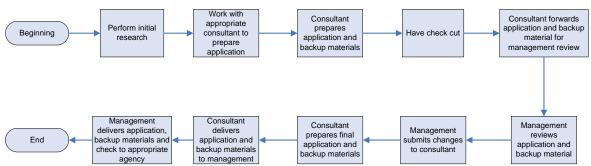


Figure 15. ECAP 3-SWMDC-Permits Flow Chart

#### 5. Household Hazardous Waste (HHW)

The HHW manages five different procedures.

#### Reuse Program

Customers bring waste to the LF or the CTS where the material is reviewed and separated. The material is then stored in a location accessible to the customers. Customers may then pick up material and receive the disclaimer form (See Figure 16). The waiver form includes:

- Signature
- Date
- Print Name
- Zip Code
- Type of Materials (paint, cleaners, solvents, fertilizers)
- · Number of Containers
- Total Quantity (oz, gal., lbs.)
- Initials of the Material Screener

### ECAP3 - HHW - Reuse Program

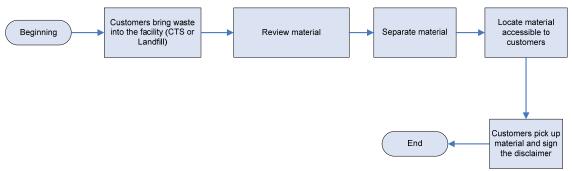


Figure 16. ECAP 3-HHW-Reuse Program Flow Chart

#### E-Scrap Program

Customers bring electronic equipment into the facility. The material is segregated into boxes. A contractor picks up the boxes as needed and a copy of the inventory list is given to the contractor. An invoice is received and payment prepared (See Figure 17).

### ECAP3 - HHW - E-Scrap Program

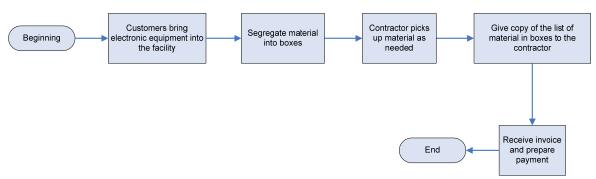


Figure 17. ECAP 3-HHW-E-Scrap Program Flow Chart

#### Household Hazardous Waste Center

Customers bring hazardous waste into the facility. The material is sorted into the appropriate containers. The contractors pick up the material as needed. The manifests, receipts, or other shipping documentation is received. The invoice is then received and payment is prepared (See Figure 18).

#### ECAP3 - HHW - HHW Center

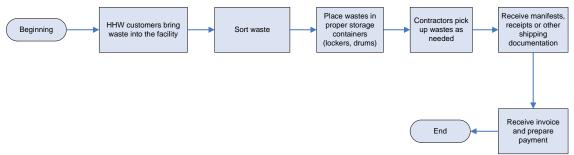


Figure 18. ECAP 3-HHW-Household Hazardous Waste Center Flow Chart

#### Waste Tire Amnesty Day (Quarterly Event)

Quarterly, the LF and CTS hold a Waste Tire Amnesty Day to accept up to ten tires from residents of Seminole County. The customers bring the tires into the facility and fill out a survey that includes their zip code, how they heard about the event, and number of tires they are dropping off. The tires are received and the customers leave (See Figure 19).

The tire collection event survey collects data on:

- Time
- Zip code
- How did you hear about this event?
- Number of tires

### ECAP3 - HHW – Waste Tire Amnesty Day Quarterly

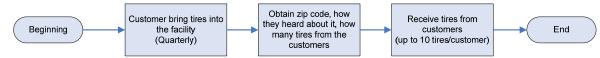


Figure 19. ECAP 3-HHW-Waste Tire Amnesty Day Flow Chart

#### **Sharps Program**

Containers are distributed to curbside collection locations and customers pick up the containers at these locations. Customers then return full containers to one of the specified locations and pick up a new container. Containers are received and taken to the Health Department. An invoice is received and payment prepared (See Figure 20).

### ECAP3 - HHW - Sharps Program



Figure 20. ECAP 3-HHW-Sharps Program Flow Chart

#### 6. Contracts

The services needed, the history of current contract (on paper), and the contracts from other counties are reviewed. Improvements are made to the contract and the scope of services is written. The scope is submitted to the contract administrator and they fill out the appropriate contract form. The form is then submitted to purchasing through JD Edwards. Purchasing solicits proposals and a pre-bid meeting is held, if needed, with representatives and potential contractors to answer any questions they might have about the contract. Proposals are submitted to purchasing and the selection committee reviews the submitted proposals. A short list is determined and members on this list may be asked to give a presentation about their proposal. The selection committee then ranks the proposals and sends the final recommendations to the BCC. The BCC makes the final decision on who wins the bid and purchasing notifies the selected contractors. Software in use: JD Edwards.

### ECAP3 - Contracts

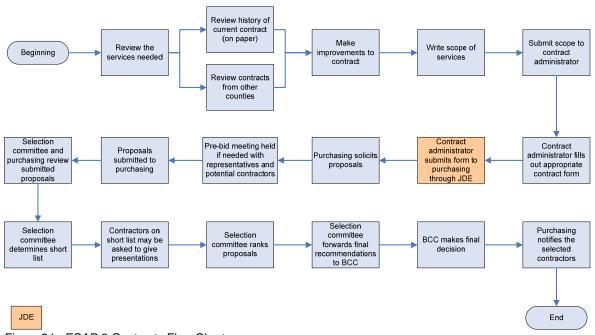


Figure 21. ECAP 3-Contracts Flow Chart

#### **Customer Service**

The Solid Waste Customer Service area is in charge of executing contracts for residential, commercials, and Certificate of Public Convenience and Necessity (COPCN) customers. Also, SW Customer Service personnel oversee the Scale Management System for all deliveries and generate the reports.

# Solid Waste Contracts Scale COPCN Tonnage Report Charge Online Contract Generation Customer Tonnage Allocation New CO's Requests

### Solid Waste Organizational Chart – Customer Services

Figure 22. Solid Waste-Customer Services General Chart

#### 1. Contracts

Contracts include all COPCN, Residential, and Commercial customer service contracts.

#### **Residential**

Residential operations include contract generation, new Certificate of Occupancy (COs), online recycling requests, customer complaints, and tonnage allocation.

#### · Contract Generation (5 Year Process)

Negotiations are entered into with current haulers. If the negotiations are unsuccessful, the RFP process occurs. If the negotiations are successful, the contracts are approved through the Agenda Process (by consent); if the haulers are not approved, the contracts are revised and then returned to the agenda process. When the hauler is approved, contract requirements are verified and the hauler services the County for five years. On the fourth year of service, the hauler enters the renewal process (See Figure 23).

# Customer Services – Contract - Residential - Contract Generation 5-Year Process

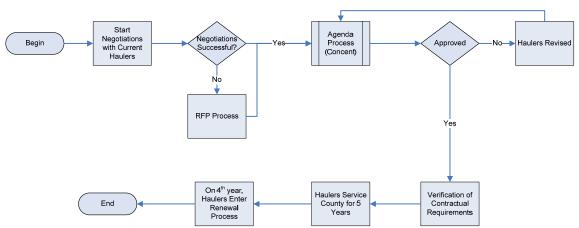


Figure 23. Solid Waste-Customer Services-Contract-Residential-Contract Generation Flow Chart

#### · New CO's (Weekly)

MSBU retrieves new CO's via Cognos and sends the list to SW via email. SW then sends the list via email to the hauler. The hauler updates the route information and sends the updated route back to SW in an Excel file on a CD. The CD arrives via mail or by personal delivery. A customer service representative transfers the Excel file into Access and sends a work order request to IT. IT then updates the online database from the Access file. Once IT is finished, the updated route is available online (See Figure 24). Software in use: AS400, Access, Excel.

# Customer Services - Contract - Residential - New CO's

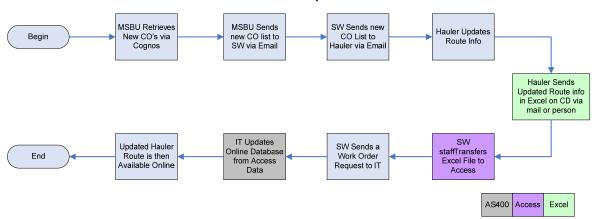


Figure 24. Solid Waste-Customer Services-Contract-Residential-New COs Flow Chart

#### · Online Recycle Bin Request (Continuous)

The customer enters a request for a recycle bin online. An email is then automatically sent to the hauler with the customer's information. The customer service team enters the customer's information manually into AS400, making the information automatically available to the hauler. The hauler is required to deliver a recycle bin to the customer by the next recycle service day and sends an update to customer service within 24 hours of delivering the bin (See Figure 25). System in use: AS400.

# Customer Services - Contract - Residential - Online Recycle Bin Request Continuous

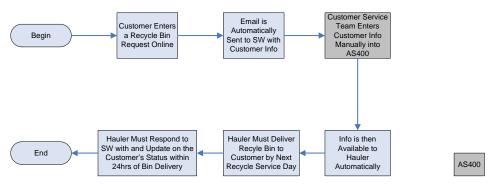


Figure 25. Customer Services-Contract-Residential-Online Recycle Bin Request Flow Chart

#### · Customer Complaints (Continuous)

The customer submits a complaint via phone, email, or in person. If the complaint reaches management level, a manager monitors the complaint throughout the process. In AS400 Session A, the Customer Service representative (CS rep) searches for the customer by address. In AS400 Session B, the CS rep searches for multiple complaints by the customer. In AS400 Session A, the customer complaint information is entered. The online system is updated for the hauler to view. The hauler has to respond within 24 hours and if they do not, a failure to respond complaint is then logged. If a follow up is required, SW follows up on the hauler's corrections (See Figure 26). System in use: AS400.

### Customer Services - Contract - Residential - Customer Complaints

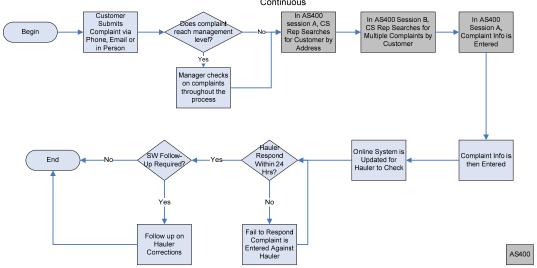


Figure 26. Solid Waste-Customer Services-Contract-Residential-Customer Complaints Flow Chart

#### · Tonnage Allocation (Residential: April 1st – March 31st)

The tonnage is tracked monthly in the WasteWorks external system and resolved at the end of March from the previous year. The number of customers receiving yard waste curbside collection and solid waste curbside collection are determined. Each customer with solid waste curbside collection has a yearly allocation of 1.16 tons and those with yard waste curbside collection have an additional allocation of 0.38 tons. If customers are added during the billing year, the monthly tonnage allocation by type of customer is determined and multiplied by the number of months the customer has received service. In Excel, the number of customers by type is multiplied by the appropriate tonnage. Any tonnage over the yearly allocation is billed to the hauler. The manager reviews tonnage allocation and addresses and discrepancies (See Figure 27). Software in use: WasteWorks external system and Excel.

### Customer Services - Contract - Residential -Tonnage Allocation

Residential: April 1st - March 31st

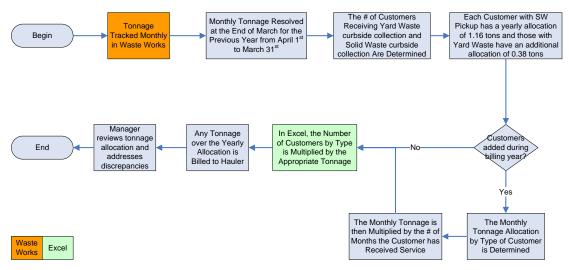


Figure 27. Solid Waste-Customer Services-Contract-Residential-Tonnage Allocation Flow Chart

#### Commercial (Tonnage by Registered Vehicles)

A separate contract is signed for all commercial solid waste collected in unincorporated Seminole County. All solid waste hauling vehicles are required to be registered with the CTS and all solid waste is required to be collected by registered vehicles only. If the contract requires solid waste delivery, all commercial haulers are required to deliver their loads of refuse at the CTS or the LF. If it is contractually agreed upon, the hauler may deliver their load of refuse at other locations. The customer data collected by the hauler is received by SW. Currently, the separate customer files from different haulers are irreconcilable (See Figure 28).

#### Customer Services - Contract - Commercial -Tonnage by Registered Vehicles

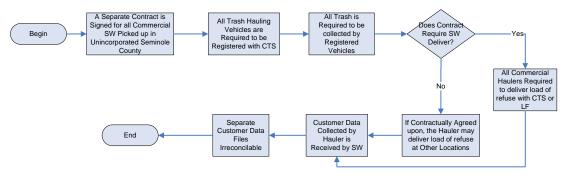


Figure 28. Customer Services-Contract-Commercial-Tonnage by Registered Vehicles Flow Chart

#### **COPCN**

If quarterly reports are not received from the contractors, they are contacted and reports are requested. The reports are then validated. All material recovered is recycled or reused (See Figure 29).

