



# County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

## Collectors' Meeting via MS TEAMS November 9, 2023

### COUNTY STAFF PRESENT:

Matt Adams  
Kirsten Büchner  
Chris Cole  
Lainie Cooke  
Carlos Leiva  
Conrad Mehan  
Suzie Davidson  
Mario Gomez Avelar  
Xiomara Crespín  
Catie Torgersen

### COLLECTORS PRESENT:

Anon. Phone Callers (4)  
Donald Lee Haley (WB Waste)  
Phillip L. (Garby Disposal)  
Cornell  
AJ (KmG)  
Leslie Frasier (JLT Trucking)  
Vernice Colley (JLT Trucking)  
Tracy  
Mike Miller (American Disposal Services)  
Scott Gettier (Gettier Commercial)  
Jack Debell (Republic)  
Richard Maldonado (Republic)  
Dan Cielsa (Republic)  
JoAnn McCoy (Champion)

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Solid Waste Management Program

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## **NOTES:**

### **Introduction**

Kirsten Büchner welcomed everyone and acknowledged attendance of Solid Waste Management Program (SWMP) senior leadership Matt Adams. Recent SWMP staff additions and promotions were also mentioned, namely:

- Catie Torgersen- Sustainability Analyst with Outreach and Education Team
- Catalina Cueto Araya- Management Analyst supporting Permits and Sanitary Districts

### **Safety Updates and Reminders**

Chris Cole provided some updates and reminders as follows:

- Remind drivers to mind the posted speed limits at the I-95 and I-66 facilities. Digital signage will be installed that will monitor speed limits.
- There have been incidents over the past 90 days where drivers have dumped leachate into the storm drains. As outlined in the collectors' permits and in the County code, dumping into the stormwater system is not allowed.
- Drivers are not permitted to get out of their vehicles on the scales. There are waiting areas available if needed.

### **Permitting and Sanitary District Petition News**

Lainie Cooke provided the following update on new Sanitary District activity:

- On January 1, 2024, there will be 12 new Sanitary District areas totaling almost 500 new customers (see attached map).

Conrad Mehan reviewed the next steps:

- In a few weeks, the County will send letters to the residents advising them that the County will begin service effective the first week of January.
- Mid-December, residents will receive a second letter with the customer service information, including a statement of service and first day of pickup.
- County carts will be delivered by the end of December.

Conrad sought feedback on Certificate to Operate (CTO) bonds:

- Disposal rates change every July with the new County fiscal year.
- The rate change may impact the CTO bond amount.
- More than half of CTOs are renewed prior to July 1.
- Do collectors prefer:

- Adjusting your bond amount once per year to cover both the current disposal rate and any anticipated change in the rate, OR
- Adjusting your bond amount at your CTO permit renewal to reflect current disposal rates then adjusting it again, as needed should disposal rates change on July 1?
- Contact Conrad to provide feedback (conrad.mehan@fairfaxcounty.gov)

Feedback provided during the meeting included the following:

- Leslie Frasier, JLT Trucking

Comment: JLT Trucking prefers adjusting the bond amount once per year to cover both the current disposal rate and any anticipated change in the rate.

Lainie provided an update on the backlog of Sanitary District petition requests that were received during the pandemic:

- The County is currently reviewing petitions that were submitted through November 2022 with a total of about 1,500 households.
- Based on prior experience, the County estimates about 50 of the inquiries will submit a petition package for review and only about 12 will move forward to a Board of Supervisors for a vote.
- The County plans to contract out any new Sanitary District growth.

### **Four Touch Points Survey Results**

Matt Adams shared the 4TP Survey data, reviewed key findings, and sought input on next steps (see attached slides):

- For Fairfax Recycles Day, the County did an informal online survey open to the public about the Four Touch Points (4TP).
- 568 people responded to the survey.
- 32% of respondents said they received recycling information from their trash collection company in 2023, 51% said no, and 17% said they did not know if they received information.
- This response was further broken down by collector.
- The survey demonstrated that although collectors may have sent information out to the community, it is unclear if the residents are receiving and digesting the content.
- Residents largely prefer general recycling information and would like to receive more content on glass recycling and composting. They favor material in the form of a newsletter, flyer, or postcard.
- SWMP is looking for feedback on this partnership. How can SWMP help you get information out to the community? What barriers do collectors experience in implementing the 4TP?
- Please send input to Kirsten Büchner at [Kirsten.Buchner@FairfaxCounty.gov](mailto:Kirsten.Buchner@FairfaxCounty.gov)

Comments from the collectors are summarized below:

- Phillip L., Garby Disposal

Question: Is the County open to social media as content to meet 4TP? Garby posts a lot of social media content on composting and recycling topics.

Answer: Meeting the 4TP through social media content is a possibility that SWMP can explore. Note that the survey results indicated that residents seem to like newsletters.

Question: Has the County considered sending a letter to everyone to guarantee that residents receive information?

Answer: A letter is something SWMP can consider, but it is a considerable undertaking given the number of residents. Also, SWMP does not want to communicate recycling practices that may not be consistent with the service provided by a collector.

- Unknown Caller

Suggestion: Provide some type of information on what number of plastics can and cannot be recycled in the County.

Answer: Plastics in the waste stream is a tough ongoing issue. SWMP will discuss ways to get accurate information out to the community.

### **Open Mic:**

Kirsten then opened the meeting to an “open mic” format, inviting collectors to tell SWMP about any compliments, complaints, questions, or concerns. Comments from collectors are summarized below.

- Richard Maldonado, Republic Services

Comment: It is leaf season and Republic is trying to stick to the 10-bag maximum for customers so the drivers can complete their routes. They will pick up 10 bags on service day and then come back and pick up another 10 bags the following week, etc. Republic appreciates the community working with them and they continue to communicate this policy to the customers.

Response: The County supports the 10-bag maximum and continues to emphasize the policy in response to resident inquiries.

- Chris Cole, Fairfax County

Comment: The County has a safety hotline with a virtual assistant that drivers can call 24-hours a day, seven days a week. If you see something, say something and a member of the safety team will respond to your call. (703) 324 - 4445 SWMP Health and Safety

**Adjourn**

Attendees were invited to email any SWMP employee present w/any questions or concerns.

**Next Meeting Date:**

February 15, 2024 @ 5:00 pm. Will be held using MS-Teams (i.e., virtual meeting)