

Metro South Assessment Project



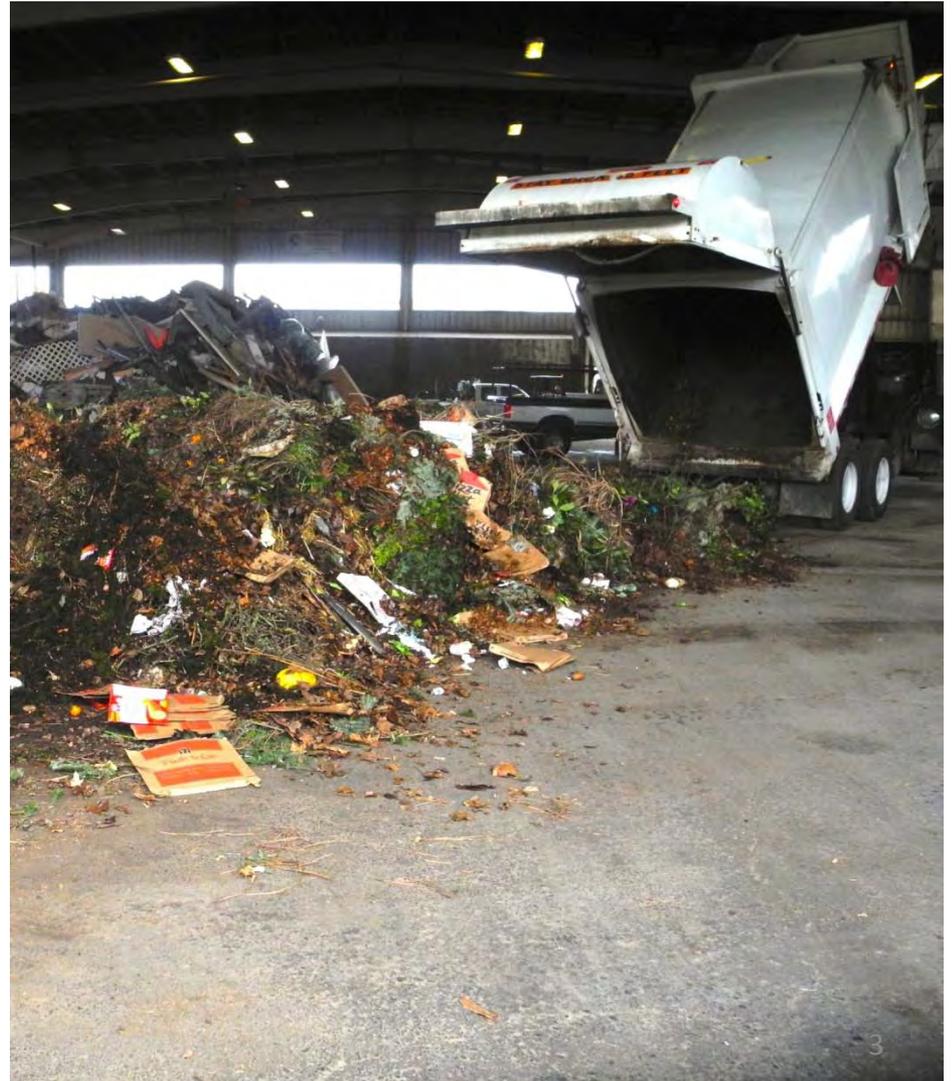
Metro South Needs Assessment

- Review Transfer System
- Needs Assessment
- Future Options



Solid Waste Roadmap

- Six Interrelated Questions
- Metro South
- Changing System Needs
- Narrowing Alternatives



Public Benefits

- 1. Public's Health
- 2. Environment
- 3. Public's Money
- 4. Best use of materials
- 5. Adaptive and Responsive
- 6. Ensure Access



Metro South Presentation



- Chuck Geyer
 - History
 - Description of Station
- Alex Cousins
 - Stakeholder Contact
 - Survey Results
 - Needs Identification
- Chuck
 - Options

Metro South Comes Into Being



Metro South Evolves



Existing Site

I-205



Scale
Plaza

Bays
3
and 4

Trailer
Parking

HHW

Bays
1
and 2

Truck
Wash

Main
Entrance

Washington St.