#### Customer Services - Contract - COPCN

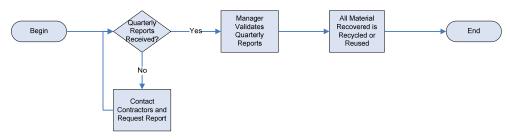


Figure 29. Solid Waste-Customer Services-Contract-COPCN Flow Chart

#### 2. Scale

The scale house transactions are divided into cash and charge customers. Cash customers are drive ups that pay at a rate of \$4, \$7, \$14, or \$33 per ton. Charge customers either have accounts or are MSBU customers. Customers with accounts may be commercial and identified with either a vehicle number or truck signage. The haulers have their tonnage tracked in WasteWorks. For MSBU customers, those who are exempt may deliver as much solid waste as they want. For non-exempt customers, they are allowed to deliver up to 12 flat rate loads of refuse each calendar year, but must pay at the cash customer rate after the 12<sup>th</sup> delivery. Tonnage reports are generated by WasteWorks and are tracked daily by management (See Figure 30). *System in use: WasteWorks external system.* 

## Customer Services - Scale

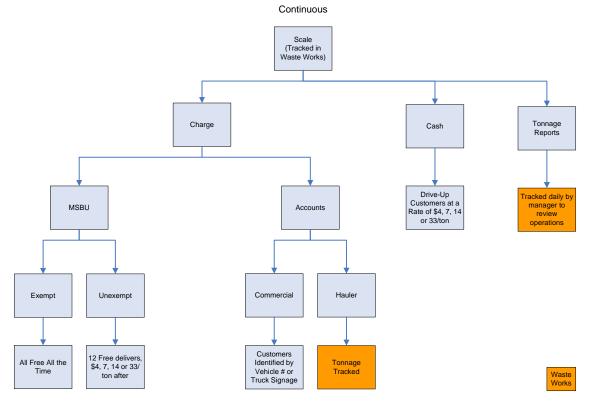


Figure 30. Solid Waste-Customer Services-Scale Flow Chart

#### Administration

The Administration area is in charge of all project/contract invoices, the annual DEP report, tracking, employee management, community service, inventory, COPCN, recycle revenue sharing, purchase orders, request orders, direct billing, and check requests (See Figure 31).

## Solid Waste Organizational Chart – Administration

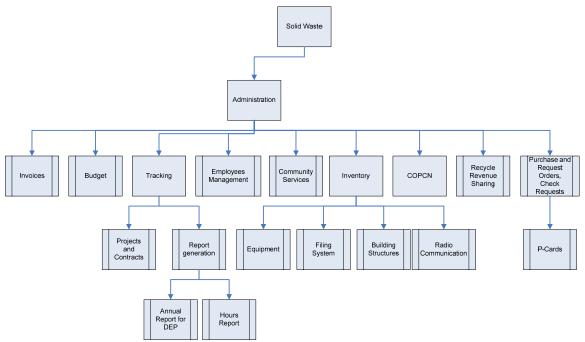


Figure 31. Solid Waste-Administration General Chart

#### 1. Invoices - Contracts

An invoice is received from the Accounting Department. The invoice is checked to ensure the correct date of inception, correct billing rate and that all deliverables on the invoice have been delivered. If any of this information is incorrect, the contractor is asked for a revised invoice. The revised invoice is sent to the Finance Department and a copy is faxed to the CTS. Once everything is correct on the invoice, the information is entered into the CIP database. A financial statement is then printed from the CIP database. A new cover sheet for the invoice is created in Word with the account totals. The CIP financial statement and the new cover sheet are attached to the invoice. This packet is given to the project manager for sign-off and a copy is made for CTS's records. The signed package is sent to the Finance Department by hard copy (See Figure 32). System in use: CIP (Environmental Service system).

### Administration - Invoices

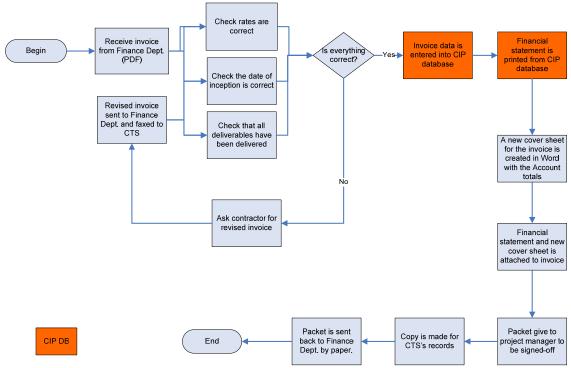


Figure 32. Solid Waste-Administration-Invoices Flow Chart

#### 2. Budget

The manager prepares a 2-year cycle budget. The budget is reviewed mid-cycle and mid-year. The annual budget and budget changes are submitted to the BCC for review. The annual budget and budget changes are then defended. The budget is prepared in Excel. A report used to generate the budget shows the hours worked and tons hauled (See Figure 33). Software in use: Excel and JD Edwards.

This report is generated in Excel and includes:

- Week ending date
- Regular hours
- Overtime
- Sum of other hours (PTO, holiday, etc.)
- Recycling In/Residential
- Recycling In/Commercial
- Seminole County garbage
- Seminole County yard waste
- Sum of tons transferred

- Graphs
- Overtime hours and tons
- Paid hours and tons
- Hours worked and tons

Another report used to generate the budget includes the Capital Improvement Projects – Capital Plan Report. This report includes:

- Project
- Inflation rate
- Base year
- Anticipated cost
- Cost per year
- 10 year totals

# Administration – Budget

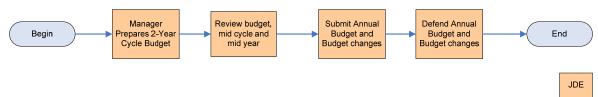


Figure 33. Solid Waste-Administration-Budget Flow Chart

#### 3. Tracking

The tracking process entails generation of SW projects and contracts as well as report generation.

#### **Projects and Contracts**

The manager generates new project information. Approved project information is received. The project information is then entered into the CIP database. If a work order is generated, it is generated through JD Edwards. If no work order is needed, and a bid process is, the project enters the bid process. From all these channels, the new contract status information is updated in the CIP database. A manager monitors the project status. If the contract is not completed on time, an addendum is added to the contract in JD Edwards and the data is updated in the CIP database. Once the project is complete, it is updated in the CIP database (See Figure 34). System in use: CIP (Environmental Department) database and JD Edwards.

# Administration – Tracking – Projects and Contracts

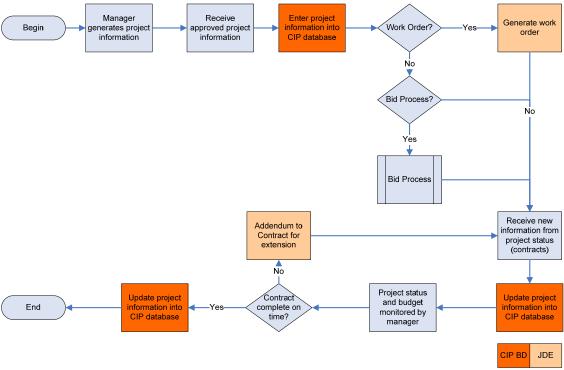


Figure 34. Solid Waste-Administration-Tracking-Projects and Contracts Flow Chart

#### **Report Generation**

The contract number is located in the CIP database. If necessary, information is updated. The type of report is selected and generated in the CIP database. A manager reviews the report.

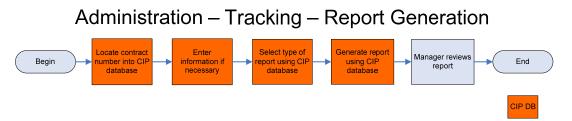


Figure 35. Solid Waste-Administration-Tracking-Report Generation Flow Chart

#### **Hours Report**

The timesheets are received and sent to the accounting department. A summary report is received from the accounting department and entered into Excel. A monthly report is generated from the Excel spreadsheet and the Waste Program database (See Figure 36). Software in use: Excel.

This report includes the following from the Excel spreadsheet:

- · Weekending date
- · Regular hours
- Overtime
- Holiday
- PTO
- · Sick
- Vacation
- Other
- · Total other hours
- Total work hours
- Total hours

In the same report, the following information is retrieved from WasteWorks:

- Recycling In/Residential
- · Recycling In/Commercial
- · Seminole County yard waste
- · Hurricane Season 2004
- Total tonnage (no hurricanes)
- Total tons/hour worked
- Total tons/total hour

From this report, several graphs are generated. These graphs include:

- · Tons per hour
- · Hours per pay period

# Administration - Tracking - Report - Hours

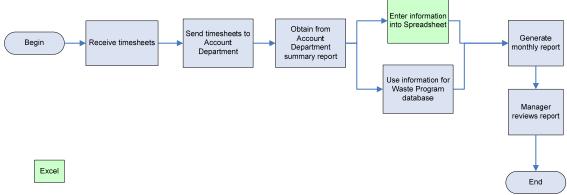


Figure 36. Solid Waste-Administration-Tracking-Report Generation-Hours Flow Chart

#### **DEP Annual Report**

DEP emails the report format to SW by September. Then the total collected tonnage is obtained from the Waste Works system by running a query. The total amount is entered into Excel to calculate the tonnage per material using predefined percentages. Then the total collected tonnage and the tonnage per material is entered into the report format in Excel. The non-certified recycling numbers are then added from all the quarterly COPCN reports. Next the non-certified recycling numbers per material are taken from the quarterly COPCN report are entered into the report format in Excel. The remaining information is also entered into Excel. The attachment documents are prepared. Next the obtained information is entered into the SW Management report format. Planning and Zoning must be contacted to obtain the amount of County units with service available by residential single family, multi-family, and commercial. The zoning information is then entered into Excel in order to calculate the remaining information needed. The DEP is emailed the final report and two attachments (See Figure 37). Software in use: Excel and WasteWorks external database.

## Administration - Tracking - Report - DEP Annual Report

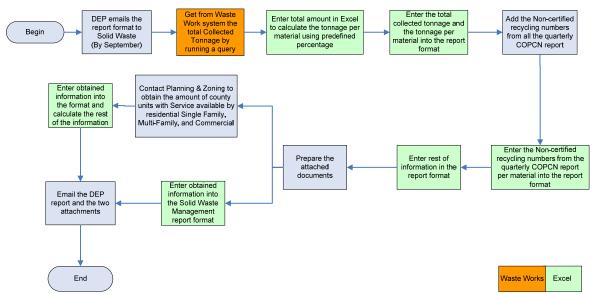


Figure 37. Solid Waste-Administration-Tracking-Report Generation-DEP Annual Report Flow Chart

#### 4. Employee Management

Employee information is received and if the employee is a new hire, a new profile is created for that employee in Access and Excel. The new hire is reviewed by management. If the information received is on a current employee and there is a report, the employee is located using their full name in Access and a report is generated. If there is not a report, the employee

is located using their full name in Access and the employee profile is updated (See Figure 38). Software in use: Access database and Excel.

#### The Excel spreadsheet includes:

- · Account number
- Old position number/JD number
- ID number
- · Class number/position title
- · Bd. Number
- Authorization number
- Hire date
- Birth date
- Site
- Last name
- First name
- Middle Initial
- Social Security number
- Address
- City
- · ZIP
- · Phone number
- · Emergency phone
- Regular hourly rate
- Overtime hourly rate
- · License number

## Administration - Employees Management

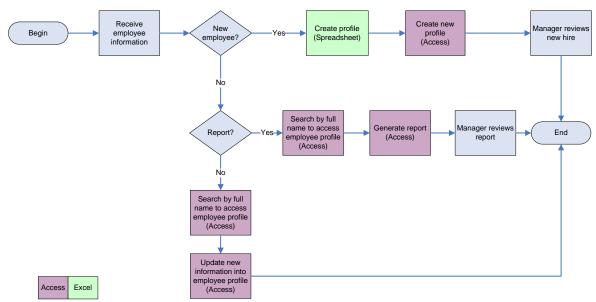


Figure 38. Solid Waste-Administration-Employees Management Flow Chart

#### **Employee Review**

Annually, the manager reviews employee performance to determine what amount of raise the employee may receive. Raises are divvied up from a large sum to each employee (See Figure 39). *Software in use: Excel.* 

# Administration - Employees Management - Employee Review

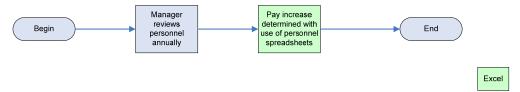


Figure 39. Solid Waste-Administration-Community Service Flow Chart

#### 5. Community Service

Probation sends information on probationary workers to the CTS. The offender calls to schedule an appointment one week prior to service. If the worker shows up, his/her information is updated in Excel, they perform the work and their timesheet is reviewed. Excel is updated and a weekly, as well as a monthly, report is generated. If the probationary worker fails to show up for work, Excel is updated and a weekly, as well as a monthly, report is generated. If the

offender has not completed his/her assigned hours and his/her time allotted is not up, they may continue to schedule appointments. If the offender has not completed his/her assigned hours and his/her allotted time is up, the probationary officer is emailed with all the offender's data (See Figure 40). Software in use: Excel.

The spreadsheet used to track offenders includes:

- Name
- Case number/CAFÉ number
- Offence
- Officer
- Complete date
- Hours assigned
- Total hours completed
- History/comments
- Remaining hours
- · Date last seen
- · Schedule for week

# Administration - Community Service

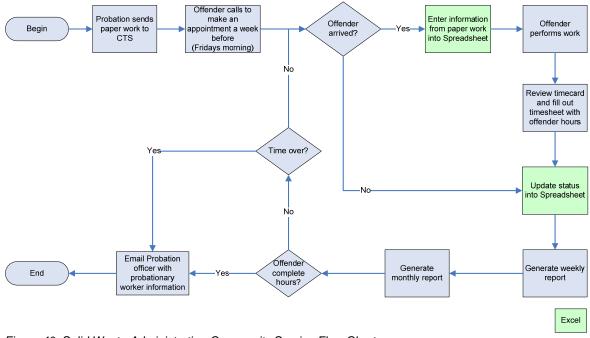


Figure 40. Solid Waste-Administration-Community Service Flow Chart

#### 6. Inventory

The inventory process includes the inventories for equipment, filling system, building structures, and radio communication.

#### Equipment/BCC

New equipment information is received. It is entered into the Excel spreadsheet. An annual report is generated for Purchasing with all the BCC and heavy equipment information. An annual report is generated for Fleet with all the heavy equipment information. An annual report is generated for the consultants with all the heavy equipment information. If there are any questions from the consultants, they are answered (See Figure 41). Software in use: Excel.

