





COVID-19 Impact on Solid Resources Operations



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Eric Garcetti, Mayor
City of Los Angeles

Solid Waste Management – City of Los Angeles



750,000 – Single Family homes & small multifamily complexes as well as city facilities

7 Franchise Haulers aka

recyclA

67,000 Accounts –Medium & large multifamily complexes, condo buildings and commercial businesses

Municipal Solid Waste Management – City of Los Angeles (Curbside Collection)



Green Bin
Organic Material
1700 tons/day

Black Bin
Refuse
3600 tons/day

Blue Bin
Recyclables
1000 tons/day

Solid Resources Services

- [Essential Public Service](#)
- [Weekly Collections of Solid Waste](#)
- [Unlimited Bulky Items Collections](#)
- [Mobile Used Oil & HHW Collection Events](#)
- [SAFE Centers for HHW collections](#)
- [Tire & Mattress Recycling Program](#)
- [Container Repairs & Delivery](#)
- [E waste Collections](#)
- [Dead Animal Collections](#)
- [24/7 Customer Care Center](#)



Key Goals and Objectives

1. Ensure a safe workplace environment and reduce COVID-19 related risks to all employees.
2. Expand services as needed in response to increased demands due to COVID-19.
3. Minimize COVID-19 related impacts on existing level of solid waste operations.

General Issues of Concern & Preparation

- ▶ Our Solids Resources staff are on the front line protecting the public health and safety of our City. Drivers, maintenance laborers , support staff such as clerks, management assistants and mechanics.
- ▶ Municipal solid waste workers are traditionally at higher risk to injuries due to physical, chemical, and biological hazards exposure.
- ▶ Training is typically provided to staff regarding safe work procedures and PPE to handle sharps, syringes, and other such as radioactive material etc.

Issues Encountered Due to COVID-19 Internal & External Questions

- ▶ What is Coronavirus? How is it Transmitted?
- ▶ How do we keep our employees safe, so they do not impact themselves or their families?
- ▶ Do we have adequate PPE for staff?
- ▶ Address public questions & staff concerns on Coronavirus?
 - I have a family member with coronavirus how do I handle the waste?
 - How do I clean my trash, and recycling containers?
 - How do I sanitize my work space?
- ▶ What solid resources operations do we continue and which one are to be curtailed or suspended?

PPE Training and Refresher Training

- ▶ Training is provided to each employee who is required to use PPE. Each employee is trained to know at least the following:
 - ▶ (A) When PPE is necessary;
 - ▶ (B) What PPE is necessary;
 - ▶ (C) How to properly don, doff, adjust, and wear PPE;
 - ▶ (D) The limitations of the PPE; and,
 - ▶ (E) The proper care, maintenance, useful life and disposal of the PPE.

Education Material Developed & Provided

- ▶ Communicate to staff Mayor's instructions, communication, and LASAN updates
- ▶ COVID-19 safety guidance
- ▶ Sanitizers
- ▶ PPE
- ▶ Continuous communications with staff to address concerns and provide guidance to the public questions.
- ▶ Education flyers & posters
- ▶ Appreciation video to LASAN staff

Operational Services - Decision Making

- 75% of trucks with automated side-loader thereby limiting exposure to hazards outside the truck. **No change**
- ▶ Bulky Items , electronic waste collected manually, with one driver. **Reinforcement on using PPE.**
- ▶ LNG truck Fuelers. **Modified operation**
- ▶ Safety of Mechanics. **Implemented safety measures**
- ▶ Container distribution and repairs. **No change**
- ▶ SAFE centers and mobile used oil and Hazardous waste collection events . **Suspended events & modified operations**
- ▶ Recycling Programs (Mulching & MRFs). **Services impacted or modified due to Social distancing .**
- ▶ Compost Workshops. **Suspended Training**
- ▶ 24/7 Customer Care Center . **Shift to telecommuting.**



Challenges Faced- Lack of Readily Available Hand Sanitizers & Disinfectant Spray

- ▶ Sanitizers were mixed in Sanitation Labs utilizing FDA guidelines 80% Ethyl or 75% Isopropyl alcohol as main active ingredients mixed with Glycerol & Hydrogen Peroxide.
- ▶ Over 2400 bottles of 4 oz. & 8 oz. Hand Sanitizers were made in-house & distributed to staff.



Challenges Faced- Lack of Disinfectant Spray for Truck Cleaning

- ▶ Disinfectant Spray were produced to alleviate drivers and other staff concerns to clean-up surfaces
 - Ethanol & Hydrogen Peroxide
 - Over 18 gallons of disinfectants in a refill jugs provided to operations staff.