Back to the Assessment Project

In February 2012 a project plan is executed for the Metro South Assessment; key assumptions for the project:

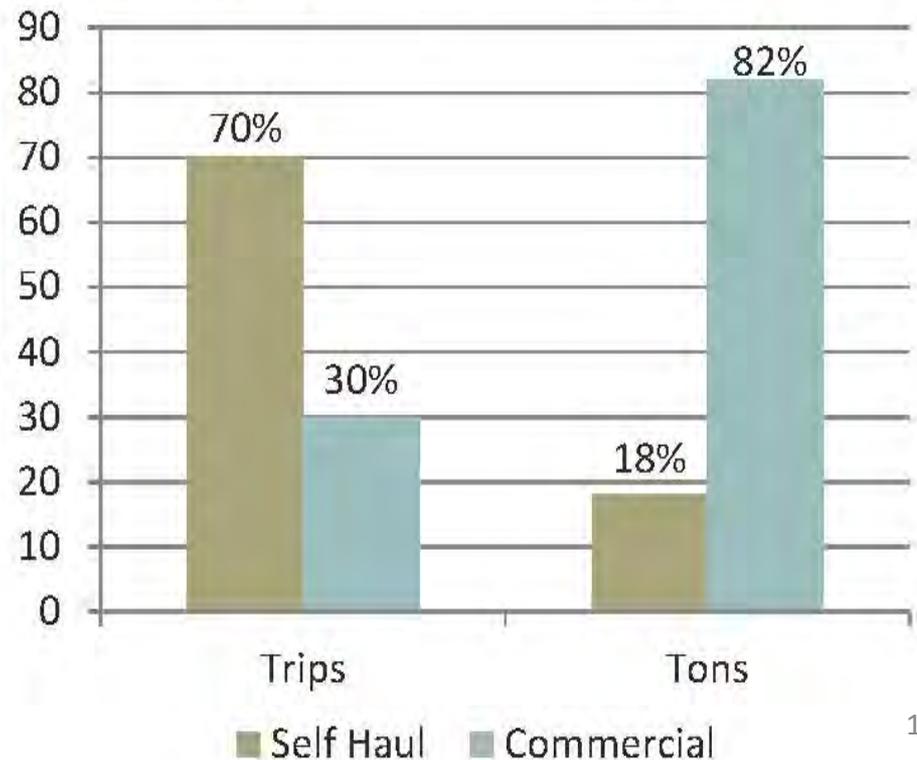
- The Metro South site will continue as a provider of solid waste services based on ownership study
- A needs assessment for station customers and the physical site characteristics will be conducted
- Needs will be ranked using the “Roadmap Values”
- Associated policy drivers will be identified
- A concrete list of projects to improve the system, with a focus on Metro South

Customer Base

- Approx 240,000 tons per year of material received at MSS

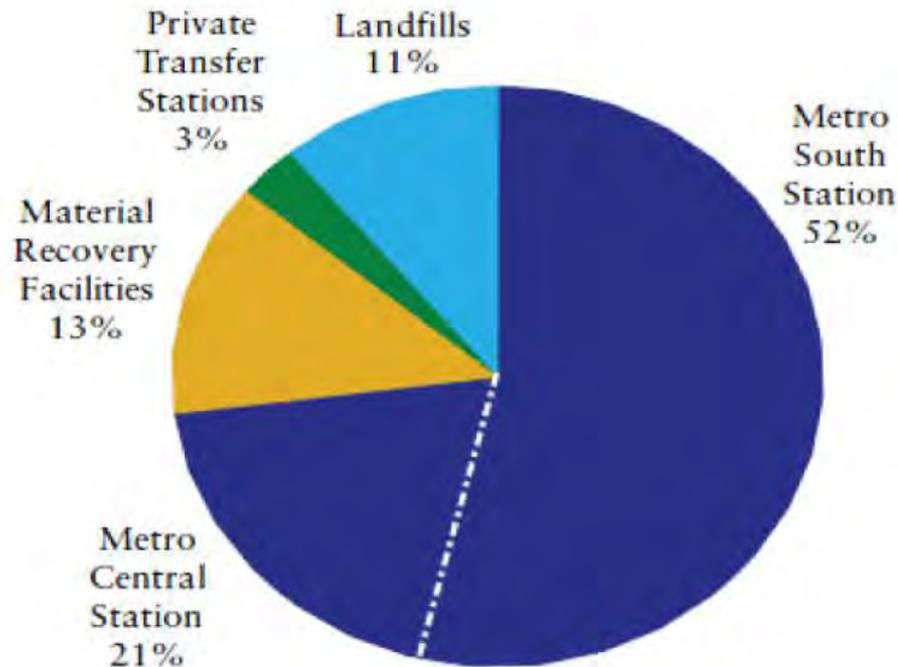
MSS TRIPS	Weekday	Weekend
Self Haul	321	447
Commercial	189	44
TOTAL	511	491