The equipment inventory list spreadsheet includes:

- BCC number
- Year
- Make/or vendor
- Model
- · Vehicle ID number (VIN) / or Serial number
- · Description
- SERCO
- · LF
- · CTS
- Own
- Lease
- Other
- · Capitalized cost
- Purchased order number
- Budget replace FY

# Administration – Inventory – Equipment/BCC

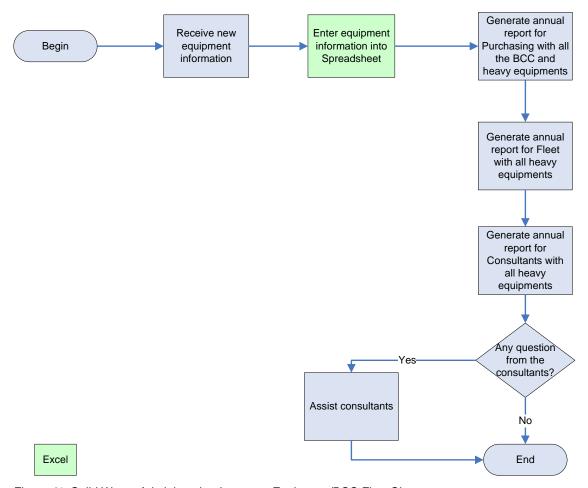


Figure 41. Solid Waste-Administration-Inventory-Equipment/BCC Flow Chart

#### Filing System

Material to be filed is received. A location (either the CTS or LF) is assigned by letter and number (See Figure 42). Software in use: Excel.

The record and its call number are entered into an Excel spreadsheet which includes:

- File number
- · File sub-letter
- File location (CTS, LF, BK, ENG, LEG)
- · Date (start)
- Date (end)
- Topic
- Consultant/Vendor/Agency

- Contract/Agreement/Permit number/ORB PG
- W/O number/C/O number
- S/W
- Customer service
- Recycle
- ECAP/HHW
- osc
- OSC Permits
- Gas
- Leach
- Monitor/Wells
- CTS
- CTS Permits
- UPS
- Sanlando

# Administration – Inventory – Filing System

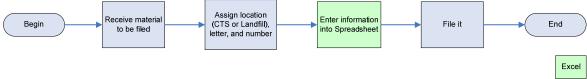


Figure 42. Solid Waste-Administration-Inventory-Filling System Flow Chart

#### **Building Structures**

New information is received and entered into an Excel spreadsheet. An annual report is generated for Risk Management (See Figure 43). Software in use: Excel.

# Administration – Inventory – Building Structures

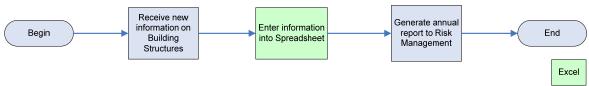


Figure 43. Solid Waste-Administration-Inventory-Building Structures Flow Chart

#### **Radio Communication**

New equipment is received and assigned a location, bar code, and employee. The information is then entered into Excel and an annual report is generated for IT (See Figure 44). *Software in use: Excel.* 

The radio tracking spreadsheet includes:

- Division
- · SCID number
- · SIMSID number
- Serial number
- BCC number
- Make
- Type
- Site LF
- · Site CTS
- Assigned to position and/or equipment
- Member

# Administration – Inventory – Radio Communication

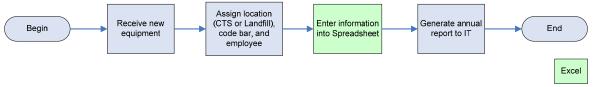


Figure 44. Solid Waste-Administration-Inventory-Radio Communication Flow Chart

#### 7. COPCN

A list of COPCN and commercial customers is generated from the spreadsheet. Application, fees, and the appropriate letter are sent to the customers. Once the information is received back from the customers, it is reviewed. If any information is incorrect, the customer is contacted for correction. If the information is correct, the application enters an Agenda Process. If the application is not approved, the process ends, but if the application is approved, a certificate is printed and the chairman signs the certificate and the original documents. Once the signed certificate and original documents are received from the commissioner, they are sent to the customer. A monthly report is generated and posted online (See Figure 45). Software in use: COPCS system through the Internet.

#### Administration - COPCN October Get list of COPCN Send applications, Receive information Review application Agenda Process and commercial Begin application fees, and letter to customers and required documents Correct? back from customers in Spreadsheet End of June yearly report in Excel for Send report to Approved? DEP via email Yes Information is entered into COPCN Send certificates Report Mail out the Get certificates and and the original documents to the Chairman to sign Print out database certificates to Assign Decals original documents certificates utomatically via the internet Generate certified lette

Figure 45. Solid Waste-Administration-COPCN Flow Chart

requesting data

#### 8. Recycling Revenue Sharing

Quarterly, two reports are received from COPCN (Collection Services and Facility Operations) and monthly a report is received from the commercial franchise holder.

Internet

The COPCN Collection Services report contains:

- Company name
- Facility delivered to and the tons/yards collected of the following materials:
  - Solid Waste:
    - Furniture
    - Garbage
    - Rubbish
    - Sludge
  - C & D Debris:
    - Concrete, brick and fines
    - Wood
    - Land clearing debris
    - Asphalt
    - Drywall
    - Roofing shingles

- o Recyclable materials
  - Newspaper
  - Glass
  - Aluminum cans
  - Plastic bottles
  - Steel cans
  - Other plastics
  - Ferrous metals
  - Corrugated cardboard
  - Office paper
  - Food waste
  - Textiles
  - Other (specify)
- Special wastes
  - Yard trash
  - White goods
  - Tires
  - Other (specify)
- Hazardous wastes
  - Biological waste
  - Bio-hazardous waste
  - Other (specify)

#### The COPCN Facility Operations Quarterly Report contains:

- · Type of facility
  - o Landfill
    - Class 1
    - Class 2
    - Class 3
    - C&D
  - Recycling facility
    - C & D Processing
    - Materials recovery
    - Yard waste/Tree debris
  - o Incinerator
    - Specify
  - Materials handled at facility (list all)

- Tons handled this quarter (per material, if applicable)
- o Signature
- Date
- Quarter

The commercial franchise holder's monthly report includes:

- Contractor
- Month/Year of service
- Excel spreadsheet that contains:
  - Type of container (front end, roll off, compactor, cart, etc.)
  - Account type (solid waste or recycling)
  - Capacity of containers
  - o Frequency of collection
  - o Curbside collection schedule
- Current franchise fee payment due
- · Franchise fee payment past due
- Tons of commercial waste delivered to designated facility
- Tons of commercial solid waste delivered to a non-designated facility
- Name and address of non-designated facility
- Tons by type of recovered materials delivered to a County designated disposal facility
- Tons by type of recovered materials delivered to a facility other than a County designated facility
- Name and address of non-designated facility
- Area serviced, estimated tons or estimated percentage of deliveries are reported for the following areas:
  - o Altamonte Springs
  - Casselberry
  - Lake Mary
  - o Longwood
  - o Oviedo
  - Sanford
  - Winter Springs
  - Unincorporated Seminole County
  - o Other

If a contractor fails to provide the above reports in a timely and complete manner, a letter is sent to the contractor detailing the missing information. The reports are checked to ensure accuracy. From the website, <u>www.wastenews.com</u>, recovered materials pricing on everything other than paper is retrieved. In Excel, from the calculation of monthly processing payment for commingled containers spreadsheet, the market values for everything other than paper are entered.

The Calculation of Monthly Processing Payment For Commingled Containers Contains:

- Materials
  - o Aluminum (3) loose
  - Steel
  - Flint glass
  - o Amber glass
  - Green glass
  - o Mixed PET (3)
  - o Mixed HDPE (3) use colored price
  - Average market value
- Material %
- Base Average
  - Market price
  - Market value
    - Monthly average exceeds base average by
    - Per ton processing payment owed to County
    - Tons delivered to contractor in subject month
- Monthly Average
  - Market Price
  - Market Value
- Total Processing Payment Owed to County for commingled Containers

From the spreadsheet, the total processing payment owed to the County is calculated. The total tons of commingled material delivered are retrieved from the customer summary report and this information is checked against the invoice to ensure accurate data.

The customer summary report includes:

- Criteria (date range of report)
- Business unit name
- User
- Date
- Operation type

- Customer name
- Table includes
  - Ticket date
  - Ticket ID
  - o Customer
  - o Truck
  - o Material
  - o Material description
  - o Tons
  - Internal customer loads and tons
  - External customer loads and tons
  - Seminole County Solid Waste loads tons

For the paper calculations, paper stock prices for the southeast region are retrieved from the Official Board Markets report. The total tons of paper delivered are retrieved from the customer summary report and the information is checked against the invoice to ensure accurate data.

From WasteWorks, reports are generated that include waste with: origin in Seminole County, decaled in Seminole County, decaled, and total. This data is entered into the non-exclusive Master Billing Spreadsheet. The Master Billing Spreadsheet includes:

- Account
- Company
- Altamonte
- Casselberry
- Lake Mary
- Longwood
- Oviedo
- Sanford
- Winter Springs
- Other
- Unincorporated County
- Total
- · WasteWorks origin Seminole County
- WasteWorks
- WasteWorks decal vehicle
- WasteWorks decal Seminole County
- Credit applied

#### Customer data included (Y/N)

From Excel, the recycling revenue share report is generated. The recycling revenue share report is sent to management for review and approval. The recycling revenue share report is then sent to the respective municipalities. The Recycling Revenue Share Report includes:

- City
- SW Management Agreement dated
- Period
- Revenue share calculation
  - Percent commingle containers
  - Percent paper
  - Contractor payment to County for containers
  - Contractor payment to County for paper
  - Weighted average contractor payment to County
  - Processing charge
  - o Recycling revenue share
  - o Tons delivered
  - o Recycling revenue share
  - Recycling revenue share payment
- Signature
- Date

A recycling revenue check or credit is attached to the invoice (See Figure 46). Software in use: Excel and the WasteWorks external database.

# Administration - Recycling Revenue

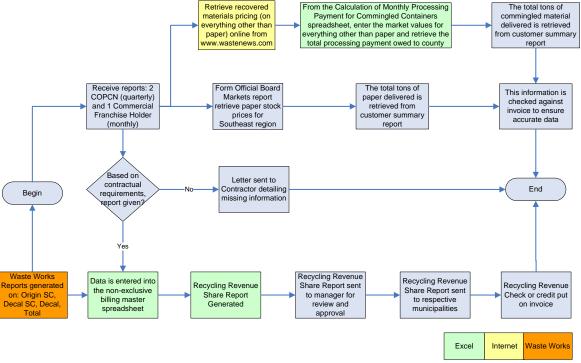


Figure 46. Solid Waste-Administration-Recycling Revenue Flow Chart

#### 9. Purchase Orders, Release Orders, Check Requests and Direct Pay

The release order (RO), purchase order (PO), check request, or direct pay is entered into the Excel Spreadsheet.

The information on the spreadsheet includes:

- Type
- To account
- PO date
- PO number
- Vendor name
- Original requested amount
- Total encumbered amount
- Amount remaining
- Line
- Requestor
- Notes

For a Direct Pay, the invoice is logged into the appropriate spreadsheet and is sent to the manager for sign-off. For a check request, the check number is entered into the spreadsheet. For a PO or RO, a new worksheet is created for the individual PO or RO. This new worksheet tracks the account balance. Invoices are tracked. The Excel spreadsheet is compared to the JD Edwards balance. When the account balance is low, the senior staff assistant contacts the manger to replenish the account. For a blanket PO, money is added to the existing account. For ROs, a new account is created for the additional money (See Figure 47). Software in use: Excel.

# Administration – Purchase Orders, Release Orders, Check Requests, Direct Pay

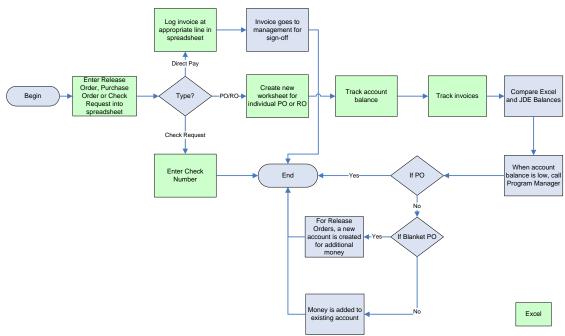


Figure 47. Administration-Purchasing Orders, Release Orders, Check Requests, and Direct Pay Flow Chart

#### P-Cards

Once a purchase is made, a copy of the receipt, with the account number used, is sent to accounting. A monthly statement is received from the credit card company. Once the statement is received, it is attached to a copy of the receipt and a form that includes:

- Date of purchase
- Dates on statement
- Vendor
- Description of purchase
- Yes/No item received

- Number of units
- Unit price
- Account line
- Total price
- Signature

This packet which includes a copy of the receipt, statement, and form is sent through the senior staff assistant to verify the account number. The senior staff assistant enters the purchase data into Excel. The packet is sent to the manager to sign off and then sent to accounting. The Senior Staff Assistant generates a monthly P-Card report in Excel (See Figure 48). Software in use: Excel.

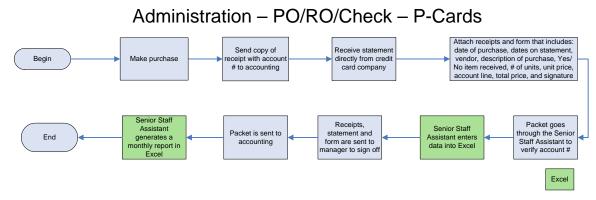


Figure 48. Administration-PO/RO/Checks - P-Cards Flow Chart

#### **Process Improvement**

A SW process improvement was performed with the use of SCINET best practices and the ideas of the SW staff. Proposed flow charts have been created as well as a set of recommendations per process.

Potential areas of improvement have been found due to the current lack of use of technology. More than 50% of what SW does is written on paper. The use of technology will significantly increase the effectiveness of the SW processes. Also, it was observed that the use of multiple systems, which are not connected, has created additional difficulties for data sharing. A new SW system must be in place in order to work more efficiently. This new system must interface with external databases as well.

#### General Organizational Chart

The overall SW organization will include the same four areas: Operations, Customer Service, Administration and ECAP3.

#### **Operations**

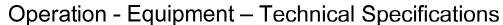
Operations will include the same three processes. These processes are: Equipment, the CTS, and LF operations.

#### 1. Equipment

Equipment will deal with all technical specifications needed when purchasing equipment as well as the maintenance and repair of the vehicles located at the CTS and LF.

