

REQUEST FOR BOARD ACTION

**HENDERSON COUNTY
BOARD OF COMMISSIONERS**

MEETING DATE: May 16, 2018

SUBJECT: Revision to Hours of Operation for Solid Waste

PRESENTER: Marcus Jones

ATTACHMENTS: No

SUMMARY OF REQUEST:

Staff is proposing a change in the transfer station and convenience center hours of operation to 7:00 am to 4:00 pm Monday through Saturday. This revision is an hour earlier in the morning for both facilities. The closing is the same for non-hauler (manually unloading) customers at the transfer station and ½ hour earlier for haulers at the transfer station and ½ hour earlier for convenience center customers.

This proposed change is in response to the following:

1. Republic and Waste Pro have requested the change to allow their trucks to start operations earlier in the day.
2. The two transfer stations in Buncombe County open early and our transfer station is at a complete disadvantage with our current hours. Buncombe County transfer station recently revised their hours to an early opening, see below for hours of operation.
3. The proposed earlier hours will allow us to capture tonnage currently going to Buncombe stations. From conversations with haulers, this additional tonnage could generate up to \$500,000 more revenue annually.

Staff has called all the permitted haulers, and they have given 100% support for the new hours. These hours would apply to the convenience center as well, giving customers an additional hour outside of traditional working hours from 8:00 am to 7:00 am.

The cost for the revised hours will be minimal with possibly a small increase in part-time staffing. The additional hours will be covered by staggering the current staff's hours and operating for the first hour of the day with minimum required staff.

Current Schedule

- Transfer Station: Monday – Saturday from 8:00 am to 4:00 pm (4:30 for hydraulic dump customers [aka haulers])
- Convenience Center: Monday – Saturday from 8:00 am to 4:30 pm

Proposed New Schedule

- Transfer Station: Monday – Saturday from 7:00 am to 4:00 pm
- Convenience Center: Monday – Saturday from 7:00 am to 4:00 pm

Implementation

- Phone calls to all permitted haulers, March and April 2018 (completed with 100% positive response)
- Announcement Letters to all haulers, May 17-18, 2018
- Signage and handouts at Scales House, May 17 – July 31 2018
- Signage and handouts at Convenience Center, May 17 – July 31 2018
- Announcement on website, May 17 – July 31 2018
- Press Release, May 17, 2018 and June 15, 2018
- Effective July 1, 2018

Hours of Operations for Two Buncombe County Stations

- Waste Management Transfer Station:
 - Monday – Friday from 6:00 am to 4 pm
 - Saturday from 6:00 am to 9:00 am
- Buncombe County Transfer Station:
 - Monday – Friday from 5:00 am to 4:30 pm
 - Saturday from 8:00 am to 12:30 pm

BOARD ACTION REQUESTED:

Approve the revision to the hours of operation for Solid Waste as proposed by staff.

Suggested Motion:

I move the Board approve the revision to the hours of operation for Solid Waste as proposed by staff.