Breakdown of MSS Customers



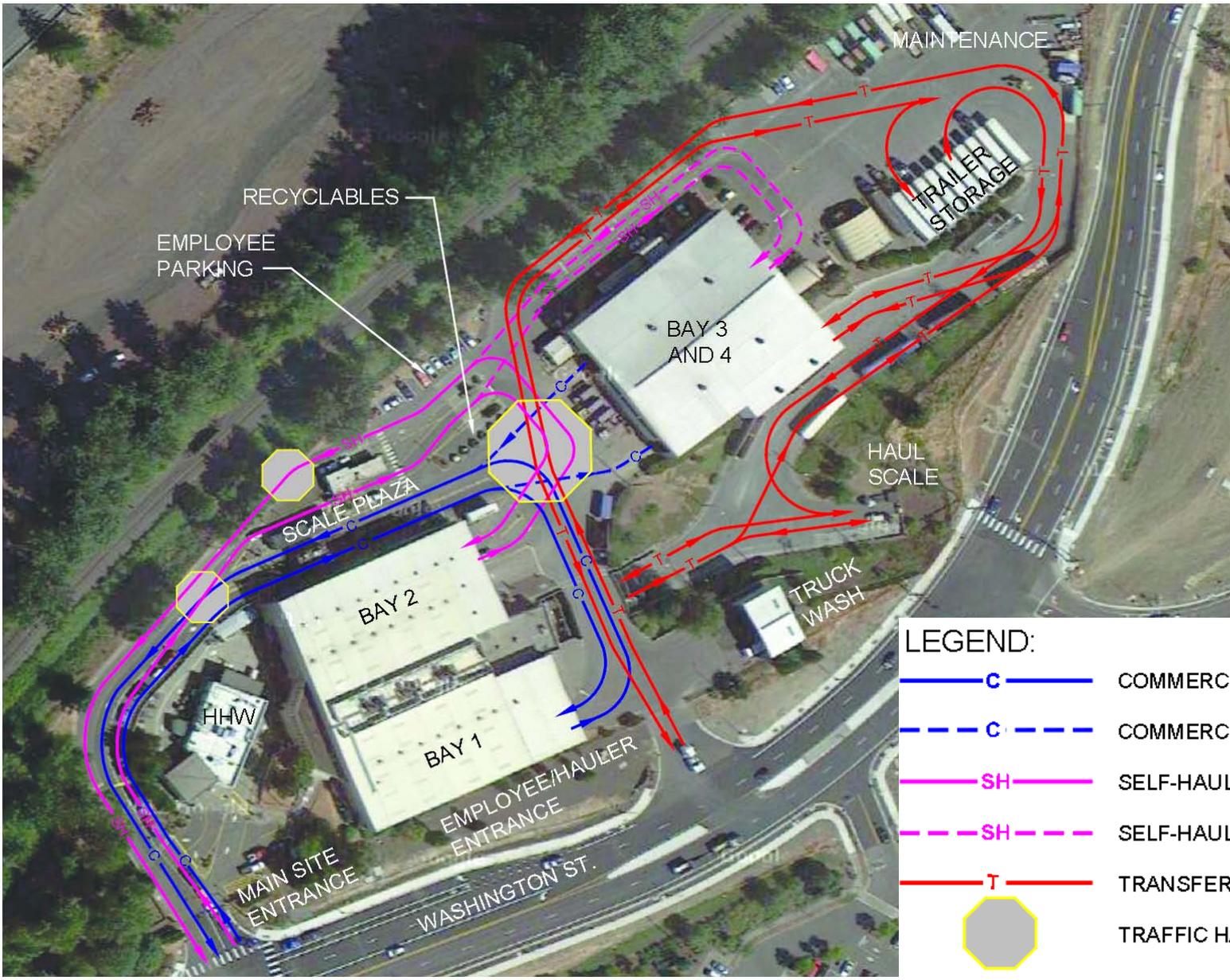
Project Background

2009 Regional Public Self-Haul Load Drop-off Location



Source: *Impact of Self-Haul Customers on the Regional Solid Waste System*; Metro, January 2009.