#### **Technical Specifications**

The needs are filled out online (paper formats are also provided to help the transition process) and the technical specifications are added to the system. A work order is placed online for the equipment and the system sends the work order to Fleet Services. The technical specifications begin the approval process and if they are approved, the market is opened for bids. Different proposals are then received and reviewed. A decision is made as to which equipment will be purchased (See Figure 49). System to be used: New Solid Waste system.



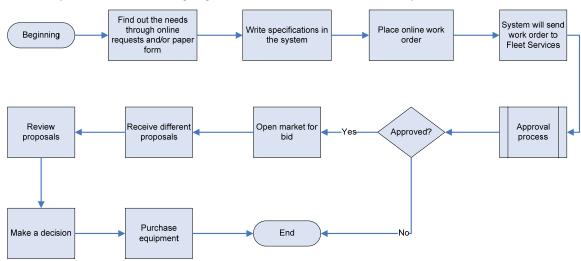


Figure 49. Operations-Equipment-Technical Specifications Flow Chart

#### Vehicle Maintenance and Repair

A report order is generated online (paper format is also provided to help the transition to a new system). The maintenance is performed and the order invoice is reviewed. All other information, such as the driver, vehicle number, etc. is also reviewed. If all the information is correct, this information is updated in the new system. If the information is not correct, maintenance is contacted and the information must be corrected. A decision is made to complete the process (See Figure 50). System to be used: New Solid Waste system.

# Operation - Equipment - Vehicle Maintenance & Repair

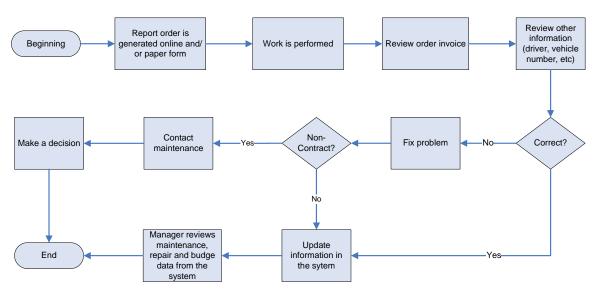


Figure 50. Operations-Equipment-Vehicle Maintenance & Repair Flow Chart

#### 2. Central Transfer Station (CTS)

#### CTS - Supervisor's Process

In this process a site check must be performed on the equipment and facility. If everything is in order, the time cards and trip forms are collected and the information is entered once into the system. A second site check must be performed and, if there are issues, the necessary action must be taken. Then LF is contacted for updates. Customer service, maintenance paperwork, and equipment are dealt with. If, on the first site check, everything was not in order, the supervisor must look in the system to see if a work order has been placed. If yes, the process continues as above. If a work order has not been placed, then one is placed online and the operator must be questioned. If there is major damage, an investigation is started and disciplinary actions are applied. This information must be entered into the system and a report

is sent to the manager for review, and forwarded to the director and HR by the system (See Figure 51). The new system allows SW staff to generate reports. At the same time, these reports can be emailed and faxed by the system. System to be used: New Solid Waste system.

#### Perform site Check Work order system a work orde Place work orde Beginning (Equipment and Satisfactory has been placed or it placed? online Facility) it has begun Perform second Collect time cards and trip Satisfactory? site check forms and enter information actions in the system Question operator Contact Landfill Major damage? Deal with customer service, maintenance paper work, and equipment Update Apply reviews and Start information in disciplinary investigation Fnd the system actions

# Operation - CTS - Supervisor

Figure 51. Operations-CTS-Supervisor' Process Flow Chart

Also, the CTS supervisor will schedule the operators and drivers each week. The system will be able to provide a calendar view with the capability to schedule and re-schedule operators and drivers weekly.

director/HR

#### Landfill 3.

#### LF - Supervisor's Process

In the LF process, a site check must be performed on the Flare Station, Lechate collection system, truck wash pad, Fuel Island, and active face. If everything is in order, time cards and trip forms are collected and information is entered into the system (only one time). Customer service, maintenance paperwork, and equipment are dealt with. If, on the first site check, everything was not in order, and if there was equipment damage, necessary actions must be taken and information must be updated in the system. If a work order has not been placed to correct the problem, a work order must be placed online and the operator is questioned. If major damage has occurred, an investigation must be started. The necessary disciplinary actions must be taken and the information is updated in the system (See Figure 52). System to be used: New Solid Waste system.

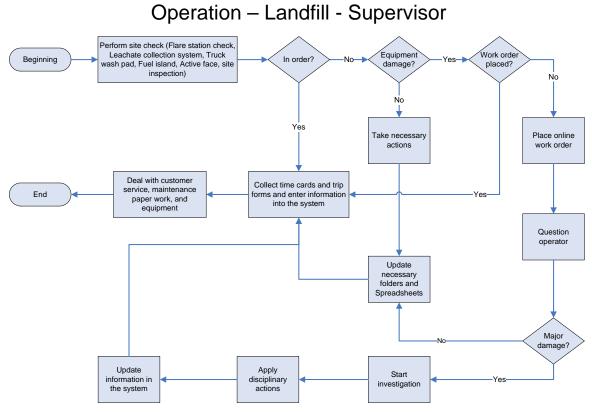


Figure 52. Operations-Landfill-Supervisor' Process Flow Chart

#### LF and CTS - Administrative

This process encompasses hiring and training employees, generating reports, taking action if there are any complaints, and POs (See Figure 53). System to be used: New Solid Waste system. The new system allows SW staff to generate reports. At the same time, these reports can be emailed and faxed by the system.

#### Procedures Purchase order process for both LF and CTS Employees DEP quarterly hiring proces Monthly reports Select all new and current employees for training sessions HR sends all include overtime tonnage, and loadings Receive call from Run queries to get info from the system CTS customer service Run queries to get the information in the system Review all Contact operation Take appropriate actions equipment staff to write specifications place order, and follow up process Get location and day for training sessions Set up a interview day and location Corrected? Generate report Purchase Orders or Check Generate report Update any Spreadsheet Perform interview Send report Qualified candidate?

### Operation - Landfill and Central Transfer Station - Administrative

Figure 53. Operations-Landfill-Administrative Process Flow Chart

paper work

Employee hiring process: HR sends all paper applications to LF for review. All the applications are reviewed and the qualified candidates are selected. Interviews are scheduled and performed. If there are qualified candidates for the job, the CTS administrative staff processes all the paperwork for the new hire.

Employee training: All new employees and current employees are selected for training sessions by the system. The trainees are contacted, and the day and location for the training are scheduled. The system is then updated.

Generate reports: Monthly reports include overtime, tonnage, and loadings. The information is obtained using queries in the system. The query report is generated and sent to management for review by the system.

Complaint actions: A tickler is received from CTS customer service. The appropriate actions are taken. If the problem is not corrected, a follow-up occurs. When the problem is corrected, CTS administrative staff performs all paperwork.

DEP Audit quarterly report: Tax collector information is obtained by running queries in the system and the report is subsequently generated by the system.

For the PO process (for both CTS and LF), needs are determined in the system and operation equipment staff is contacted to write the specifications, place orders, and follow-up. The ROs, POs, or check requests are processed by the senior staff assistant.

#### ECAP3

The Environmental Compliance, Assistance and Pollution Prevention Program (ECAP3) will oversee six separate processes. These processes are: SQG, Contracts, HHW, Complaints, Training, and SWMD Compliance.

The SQG process will include the CESQG and the Inspections procedures.

The HHW process will include the HHW Center, E-Scrap Program, Reuse Program, Waste Tire Amnesty, and Sharps Program.

The SWMD Compliance will oversee the Special Waste Program and Permits procedures.

#### 1. Complaints/Spill Process

The customer completes a complaint form online. ECAP3 staff review the complaint to determine validity; if the complaint is valid, an inspection/investigation is performed and an inspection form is completed in the system. The inspector determines the problem; and the customer and inspector agree on a solution. The customer then corrects the problem. If a second in-person inspection is required, the inspector returns to the location of the complaint. If an in-person inspection is not required, the inspector follows up with a phone call. If the complaint has been resolved, the solution, final action, inspector, and date closed is entered into the system. If the situation has yet to be resolved, the customer must be contacted and instructed to correct the problem. The process continues until the situation is resolved (See Figure 54). System to be used: New Solid Waste system.

## ECAP3 - Complaint/Spill Process

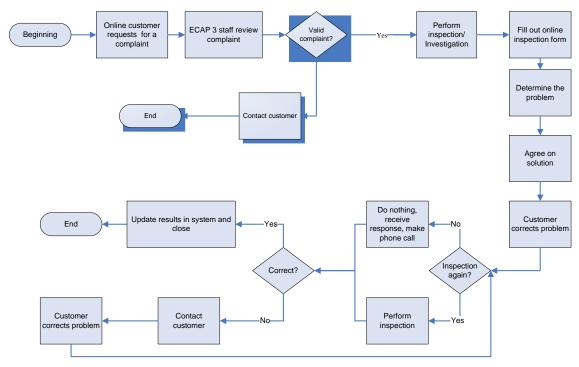


Figure 54. ECAP3-Complaint/Spill Process Flow Chart

#### 2. Training and Outreach

The Training and Outreach process will manage different training offered to current and new employees, or to the community (See Figure 55). System to be used: New Solid Waste system.

#### **Orientation**

This training is performed once a month for all new Seminole County employees. HR emails the list of new employees to the ECAP3 team. This email is sent to the "Training Inbox". The training is held on the last Thursday of each month.

#### Fleet Maintenance Contractor

This training will be performed once a year around July, August, September, and October to Fleet Maintenance Contractors. The Contractors either contact SW or SW will contact them to get a list of new employees. Communication will take place between the Fleet Maintenance Contractors and SW to set up the date and location of the training. Training will be performed.

## ECAP3 - Training

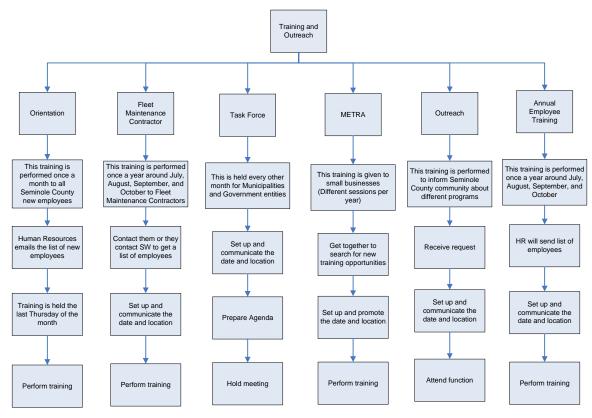


Figure 55. ECAP3-Training Process Flow Chart

#### Task Force

This training is performed every other month for Municipalities and Government entities. The date and location will be established, the agenda will be prepared, and then the meeting will be held.

#### **METRA**

This training is given to small businesses with different sessions every year. The METRA team will get together and search for new training opportunities. The date and location will be established and promoted, and then the training will occur.

#### **Outreach**

This training is performed to inform the Seminole County community about different programs. First, a request is received (in the "Training Inbox"), the date and location will be established and the function will be held.

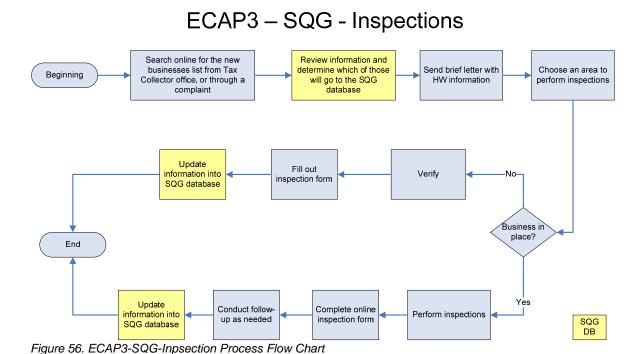
#### Annual Employee Training

This training is performed once a year around July, August, September and October. HR will provide a list of employees. The date and location of the training will be established and the training will be performed.

#### 3. Small Quantity Generator (SQG)

#### **Inspections**

The new SW system will allow ECAP3 staff to interface with the SQG database. To begin, new businesses are identified through the Tax Collector's Office. The information is reviewed to determine which businesses will be entered into the SQG database. A brief letter is sent to the businesses with Hazardous Waste information by the system. An area is then chosen in which to perform inspections. If there is not a business in place, this information is verified, the inspection form is filled out in the system, and the SQG database is updated. If a business is in place, an inspection is performed and the form filled out in the system, a follow-up is conducted as needed and then the information is entered into the SQG database (See Figure 56). The new system allows ECAP3 to generate letters. System to be used: New Solid Waste system interfacing with the SQG database.



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The system sends a letter to new businesses once a year and another letter must be sent every five years to all businesses.

#### Conditionally Exempt Small Quantity Generator (CESQG) Collection

A small business request is received online and the system informs the customers that they must contact the contractor to make an appointment. Small businesses arrive at the CTS to deliver waste and they must fill out an online form (Staff will help). If the customer qualifies, they pay the contractor. If they do not qualify, they must leave with their solid waste (See Figure 57). System to be used: New Solid Waste system.

# ECAP3 - SQG - CESQG Collection

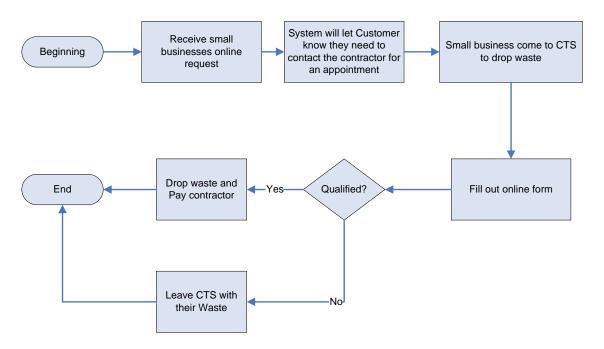


Figure 57. ECAP3-SQG-CESQG Collection Process Flow Chart

Part of HHW if collection is less than 100kg,; if more than 100kg, locate contractor.

#### 4. Solid Waste Management Division Compliance

#### Special Waste Program

An online request form is received in the system from a business with special waste. The system sends an application and request for lab analysis to the customer. Once the completed application and lab analysis are received back from the customer, an inspection is scheduled. The customer then proceeds to the decision process. If it is determined that SW cannot accept their waste, the customer is notified. If the decision is yes, a letter and manifest will be generated in the system and the letter is sent to the customer by the system. The customer will schedule delivery through the system. The customer must bring the manifest when delivering waste. (See Figure 58). System to be used: New Solid Waste system.

#### Receive completed System emails Online request from Schedule application and application and lab business with special Beginning request for lab analysis from Inspection? analysis customer Qualified? Perform Inspection No Contact customer to let them know we cannot accept their waste End Decision? Customer Customer System sends Generate letter Schedules delivers waste customer letter and manifest in Delivery in the with manifest and manifest the system

ECAP - SWMDC - Special Waste Program

Figure 58. ECAP3-SWMDC-Special Waste Program Flow Chart

#### Citizen Drop-off Log

New material is received as well as information from the customer such as type of material, zip code, and city of origin. The information is entered into the system and a report is generated by the system (See Figure 59). System to be used: New Solid Waste system.

# ECAP3-SWMD Citizen Drop-off Log



Figure 59. ECAP3-SWMDC-Citizen Drop-off Log Flow Chart

#### Permits - Apply/Renew

The initial research is performed and the appropriate consultant is worked with to prepare the application. The consultant prepares the application and backup materials. A check is cut. The consultant forwards the application and backup material for management's review. Management reviews the application and backup materials and submits changes to the consultant. The consultant prepares the final application and backup materials, and delivers the application package to management. Management then delivers the application, backup materials and check to the appropriate agency. Currently, ten permits are maintained (See Figure 60). System to be used: New Solid Waste system.

# ECAP - SWMDC - Permits - Apply/Renew

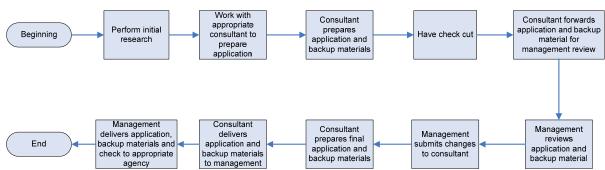


Figure 60. ECAP3-SWMDC-Permits Log Flow Chart

Their unique requirements are listed in the following table:

Permit Name	Agency	Туре	Date Issued	Lead Time	Date Expires	Check	Requirements
Title V Air permit	Florida Department of Environmental Protection Central District	Air Permit 1170084- 004-AV Final	January 13, 2004	February 28, 2007	August 30, 2007	FDEP \$625.00	Monitoring emissions and submitting an annual report to DEP and EPA conducted by Waste Energy Technology. The permit must renew every three years.  1. Semi annual emission sampling submitted by end of July and February.  2. Annual Statement of Compliance signed by Responsible Official by February 28.
Seminole County Central Station Waste Processing Facility	Florida Department of Environmental Protection Central District	General Permit #SC59- 175409	May 25, 2005	August 21, 2009	February 21, 2010	FDEP fee varies	Submittal of application with various dimensions and requirements for the facilities.  1. Monitor operations to ensure proper disposal and practices are being followed.

Limited Use Commerci al Water System Operating Permit.	State of Florida Health Department	Drinking Water # 59- 57-00194 Audit Control # W00052	Septem ber 30, 2005	June 30, 2006	Septemb er 30, 2006	Florida Health Departm ent \$70.00	The permit must renew every year.  1. Quarterly samples are submitted to Health Department for microbiological monitoring.  2. An annual sample testing for lead and nitrates.  3. The Health Department will conduct an on-site inspection of the operating system.
Osceola Road Solid Waste Managem ent Facility, Class 1 and WPF.	Florida Department of Environmental Protection Central District	General Permit #SC59- 0128543- 005 and SO59- 0128543- 006	January 8, 2003	June 2, 2007	Decemb er 2, 2007	FDEP, Amount varies and provided by S2LI prior to submittal	Requirements for Permit: Permit is organized by S2LI, with information submitted by Waste Energy Technologies and The Colinas Group. Monitoring Plan Implementation Schedule (MPIS) submitted to DEP.  1. Semi-annual groundwater sampling in Apr and Oct. to FDEP. 2. Semi annual surface water sampling in Apr and Oct. to FDEP 3. Semi-annual air emissions reports FDEP July and February. 4. Annual Industrial Water Pretreatment report to include Lechate monitoring. Results submitted to Seminole County's Environmental Services Industrial Pretreatment Section January and July. 5. Location and coordinates Asbestos disposal area. 6. Submit all modification to the design of the landfill for approval prior to changes. 7. Maintain and Test Yard Waste Area. 8. Maintain Waste Tire Area 9. Maintain White Goods Area 10. Biennial Report complied by The Colinas Group to interpret water quality data
National Pollutant Discharge	Florida Department of Environmental	Storm water # FLR05C057	Februar y 23, 2006	August 1, 2010	February 22, 2011	FDEP \$500.00	Monitoring surface water discharge. Osceola Road Landfill is a Sector (L).

Elimination System.	Protection Central District						Permit is prepared by S2LI. The permit must renew every five years.  1. Submit a complete Discharge Monitor Report (DMR) for years 2 and 4 of the permit. 2. Monitor and log all major rainfall totals.
Sanlando (Closed Landfill).	Florida Department of Environmental Protection Central District	Closed DEP/EPA # FLD982081 630	January 12, 2000				Monitoring site and report to DEP.  1. Semi-annual sampling submitted by February and September. 2. Monthly Methane sampling preformed by county personnel. 3. Biennial Report complied by The Colinas Group to interpret water quality data.
Upsala (Closed Landfill).	Florida Department of Environmental Protection Central District	Closed 1989					Monitoring site and report to DEP.  1. Semi-annual sampling submitted by February and September.  2. Biennial Report complied by The Colinas Group to interpret water quality data.
Osceola Road Landfill Industrial Wastewate r Recycle System	Florida Department of Environmental Protection Central District	Wastewater treatment or reuse # 59- FLA314765 File # 59- FLA314765- 001-IW9B	Septem ber 8, 2003	February 8, 2008	Septemb er 8, 2008		Monitoring and disposal of sludge to a class 1 landfill. The permit must renew every five years.  1. Maintain Industrial Wastewater User Permit for Osceola Road Landfill and NPDES Permit.
Waste tire Collector Registratio n Decals.	Florida Department of Environmental Protection Central District	# 0349, 0350 and 0351	April 1, 2006	March 1, 2007	April 1, 2007	FDEP \$35.00 per decal	Monitoring the number waste tires and submit renewal by March 1. The decals must renew every year.  1. Waste Tire Collector Annual Report, DEP Form 62-701 by March.
Industrial Users Permit	Seminole County Government- Environmental Services Dept.	Industrial Pretreatmen t # 0197	January 01, 2006	November 1, 2006	Decemb er 31, 2006	Seminole County Governm ent- \$250.00 Log Entry in place of check.	Monitor discharge of industrial wastewater at Osceola Road Landfill. The permit must renew every year.  1. Semi-annual sampling submitted by January and July.

# 5. Household Hazardous Waste (HHW)

# Reuse Program

Customers bring waste to the LF or the CTS. The material is reviewed and separated. The material is stored in a location accessible to customers. Customers pick up material and receive the disclaimer form (See Figure 61). System to be used: New Solid Waste system.

# ECAP3 - HHW - Reuse Program

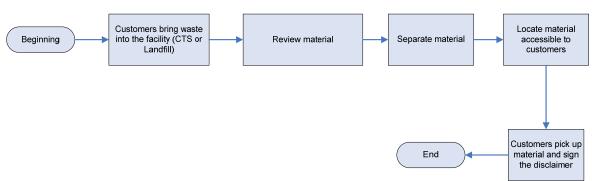


Figure 61. ECAP3-HHW-Reuse Program Flow Chart

The waiver form includes:

- Signature
- Date
- Print name
- Zip code
- Type of materials (paint, cleaners, solvents, fertilizers)
- Number of containers
- Total quantity (oz., gal., lbs.)
- · Initials of the material screener

### E-Scrap Program

Customers bring electronic equipment into the facility. The material is segregated into boxes. A contractor arrives to pick up the boxes as needed and a copy of the inventory list is given to the contractor. An invoice is received and payment is prepared in the system (See Figure 62). System to be used: New Solid Waste system.

# ECAP3 - HHW - E-Scrap Program

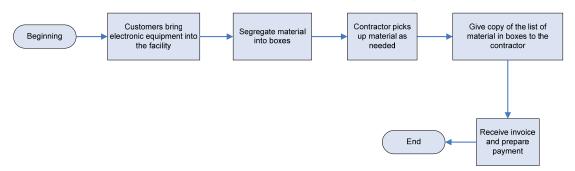


Figure 62. ECAP3-HHW-E-Scrap Program Flow Chart

# Household Hazardous Waste (HHW) Center

Customers bring hazardous waste into the facility. The material is sorted into the appropriate containers. The contractors pick up the material as needed. The manifests, receipts, or other shipping documentation are received. The invoice is received and payment is prepared (See Figure 63). System to be used: New Solid Waste system.

# ECAP3 - HHW - HHW Center

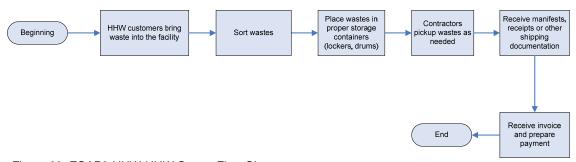


Figure 63. ECAP3-HHW-HHW Center Flow Chart

# Waste Tire Amnesty Day (Quarterly Event)

Quarterly, the LF and CTS hold a Waste Tire Amnesty Day to accept up to ten tires from residents of Seminole County. The customers bring tires into the facility and fill out a survey that includes their zip code, how they heard about the event, and number of tires being dropped off. The tires are received and the customer leaves (See Figure 64). The system will have an option for ECAP3 to include this information. This information will be used later in different reports. System to be used: New Solid Waste system.

# ECAP3 - HHW – Waste Tire Amnesty Day Quarterly

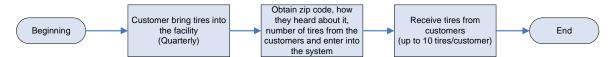


Figure 64. ECAP3-HHW-HHWC Flow Chart

## **Sharps Program**

Containers are distributed to curbside collection locations and customers pick up the containers at these locations. Customers return full containers to one of the specified locations and pick up a new container. Containers are received and taken to the Health Department. An invoice is received and payment is prepared in the system (See Figure 65). The system will have an option for ECAP3 to include this information. This information will be used later in different reports. System to be used: New Solid Waste system.

# ECAP3 - HHW - Sharps Program

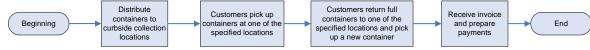


Figure 65. ECAP3-HHW-Sharp Program Flow Chart

### 6. Contracts

The history of services needed of a current contract (on paper) and contracts from other counties are reviewed. These contracts are scanned and saved in the new system. Improvements are made to the contract and the scope of services is written. The scope is submitted to the contract administrator who fills out the appropriate contract form. The form is routed to Purchasing through JD Edwards. Purchasing solicits proposals and a pre-bid meeting is held, if needed, with representatives and potential contractors to answer any questions they might have about the contract. Proposals are submitted to Purchasing and the selection committee reviews the submitted proposals. A short list is determined and members of this list may be asked to give a presentation about their proposal. The selection committee ranks the proposals and sends the final recommendations to the BCC. The BCC makes the final decision on who wins the bid and Purchasing notifies the selected contractors (See Figure 66). System to be used: New Solid Waste system and JD Edward.

The new system will interface with the JD Edward system as well as the new Agenda Process Application. This new Agenda Process Application will allow ECAP3 to become more effective by keeping track of all items at all times.

The following are some of the contracts that must be generated:

- Household Hazardous Waste
- Laboratory analysis
- Geological contract
- Engineering contract
- Landfill gas
- Hurricane analysis planning and management
- Hurricane analysis removal

# ECAP3 - Contracts

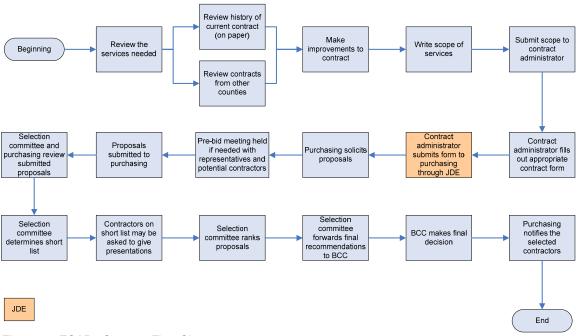


Figure 66. ECAP3-Contract Flow Chart

# **Customer Service**

The Solid Waste Customer Service (SWCS) section is responsible for handling customers concerns related to solid waste, tracking complaints, tracking responses to complaints, conducting field verification/inspection, tracking contracted hauler's vehicles assigned to routes, tracking contracted hauler's vehicles tonnages, and contractual compliance. Currently SWCS utilizes several databases which include: AS400, WasteWorks database, Automatic Call Distribution

(ACD), and two internally developed Microsoft Access databases (one for tracking customer's overdraft checks and one for tracking contracted hauler's routing information). It is the desire of SWCS to have one system which encompasses all tasks and responsibilities.

The following are some of the capabilities SWCS would like to have:

- System web based
- · Main menu will access all options
- · Capture customer's email
- · GIS: print maps based on customer's address, hauler's route, etc.
- Generate mailing addresses labels
- · Generate letters
- Subdivision and cross-street information to proceed a complaint
- Customer level service, dates of service (customer's records)
- Customer complaint history
- Capability to automatically generate complaints
- Hauler enter tag, time check, down truck, and monitor information
- Track cash shorts and NSF (Access database)
- Track attendant's variance (WasteWorks database)
- Web request for recycle bins entered into system, voiding duplicates.
- Truck inspections
- · Route software

### 1. Contracts

# **Residential**

Residential operations will include contract generation, new CO's, online recycling requests, customer complaints, and tonnage allocation.