Site Traffic



LEGEND:

	COMMERCIAL WET TRAFFIC
	COMMERCIAL DRY TRAFFIC
	SELF-HAUL MSW TRAFFIC
	SELF-HAUL ORGANICS/C&D TRAFFIC
	TRANSFER TRAILER TRAFFIC
	TRAFFIC HAZARD AREA

MSS Historical and Projected Demand

Year	2012	2014	2015	2016	2017	2018	2019
Wet Waste	128,671	123,505	126,155	128,244	131,781	134,256	133,875
Loose DB	19,745	27,530	29,235	30,585	31,446	31,744	31,520
Self Haul Customers	56,212	64,274	68,283	71,405	73,381	74,091	73,613
Residential Organics	32,923	34,298	37,888	39,756	44,265	49,238	50,688
Commercial Organics		7,520	9,397	10,407	10,872	11,352	12,688
Total	204,628	249,492	259,100	264,702	273,787	281,269	281,778

Customer Needs Assessment

Stakeholder Outreach

Stakeholders	Outreach Method				
	Phone interviews	Individual meetings	Group meetings	On-site surveys	Email surveys
Commercial haulers	X	X	X		X
Self-haul customers	X			X	X
Local governments	X	X	X		X
Internal Metro staff		X	X		
Operations staff (Allied and Metro)			X		X
Other (Miscellaneous)	X		X		X

Types of Questions

- Tell us who you are/why you are here
- How often do you visit?
- What type of materials do you typically bring?
- What works well?
- What can be improved?
- What additional services could be provided?
- Why Metro South instead of other facilities?
- How satisfied?

Self-Haul Survey Findings: Residential

- 10 miles distance traveled on average
- 87% have garbage/recycling service
- Why they came? Too big for the can (46%), remodeling (21%) and cleaning out the home (19%)
- Most common items: Household garbage (43%), construction demo (29%) and recyclables (23%)
- 21% visited HHW
- 83% did not look at other options (75% awareness)
- 79% visit 2-3 times/year or less
- 88% very satisfied with their visit

Self-Haul Survey Findings: Business

- 10 miles distance traveled on average
- 61% have garbage/recycling service
- Why they came? Remodeling (39%), too big for the can (27%), and other options inconvenient (23%) or too expensive (21%)
- Most common item: Construction demo (76%)
- 9% visited HHW
- 85% visit 1-2 times/month or more
- 85% very satisfied with their visit

**306 surveys: 240 residential, 66 commercial*

What We Learned

What is valued:

- Customers love this place!
- One-stop shop appeal
- Convenient location
- Great customer service
- Good value for the cost

What We Learned Cont.

What to improve:

- Add more services - sort line, self sorting, flexibility
- Separate commercial and self-haul traffic for safety and efficiency
- Hours of operation and how areas are used should be more consistent
- Options for customers to recover certain items

Metro South Identified Needs

By Waste Type:

- Commercial Waste
- Self-Haul Waste
- Residential Organics
- Household Hazardous Waste
- Commercial Organics
- Yard Debris & Wood
- Wood Waste & Recyclables
- Source Separated Recyclables

By Operations:

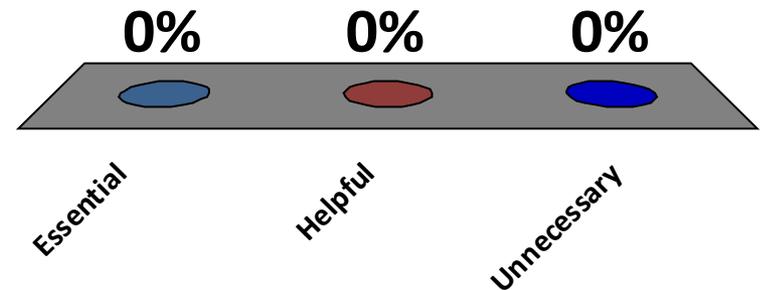
- Customer Safety
- Space for Sorting
- Minimize Queue Times
- Customer Education
- Wayfinding

In 2020, it is (Fill in the blank) for Metro South to **receive self-haul waste** to protect people's health.

- *To get good value for public money.*
- *To keep the commitment to the highest and best use of materials*
- *To be adaptive and responsive in managing materials.*
- *To ensure services are accessible to all types of customers*
- *Protect the environment*

*[*Solid Waste Roadmap values]*

1. Essential
2. Helpful
3. Unnecessary



RANK	PRIORITIZED LIST OF FACILITY NEEDS
1	Household Hazardous Waste
2	Commercial Organics
3	Residential Organics and Yard Debris
4	Self-haul Waste
5	Space for Sorting Recyclables & Wood Waste
6	Commercial Waste Deliveries
7	Provide Customer Education
8	Minimize Queue Times and Provide Wayfinding
9	Source Separated Recyclables