### Contract Generation (5 Year Process)

Negotiations are entered into with current haulers. If negotiations are unsuccessful, the RFP process occurs. If negotiations are successful, the contracts are approved through the Agenda Process (by consent); if the haulers are not approved, the contracts are revised and returned to the agenda process. When the hauler is approved, contract requirements are verified and the hauler services the County for five years. At the fourth year of service, the hauler must enter the renewal process (See Figure 67). System to be used: New Solid Waste system.

The new system will interface with the new Agenda Process Application. This new Agenda Process Application allows Customer Service staff to become more effective by keeping track of all items at all times.

# Customer Services – Contract – Residential - Contract Generation 5-Year Process

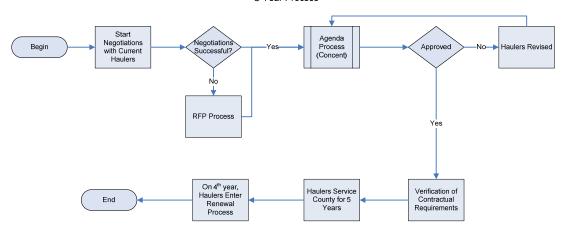


Figure 67. Customer Service--Contract-Residential Flow Chart

# New CO's (Weekly)

The system notifies SW and haulers of a new CO via email. The hauler's route is updated in the system. SW verifies the information in the system (See Figure 68). System to be used: New Solid Waste system.

# Customer Services - Contract - Residential - New CO's



# Online Recycle Bin Request (Continuous)

The customer enters a request for recycle collection online. The system notifies SW who has the option to approve or deny the request. The system then notifies the haulers. The hauler is required to deliver a recycle bin to the customer by the next recycle service day and sends an update to customer service within 24 hours of delivering the bin (See Figure 69). System to be used: New Solid Waste system.

# Customer Services - Contract - Residential - Online Recycle Bin Request

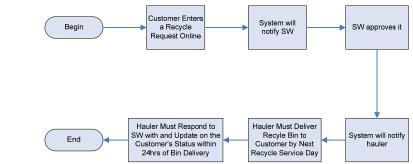


Figure 69. Customer Service-Contracts-Online Recycle Bin Request Flow Chart

# **Customer Complaints (Continuous)**

The customer fills out an online complaint form and returns it to the system. SW determines if the complaint is valid. If so, the system routes the complaint to management level and a manager monitors the complaint throughout the process. The complaint information is entered into the system. The online system is updated for the hauler to check. The hauler must respond within 24 hours; and, if they do not, a failure to respond complaint is entered into the system. If a follow up is required, SW follows up on the hauler's corrections (See Figure 70). System to be used: New Solid Waste system.

# Customer Services – Contract - Residential - Customer Complaints

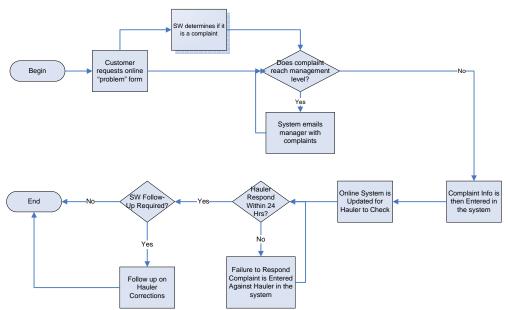


Figure 70. Customer Service--Contract-Residential-Customer Complaints Flow Chart

The system will provide:

- Subdivision and cross-street through GIS
- Route number and truck number by area
- Complaint history

#### Fines:

- \$50 fine per month
- · If three complaints for the same hauler: \$1000 fine
- \$5000 fine

# Tonnage Allocation (Residential: April 1<sup>st</sup> – March 31<sup>st</sup>)

The tonnage is tracked monthly in WasteWorks and resolved at the end of March for the previous year. The number of customers receiving yard waste collection and solid waste collection is determined in the system. Each customer with solid waste collection has a yearly allocation of 1.16 tons and those with yard waste collection have an additional allocation of 0.38 tons. If customers are added during the billing year, the monthly tonnage allocation by type of customer is determined in the system; and multiplied by the number of months the customer has received service. This information is made available by the system. In the system, the number of customers by type is multiplied by the appropriate tonnage. Any tonnage over the yearly allocation is billed to the hauler. The manager will review tonnage allocation and address discrepancies (See Figure 71). System to be used: New Solid Waste system interfacing with the Waste Works database.

# Customer Services – Contract - Residential -Tonnage Allocation Residential: April 1st – March 31st

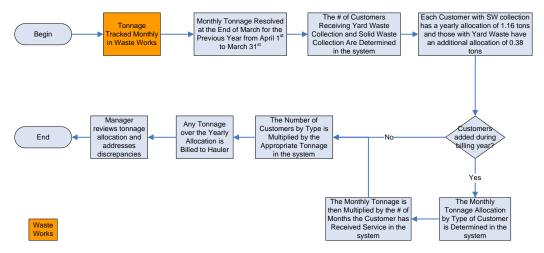


Figure 71. Customer Service-Contract-Residential-Tonnage Allocation Flow Chart

## Commercial (Tonnage by Registered Vehicles)

A separate contract is signed for all commercial solid waste collected in unincorporated Seminole County. All solid waste hauling vehicles are required to be registered with the CTS and all solid waste is required to be collected by those registered vehicles. If the contract requires solid waste delivery, all commercial haulers are required to deliver their solid waste at the CTS or the LF. If it is contractually agreed upon, the hauler may deliver the solid waste at other locations. The customer data collected by the hauler is received by SW and entered into the system. Currently, the separate customer files from different haulers are also entered into the system (See Figure 72). System to be used: New Solid Waste system.

# Customer Services - Contract - Commercial -Tonnage by Registered Vehicles

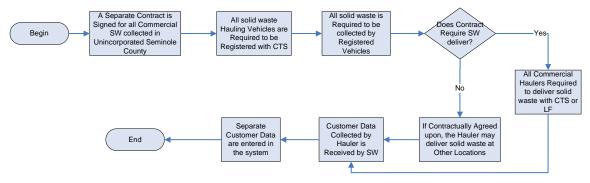


Figure 72. Customer Service--Contract-Commercial Flow Chart

### **COPCN**

If quarterly reports are not received from the contractors, the contractors are contacted and reports are requested. The reports are validated. All material recovered is recycled or reused (See Figure 73). System to be used: New Solid Waste system.

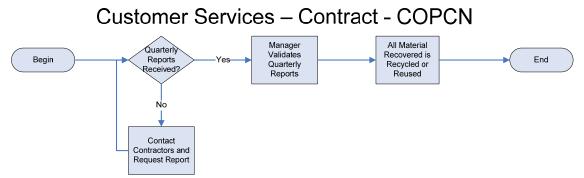


Figure 73. Customer Service--Contract-COPCN Flow Chart

### 2. Scale

The scale house transactions are divided into cash and charge customers. Cash customers are drive ups that pay at a rate of \$4, \$7, \$14, or \$33 per ton. Charge customers either have accounts or are MSBU customers. Customers with accounts may be commercial and identified with either a vehicle number or truck signage. The haulers have their tonnage tracked in WasteWorks. For MSBU customers, those who are exempt can deliver as much solid waste as they want. For non-exempt customers, they are allowed to deliver up to 12 flat rate loads of refuse each calendar year, but must pay at the cash customer rate after the 12<sup>th</sup> delivery. Tonnage reports are generated by WasteWorks and are tracked daily by management (See Figure 74). System to be used: New Solid Waste system interfacing with the WasteWorks database.

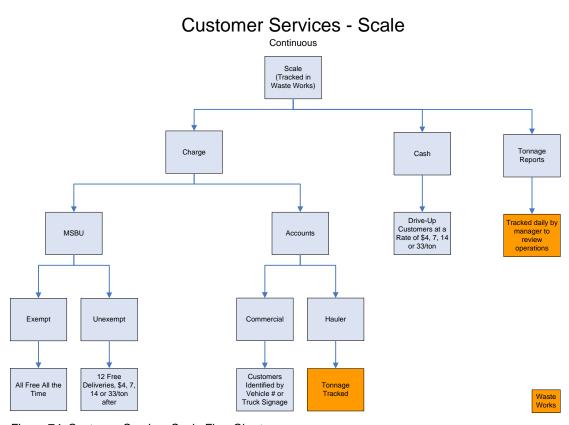


Figure 74. Customer Service--Scale Flow Chart

### Administration

Administration includes invoices, annual DEP report, tracking, employee management, community service, inventory, COPCN, recycle revenue sharing, POs, ROs, direct billing, and check requests.

### 1. Invoices - Contracts

An invoice is received from the Accounting Department. The invoice is checked to ensure the correct date of inception, correct billing rate, and that all deliverables on the invoice have been delivered. If there is any incorrect information on the invoice, the contractor is asked to submit a revised invoice. The revised invoice is routed to the Finance Department and a copy is forwarded to the CTS. Once everything is correct on the invoice, the information is entered into the CIP database. A financial statement is printed from the CIP database. A new cover sheet for the invoice is created in the system showing the account totals. The CIP financial statement and the new cover sheet are attached to the invoice. This packet is given to the project manager for sign-off. The signed packed is sent to the Finance Department by hard copy (See Figure 75). System to be used: New Solid Waste system interfacing with the CIP (Environmental Service Department) database.

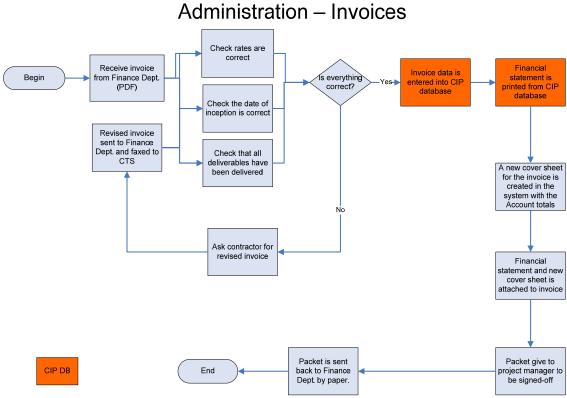


Figure 75. Administration-Invoices Flow Chart

### 2. Budget

The manager prepares a 2-year cycle budget. The budget is reviewed mid-cycle and mid-year. The annual budget and budget changes are submitted to the BCC for review. The annual budget and budget changes are then defended. The budget is then prepared in the new

system. A report used to generate the budget includes the hours worked and tons hauled (See Figure 76). System to be used: New Solid Waste system interfacing with JD Edwards.

# Administration – Budget

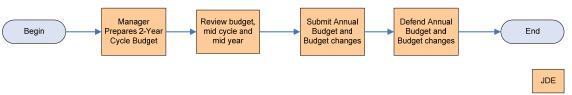


Figure 76. Administration-Budget Flow Chart

### 3. Tracking

## **Projects and Contracts**

The manager generates new project information in the system. Approved project information is received. The project information is entered into the CIP database. If a work order is generated, it is generated through JD Edwards. If no work order is needed, but a bid process is needed, then the project enters the bid process. From all these channels, the new information about the contract status is updated in the CIP database. A manager monitors the project status. If the contract is not completed on time, an addendum is added to the contract in JD Edwards and the data is updated in the CIP database. Once the project is complete, it is updated in the CIP database (See Figure 77). System to be used: New Solid Waste system interfacing with the CIP (Environmental Service Department) database.

# Administration – Tracking – Projects and Contracts

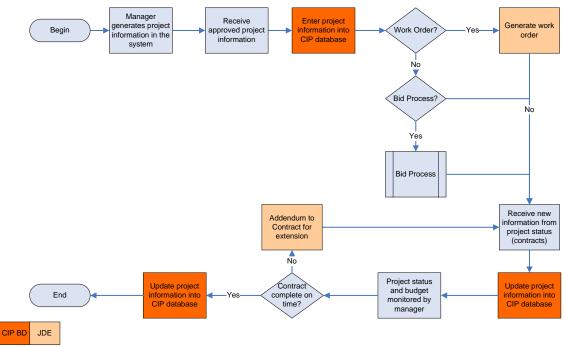


Figure 77. Customer Service-Tracking-Projects and Contracts Flow Chart

# **Report Generation**

The contract number is located in the CIP database. If necessary, information is updated. The type of report is selected and generated in the CIP database. A manager reviews the report (See Figure 78). System to be used: New Solid Waste system interfacing with the CIP (Environmental Service Department) database.

# Administration – Tracking – Report Generation

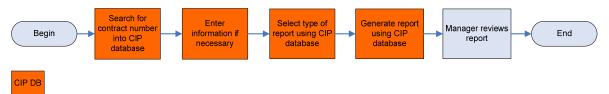


Figure 78. Customer Service-Tracking-Report Generation Flow Chart

# Hours

The hours are reviewed in the system against the timecards. The timesheets are sent to the Accounting Department. A summary report is received from the Accounting Department. A monthly report is generated in the system (See Figure 79). System to be used: New Solid Waste system.

# Administration - Tracking - Report - Hours



Figure 79. Customer Service-Tracking-Report Generation-Hours Flow Chart

# **DEP Annual Report**

DEP emails the report format to SW by September. Then the total collected tonnage is obtained from the WasteWorks system by running a query. The total amount is imported from the system to calculate the tonnage per material, using predefined percentages. Then the total collected tonnage and the tonnage per material is also imported from the system. The non-certified recycling numbers are added from all the quarterly COPCN reports. Next the non-certified recycling numbers per material are imported from the quarterly COPCN report into the report format in the system. The remaining information is obtained through the system. The attachment documents are prepared. Planning and Zoning information is reviewed in the system to obtain the amount of County units with service available by residential single family, multi-family, and commercial. The remaining zoning information needed is calculated by the system. The DEP emails the final report and two attachments (See Figure 80). System to be used: New Solid Waste system interfacing with the WasteWorks system.

# Administration - Tracking - Report - DEP Annual Report

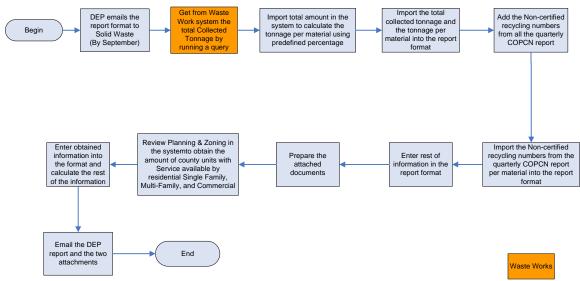


Figure 80. Customer Service-Tracking-Report Generation-DEP Annual Report Flow Chart

# 4. Employee Management

The SW division maintains its own employee system as they do not have access to the HR system. This current system is an Access database which does not contain all the information and data SW must collect from their employees.

A potential approach to improve this area is for SW to consider taking this situation to HR to see if there is a way to only access SW employees' information. The following information must be accessed by SW system through the HR database:

- Account number
- Old position number/JD Edwards number
- ID number
- · Class number position title
- Bd. number
- Authorization number
- Hire date
- Birth date
- Site
- Last name
- First name
- Middle initial
- Social Security number

- Address
- City
- · ZIP
- Phone number
- Emergency phone
- Regular hour rate
- Overtime hour rate
- · License number

Annually, the manager must review the employees' performance in the system to determine what level of raise the employee will receive. Raises are divvied up from a large sum to each employee. The system will allow SW management to access this information through the HR database.

# 5. Community Service

The CTS receives information on probationary workers. The offender must call to schedule an appointment one week prior to service. If the worker shows up, their information is updated in the system, they perform the work and their timesheet is reviewed. The system is updated and a weekly as well as a monthly report is generated by the system. If they fail to show up for work, the system is updated and a weekly as well as a monthly report is generated by the system. If the offender has not completed his/her assigned hours and his/her time allotted is not up, they may continue to schedule appointments. If the offender has not completed his/her assigned hours and his/her allotted time is up, the probationary officer is emailed all the offender's data by the system (See Figure 81). System to be used: New Solid Waste system interfacing with Probation Officers.

# Administration - Community Service

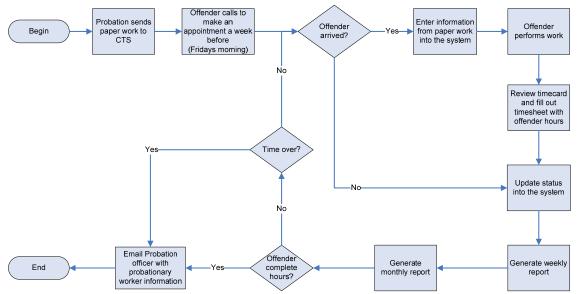


Figure 81. Customer Service-Administration-Community Service Flow Chart

The system will track offender information including:

- Name
- Case number/CAFÉ number
- Offence
- Officer
- Completed date
- · Hours assigned
- Total hours completed
- History/Comments
- Remaining hours
- · Date last seen
- Schedule for week

### 6. Inventory

The inventory process is in charge of the inventories for all SW equipment, its filling system, building structures, and radio communication.

## Equipment/BCC

New equipment information is received. It is entered into the system. The system allows SW to generate reports:

- 1) Annual report for purchasing with all the BCC and heavy equipment information.
- 2) Annual report for Fleet with all the heavy equipment information.
- 3) Annual report for the consultants with all the heavy equipment information. If there are any questions from the consultants, they will be answered.

See Figure 82. System to be used: New Solid Waste system interfacing with Purchasing, Fleet Service, and Consultants.

# Administration – Inventory – Equipment/BCC

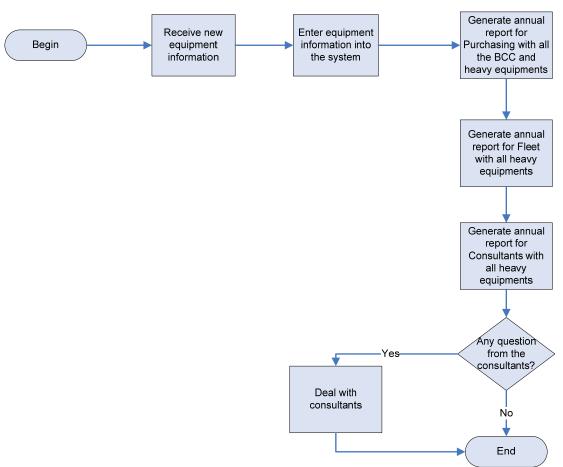


Figure 82. Customer Service-Administration-Inventory-Equipment/BCC Flow Chart

The equipment inventory list in the system will include:

- BCC number
- Year
- Make/or vendor
- Model

- Vehicle ID number (VIN) / or serial number
- · Description
- SERCO
- LF
- CTS
- Own
- Lease
- · Other
- Capitalized cost
- · Purchased order number
- Budget replace FY

# Filing System

The material to be filed is received. A location (CTS or LF) will be assigned by letter and number in the system. The record and its call number are entered into the system (See Figure 83). System to be used: New Solid Waste system.

# Administration – Inventory – Filing System



Figure 83. Customer Service-Administration-Inventory-Filling System Flow Chart

The system will contain the following fields:

- File number
- · File sub-letter
- File location (CTS, LF, BK, ENG, LEG)
- Date (start)
- Date (end)
- Topic
- Consultant/Vendor/Agency
- Contract/Agreement/Permit number/ORB PG
- W/O number/C/O number
- S/W
- Customer service
- Recycle
- ECAP/HHW

- OSC
- OSC Permits
- Gas
- Leach
- Monitor/Wells
- CTS
- CTS Permits
- UPS
- Sanlando

### **Building Structures**

New information is received and entered into the system. An annual report is generated for Risk Management (See Figure 84). System to be used: New Solid Waste system.

# Administration – Inventory – Building Structures

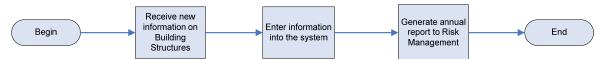


Figure 84. Customer Service-Administration-Inventory-Building Structures Flow Chart

# Radio Communication

New equipment is received and assigned a location, bar code, and employee by the system. The information is entered into the system and an annual report is generated for IT (See Figure 85). System to be used: New Solid Waste system.

# Administration – Inventory – Radio Communication

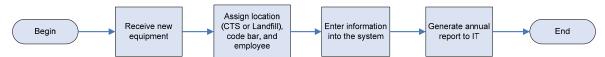


Figure 85. Customer Service-Administration-Inventory-Radio Communication Flow Chart

The radio tracking spreadsheet includes:

- Division
- SCID number
- SIMSID number
- Serial number

- BCC number
- Make
- Type
- Site LF
- · Site CTS
- Assigned to position and/or equipment
- Member

# 7. COPCN

A list of COPCN and commercial customers is generated from the system. Application, fees, and the appropriate letter are sent to the customers. Once the information is received back from the customers, it will be reviewed. If any information is incorrect, the customer is contacted for correction. If the information is correct, the application enters the Agenda Process. If the application is not approved, the process ends, but if the application is approved, a certificate is printed and the chairman signs the certificate and the original documents. Once the signed certificates and original documents are received back from the commissioner, they are sent to the customers. A monthly report is generated and posted online (See Figure 86). System to be used: New Solid Waste system interfacing with the Agenda Process application and the COPCN database.

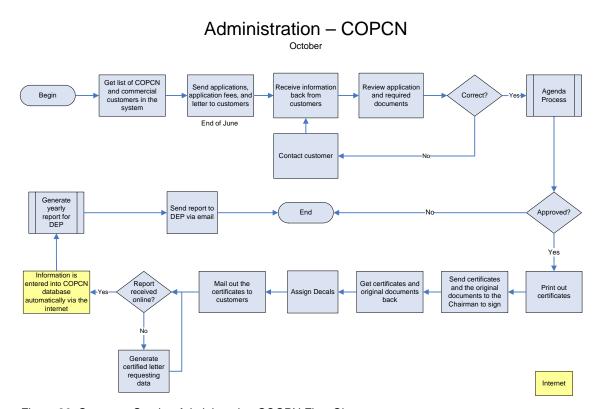


Figure 86. Customer Service-Administration-COCPN Flow Chart

## 8. Recycling Revenue Sharing

Quarterly, two reports are received from COPCN (Collection Services and Facility Operations) and monthly a report is received from the commercial franchise holder. If a contractor fails to provide these reports in a timely and complete manner, a letter is sent by the system to the contractor detailing the missing information. The reports are checked to ensure accuracy in the system. From the website, <a href="www.wastenews.com">www.wastenews.com</a>, recovered materials pricing on everything other than paper are retrieved. The market values for everything other than paper, obtained from the calculation of monthly processing payment for commingled containers spreadsheet, are entered in the system.

The total processing payment owed to the County is calculated in the system. The total tons of delivered commingled material is retrieved from the customer summary report and this information is checked against the invoice to ensure accurate data.

For the paper calculations, paper stock prices for the southeast region are retrieved from the Official Board Markets report and entered into the system. The total tonnage of delivered paper is retrieved from the customer summary report and the information is checked against the invoice to ensure accurate data.

From WasteWorks, reports are generated that include waste with: Origin in Seminole County, Decaled in Seminole County, Decaled, and Total. This data is imported into the non-exclusive master billing in the system.

From the system, the recycling revenue share report is generated. The recycling revenue share report is sent to the manager for review and approval. The recycling revenue share report is sent to respective municipalities.

A recycling revenue check or credit is attached to the invoice (See Figure 88). System to be used: New Solid Waste system interfacing with the WasteWorks database and the Internet.

# Administration – Recycling Revenue

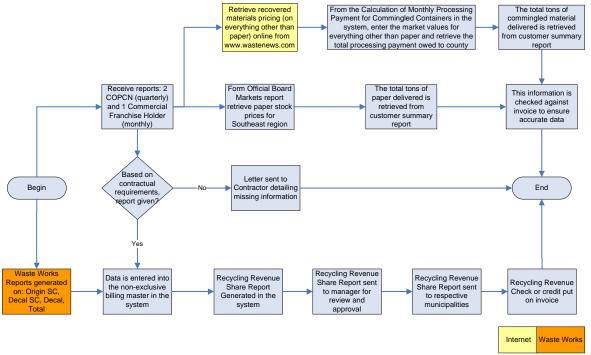


Figure 88. Customer Service-Administration-Recycling Revenue Flow Chart

## 9. Purchase Orders, Release Orders, Check Requests and Direct Pay

The RO, PO, check request, or direct pay must be entered into the system.

- If transaction is a Direct Pay, the invoice is logged into the system and sent to the manager for sign-off. If transaction is a check request, the check number is entered into the system.
- If transaction is a PO or RO, a new individual PO or RO is created in the system.
- The system tracks the account balance.
- Invoices are tracked in the system.
- The system is compared against the JD Edwards balance. When the account balance is low, the Senior Staff Assistant contacts the manger to replenish the account. If transaction is a blanket PO, money is added to the existing account.
- For a RO, a new account is created for the additional money.

See Figure 89. System to be used: New Solid Waste system.

# Administration – Purchase Orders, Release Orders, Check Requests, Direct Pay

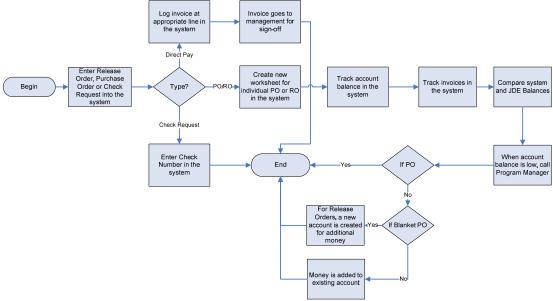


Figure 89. Customer Service-Administration-PO, RO, CR, and DP Flow Chart

# P-Cards

Once a purchase is made, a copy of the receipt, with the assigned account number, is sent to the Accounting Department. Monthly, a statement is received from the credit card company. Once the statement is received, it is attached to another copy of the receipt. This packet which includes a copy of the receipt, statement and form is sent through the Senior Staff Assistant to verify the account number. The Senior Staff Assistant enters the purchase data into the system. The packet is sent to management for sign-off and then sent to the Accounting Department. The Senior Staff Assistant generates a monthly p-card report in the system (See Figure 90). System to be used: New Solid Waste system.

# Administration – PO/RO/Check - PCards

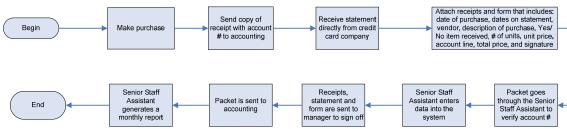


Figure 90. Customer Service-Administration-PO, RO, CR, and DP- P-Cards Flow Chart

### **EXPECTATIONS**

# **Expectations and use case Scenarios**

### **Definitions:**

AT: Addressing Technician.

CO: Certificate of Occupancy. Issued after all inspections and other requirements are satisfied.

DIR: Director.

DM: Division Manager.

GUI: Latest version of HTE software which incorporates Graphical User Interfaces.

IS: Information Services.

HTE: IT Company that created the database currently used by Addressing, Planning, Building,

Development Review, and others.

PAO: Property Appraiser's Office.

PM: Project Manager.
PT: Permit Technician.

MSBU: Municipal Service Benefit Unit Section at Seminole County. MSBU is a special assessment district

created to provide funding for improvements that are authorized through the MSBU program.

MultiDB: A database of additional addresses represented by only one point in the Situs layer.

Service year: Calendar year for Solid Waste.

Situs: "The place where something exists". It is a GIS layer containing a point for every unincorporated

address in the County as well as the addresses of several cities.

## **Core Expectations**

1. The SW system will be updated anytime information related to their data has been changed.

### **Use Cases:**

- A. When an address has been changed, Addressing will notify SW and the SW system will automatically be updated.
- B. When a parcel has been split.
- C. MSBU information.
- 2. All documents and attachments must be in digital format in the new SW system.

### **Use Cases:**

- A. If the customer cannot provide documentation in digital format, the paper form will be scanned when received by the County (preferably in the presence of the customer).
- B. Determine who scans/how.
- C. Eliminate physically transporting and filing paper.
- 3. A unique file/tracking number will be automatically assigned upon generation of the first digital document associated with a project and will follow the project to the end of its life.