Facility Options

Facility Approaches

- **Operational Modifications Only**
 - No changes to facility infrastructure
- **Facility Retrofit**
 - Onsite modifications only
- **Facility Retrofit with Offsite Improvements**
 - Options include transferring some operations offsite

OPTION 1 – Add Organics Storage



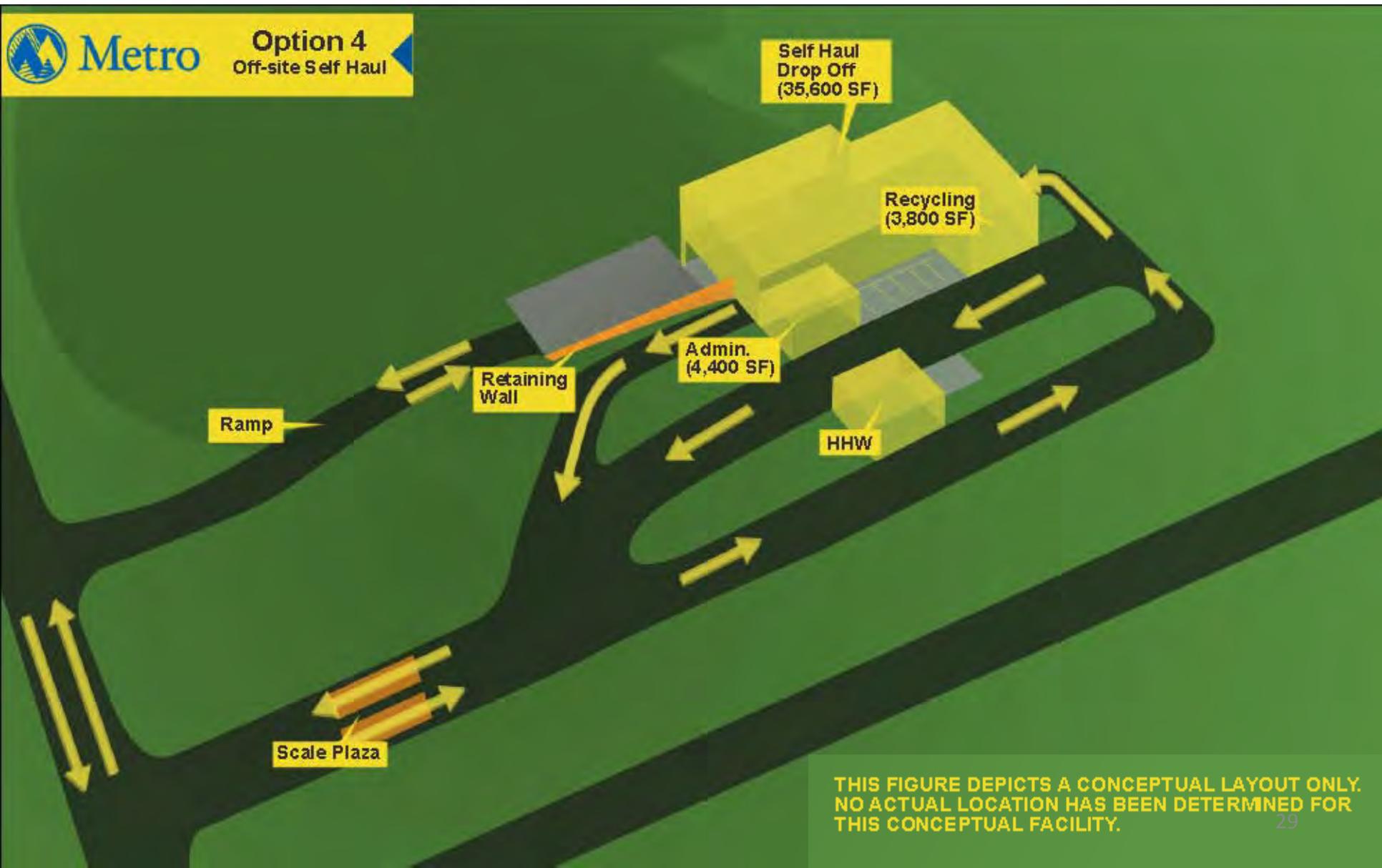
OPTION 2 – Add Processing Line



OPTION 3 – Full Buildout



OPTION 4 – Offsite Self Haul



THIS FIGURE DEPICTS A CONCEPTUAL LAYOUT ONLY. NO ACTUAL LOCATION HAS BEEN DETERMINED FOR THIS CONCEPTUAL FACILITY.

SWAC Input

- How do you think future programs and policies impact Metro South?
- Will the options suggested for the facility help address these impacts?