### **Use Cases:**

A. For any project, all the contracts and invoices and other related documents will be identified by the system with a unique number.

4. The system will provide flexible ability to add email/communication recipients at any time as needed.

### **Use Cases:**

- A. Customer service ability to respond to customer's complaints through automated email upon receipt of corrected action from contracted hauler.
- B. Customer service ability to provide mass notification of current SW issues affecting service within a customer's service area.
- 5. To improve process efficiencies, the system will provide reminders, established by SW authorized staff, as milestones are determined/changed.

#### **Use Cases:**

- A. Default reminders will be set by an authorized SW staff.
- B. Reviewers will be able to set reminders for themselves (e.g. customer coming in on Tuesday).
- C. The system will automatically notify the proper SW person of an approaching deadline where applicable.
- D. Copies of individual reminders will be sent to their supervisor/manager, escalating with the urgency.
- 6. The system will provide a view of the other constitutional officers' data (with authorization) as close to live as possible and vice versa. All necessary users have access to the system. [Overlap: This will require authorization and coordination of other constitutional officers.]

# **Use Cases:**

- A. At the present time, several constitutional officers' databases are updated regularly, but only updated to an accessible server quarterly. Having the ability to view information as close to live as possible will provide more accurate customer service and quality information for County staff use.
- B. Examples include: PAO pad addresses, Tax Collector's address information, Elections Office addressing data, Clerk of the Court scanned images.
- C. PAO confidential address.
- 7. The SW system should be able to work in real time with other systems.

- A. If a CO list is needed, the SW system should work with Building Division records and retrieve this information any time.
- B. If an unlivable buildings list is needed, the SW system should work with Building Division records and retrieve this information any time.

### C. GIS

8. For employees inputting SW data, as many fields as possible will have built-in quality control. The fields within the system will contain acceptable value tables where applicable.

### **Use Cases:**

- A. The system shall check the accuracy of all information possible, such as proper spelling of street name, owner, street types, the entered address number assigned within the established address range for that street, the entered zip codes agreeing with the zip code layer in the GIS, abbreviations agreeing with the standard abbreviation table, cities matching the list of cities within the County, and check appropriateness of other fields such as the CODE (such as a 10 for mail-able addresses or 20 for temporary structures).
- B. Possible errors associated with address ranges would be investigated and resolved with the Street Centerline editors.
- 9. The system will, where applicable, provide "auto-fill" (Entering data from existing data into the form being completed at this time) and "auto-complete" (auto completion of data entry).

#### **Use Cases:**

- A. When a SW staff receives notice of a request, and begins research on that address, the address on the application will 'auto-fill' into the appropriate field in an appropriate query input box.
- B. While typing "Lo" in the city field, the system will automatically fill in the rest of the city name "Longwood" (remember, there are mailing addresses outside of the County.)
- 10. County parcels that get annexed by a city will generate a list of addresses which will be disseminated to the appropriate entities such as Addressing, Elections, PAO, etc.

### **Use Cases:**

- A. The designated person creates a poly indicating the changed area.
- B. Changes will be routed to the appropriate entities.
- C. When received in Addressing, the system will use that poly to identify the addresses that are now City and populate the appropriate database.
- D. State Law Garbage service
- 11. Before this system goes 'live', the Situs data needs to be completely reviewed and corrected. This, of course, should happen to ALL data that will be used by any of our new systems. [This will need to be coordinated with municipalities.]

- A. Acceptable values for each field need to be established. Consistency of each field for every record needs to be verified.
- B. Accuracy of questionable addresses needs to be verified through field checks
- C. Addresses that are incorrect or not consistent with the existing address grid and current addressing standards need to be corrected (re-addressed). This includes all addresses in the County – whether addressed by the BCC addressing section or a municipal addressing section.
- D. In accordance with current re-addressing procedures, all owners whose addresses will be changed must be notified. This should be preceded with a County-wide public relations effort to inform the public of up coming improvements and the benefits to the general public. Additionally, all normal contacts (Post Offices, Power Companies, etc.) will need to be informed of all changes.
- 12. The SW system will keep a history of SW information and SW related information.

### **Use Cases:**

- A. The system will also maintain a historical relationship between the current address and historical addresses. It will also maintain a relationship between the current address and former parcel numbers.
- B. History moves with the current address.
- 13. The SW system should work with the JDE system to create and update a budget type.

### **Use Cases:**

- A. The desire is to have one database system within SW. Currently, internal spreadsheets and databases are used to track budget, CIP, PO's etc.
- 14. All SW data should connect as if there is only one database.

### **Use Cases:**

- A. The system should populate required databases with required information eliminating the requirement for staff to enter redundant information into multiple databases.
- 15. The SW division will provide, on its Website, a list of all required documents for all of the customers' related processes.

- A. Monthly reporting of commercial franchise contractors.
- B. Quarterly reporting of COPCN certificate holders.
- C. Yearly application of commercial franchise and COPCN requirement.

16. The SW system will provide a mechanism/action making it possible to restore data in case of a system crash. This minimum downtime will be 1hour.

### **Use Case:**

- A. Current procedures require staff to contact IT and request a system restore from backuptapes. The new system would provide the capability for staff to restore the system to establish restore points (every 24 hours) without any IT interaction.
- 17. The SW system will provide the ability for customers to request a service through the Internet.

### **Use Cases:**

- A. Customer will have the capability to request services through a request on the internet. Example; a request for new recycle bins.
- 18. The SW system will provide external customers the ability to lodge a potential complaint online.

### **Use Cases:**

- A. Current operating hours of customer service are 8-5, Monday-Friday. This will allow customers to report concerns through the internet outside the established hours (as well as during established hours), with a response being provided to customers' email.
- 19. A tracking complaint module will be built into the SW system.

### **Use Cases:**

- A. This capability will allow for the tracking and reporting of complaints by:
  - a. Customer
  - b. Route
  - c. Type of complaint
  - d. Contracted hauler
  - e. Level of service
  - f. Ad-hoc capability for future requirements
- 20. The system should be able to create letters for a customer or a list of customers.

- A. The SW staff will be able to add data and to save a draft of a letter that has not already been predefined.
- B. Automatic generation of letters to customers based on pre-defined criteria, example; a new resident within the service area would receive a letter explaining the service, customers receiving tags (notice of non-conformity of waste) would receive a letter explaining why their material did not meet requirements and how to correct the matter.

21. The SW system will be able to track payment responses and, based on business rules, flag customers to different processes.

### **Use Cases:**

- A. A County Resolution requires charge account customers to re-establish or increase their deposit if payment is not received within established time requirements.
- B. A County Resolution requires charge accounts and/or use of County SW facilities to be suspended if payment is not received within establish time requirements.
- 22. The SW system will provide the ability to enter and review comments at any time.

#### **Use Cases:**

- A. Currently, to review comments related to a customer, this requires the opening of multiple screens and switching from screen to screen to view. The new system should provide previous and current comments related to a customer all on one screen.
- AS400 Land File-MSBU data needs to be clean up before transferring into the new SW system.

#### **Use Cases:**

- A. Data should be correct and in the proper format, example current address of 1<sup>st</sup> Street North verses North 1<sup>st</sup> Street.
- 24. The system will provide a report generation capability, including the manipulation of data, and exporting as well as importing data.

- A. The system will provide a way to analyze complaints by hauler and by route.
- B. The system will allow for ad-hoc reporting capabilities.
- C. The following are some of the reporting requirements:
  - i. Count of complaints by hauler, type, category
  - ii. Count of complaints by hauler, type, route, date
  - iii. Listing of customers with three or more complaints within 30 days by hauler
  - iv. Report related to NSF/Cash Short
  - v. Capability to generate/develop reports by any query
  - vi. Phone calls by customers
  - vii. Listing of customers who call an average of once or more per month
  - viii. Listing of customers on monitor list
  - ix. Allocated tonnage, current tonnage, tonnage by route
  - x. Reports related to ACD
  - xi. External contractors, vans, etc

25. The system will track authorized and unauthorized haulers.

### **Use Cases:**

- A. Name
- B. Phone
- C. Address
- D. Date of observation
- E. Date of letter
- F. Point of contact
- G. Generate certified letter
- H. Truck information
- 26. The system will track municipalities for Recycle Revenue Sharing Agreement.

### **Use Cases:**

- A. Amount of material received
- B. Percentage of fiber and co-mingle
- C. Current commodity pricing
- D. Processing fee
- E. Revenue share amount
- 27. The system will be able to interact with GIS.

## **Use Cases:**

- A. Customer service representative to enter parcel number and retrieve:
  - i. Map and directions
  - ii. Level of service
  - iii. Days of service
  - iv. Hauler
  - v. Route number
  - vi. Route information to include:
    - 1. Start time/location (mapped)
    - 2. Finish time/location (mapped)
    - 3. Path of travel (mapped)
    - 4. Truck number
    - 5. Approximate location of truck at any point in time (GPS)

### B. Hurricane

- i. Type of road (Federal, State, Local, Private, Limited Access)
- ii. Type of subdivision/community (gated, etc.)
- iii. Zones for contractors to pick up debris

- C. Reverse directions from any parcel ID
- 28. The system will be able to interact with CIP (Environmental Services) Database.

#### **Use Cases:**

- A. Action list for projects
  - i. Scheduling of meetings and work
    - 1. Meetings
      - a. Kickoff meeting
      - b. Weekly construction meeting
        - i. Utilities, step number, item, person responsible, completion time
        - ii. Scheduling
        - iii. Submittals
        - iv. Action steps
    - 2. Work
      - a. Partial completion
      - b. Substantial completion
      - c. Total completion
- 29. The system will maintain all purchases in one database.

### **Use Cases:**

- A. P-Card
- B. POs
- 30. The SW system will create a calendar for all permit requirements that both ECAP3 and consultants can access, ensuring that both teams are on the same page.

- A. The calendar, or other tool, we requested would be used to track the requirements of the various permits held by the SWMD.
- B. The calendar would provide due dates and "lead-time" dates for all requirements of all SWMD permits. Examples would include:
  - 1. Date the permit expires with a pre-determined lead-time date for renewal. (The lead-time will vary with each permit.)
  - 2. Dates sampling, inspections and/or other significant events relating to the permit are due with a pre-determined lead-time date.
  - 3. Dates any payments to the entity that issues the permit are due with a pre-determined lead-time date.
  - 4. Any other requirements of the permit that are tied to due dates.

- C. Two examples of the outlines are attached below. We can provide all of the outlines if needed.
  - Permit Name: Osceola Road Solid Waste Management Facility, Class 1 and WPF.
    - Agency: Florida Department of Environmental Protection (FDEP)
       Central District.
    - b. Type: General Permit #SC59-0128543-005 and SO59-0128543-006
    - c. Permit Issued: January 8, 2003
    - d. Lead Time: June 2, 2007
    - e. Permit Expires: December 2, 2007
    - f. Check: FDEP, amount varies and provided by S2LI prior to submittal.
    - g. Requirements for Permit: Permit is organized by S2LI, with information submitted by Waste Energy Technologies and The Colinas Group. Monitoring Plan Implementation Schedule (MPIS) submitted to FDEP.
      - 1. Semi-annual groundwater sampling in April and October to FDEP.
      - Semi annual surface water sampling in April and October to FDEP.
      - 3. Semi-annual air emissions reports FDEP July and February.
      - Annual Industrial Water Pretreatment report to include lechate monitoring. Results submitted to Seminole County's Environmental Services Industrial Pretreatment Section January and July.
      - 5. Location and coordinates Asbestos disposal area.
      - 6. Submit all modification to the design of the LF for approval, prior to changes.
      - 7. Maintain and Test Yard Waste Area.
      - 8. Maintain Waste Tire Area.
      - 9. Maintain White Goods Area.
      - 10. Biennial Report complied by The Colinas Group to interpret water quality data.
  - 2. Permit Name: Limited Use Commercial Water System Operating Permit.
    - a) Agency: State of Florida Health Department
    - b) Type: Drinking Water # 59-57-00194 Audit Control # W00052
    - c) Permit Issued: September 30, 2005
    - d) Lead Time: June 30, 2006

- e) Permit Expires: September 30, 2006
- f) Check: Florida Health Department \$70.00
- g) Requirements for Permit: The permit must renew every year.
  - Quarterly samples are submitted to the Health Department for microbiological monitoring.
  - 2. An annual sample testing for lead and nitrates.
  - The Health Department will conduct an on-site inspection of the operating system.
- 31. SW internal users will be able to place online requests in the system.

### **Use Cases:**

- A. An operation-equipment staff member identifies the needs when writing technical specifications for new equipment. If they have an online request for new equipment, SW will be able to gather the technical specifications from one source.
- B. Online work order, so there will be only one place to track them.
- 32. An online complaint process should be in place in the new SW system (New CRM)

### **Use Cases:**

- A. Customers will lodge a complaint online. SW staff will review the complaint to determine validity.
- 33. SW will be able to access HR data to view SW employees' information as well as place any request for changes.

### **Use Cases:**

- A. Currently, internal spreadsheets are used to track SW positions, history of positions, upgrades, terminations, new employees, etc.
- B. External reports, requests, or other means are used to communicate this information from/to HR. The new system should interact with HR to eliminate redundant tracking.
- 34. An Inventory module will be built into the system.

- A. Documents
- B. Structure
- C. Radio communication
- D. Equipments

35. The S\	W system will be able to interact with other systems and/or import data to other systems.
Use	Cases:
A.	CIP
B.	GIS
C.	Waste Works
D.	JD Edwards
E.	SQG
F.	GovMax

36. The SW system will be able to interact with GIS to locate addresses.

# **Use Cases:**

- A. Provide mapping
- B. Determine service area
- 37. The SW system will allow haulers to input data.

# **Use Cases:**

- A. Haulers are required to submit certain reports and data:
  - I. Routing information
  - II. Tag information
  - III. Vehicle information
- IV. Employee information
- V. Complaint response
- 38. The SW system will be able to adapt to new changes.

- A. New systems
- B. New databases
- C. New technology
- D. New needs