Ensure Appropriate PPE Available for Staff

- ▶ Masks – Face masks including N-95 NIOSH approved Particulate Respirator for employees manually handling waste
- ▶ Disposable 4-Mil Nitrile gloves under work gloves.
- ▶ Tyvek disposable Coveralls when manually handling waste
- ▶ Face shield or other eye protection when cleaning out trucks or manually handling waste.
- ▶ Work boots should be sanitized daily or wear booties.
- ▶ Supply Sanitizer consisting of 70 to 95 percent alcohol.

Operation Changes to Protect Staff

- ▶ Communication– Tail gate meeting and information exchange between workers and supervisors is done in outside yard instead of conference room or lunch room.
- ▶ When supervisors determine that the employee meets the COVID–19 criteria (Fever, Cough, body aches, shortness of breath) or employee call in sick – decontamination of equipment following CDC guidelines and if needed, the common spaces are carried out (vehicle, locker room, bathroom, ice machines)
- ▶ Paperless tickets at disposal & recycling centers

Truck Quarantine / Decontamination



- Place pink sheet with “ QUARANTINE Do Not Operate “ on each of the doors and the front windshield . The sheet must be covering the door handles.

Truck Quarantine / Isolate to Decontamination

- Tie the “Do Not Operate” tag onto the battery switch.
- Take photos of each posting and attach to an email which will be sent to Supervisors/ Mechanics



Development of Decontamination Procedure and Protocol

- ▶ Environmental Compliance Inspectors are notified to decontaminate vehicles and office space .Info provided for the quarantine(exposure, symptoms, test results) and the last date the truck was used .
- ▶ When decontamination is complete Inspectors leave a note on the door with the date the truck/ equipment was sanitized and a release date. Info is shared with Mechanics.



Other Safety Info. Provided by Sanitation

- ▶ For medical waste with potential or known COVID-19 contamination, manage with the same precautions already used to protect workers from the hazards they encounter during their routine job tasks in solid waste management.
- ▶ Use typical safe work practices, and PPE, such as puncture-resistant gloves and face and eye protection, to prevent worker injuries .

Policies and Procedures

- ▶ Clear and concise requirements and procedures for PPE
- ▶ Sanitary means for disposing of used PPE
- ▶ Frequent updates for employees from management
- ▶ Work collaboratively with labor to encourage compliance
- ▶ Social distancing
- ▶ Hand washing and sanitizing procedures
- ▶ Reporting illness of self or contact with someone suspected of having Covid-19 symptoms before reporting to work
- ▶ Essential employees provided access for Covid-19
- ▶ Inform employees of possible exposure to Covid-19 and quarantine based on CDC guidelines
- ▶ Procedures for sanitizing and disinfecting equipment and office areas with possible exposure to COVID-19

Solid Waste Collected Tonnage During COVID-19

Changes In Residential Tonnages Due To COVID -19

4 week comparison	3-3-19 to 3-30-19	3-1-20 to 3-28-20	Percent Change (March 2019 vs March 2020)	3-31-19 to 4-27-19	3-29-20 to 4-25- 20	Percent Change (April 2019 vs April 2020)
Material Type	19-Mar	20-Mar		19-Apr	20-Apr	
Solid Waste (Tons)	60,487	61,775	2.13%	61,030	68,789	12.71%
Recycling (Tons)	17,720	19,236	8.56%	17,552	21,640	23.29%
Organics (Tons)	35,820	33,664	-6.02%	42,424	44,367	4.58%
Total (Tons)	114,027	114,675	0.57%	121,006	134,795	11.40%

Changes In Commercial Tonnages Due To COVID -19

Material Type	Mar-19	Mar-20	Percent Change (March 2019 vs March 2020)	Apr-19	Apr-20	Percent Change (April 2019 vs April 2020)
Solid Waste (Tons)	124,252	114,796	-7.61%	126,591	94,114	-25.66%
Recycling (Tons)	14,479	16,424	13.43%	14,586	13,626	-6.58%
Organics (Tons)	1,454	2,487	71.05%	1,437	1,528	6.33%
Total (Tons)	140,185	133,707	-4.62%	142,614	109,268	-23.38%

COVID-19 Lessons Learned To Date

- ▶ As medical information changes, keep updating information & procedures to protect the front line staff.
- ▶ Engage staff for solutions
- ▶ Short Term –
 - Cautionary Behavior of expanded use of Sanitizers & PPE
 - Employee Attendance at all time high
- ▶ Long Term – Major Future structure changes
 - Telecommuting is possible & advantageous for certain classifications ex CCC
 - Installations of Plexiglass to protect employees
 - Robots and AI to play more important role in the future especially in MRFs.
 - Watch for front line staff burnout & provide employee assistance
 - Family Impact on staff– Schools, daycare, parents, etc

Keeping Our Workplace Safe Flyers



PROTECT YOUR HEALTH AND THE ENVIRONMENT

Please dispose of gloves, masks and other personal protective equipment in the proper place.



Fabric masks may be washed and reused.



Single use gloves and masks should be placed IN THE TRASH.



Keep Our Workplace Safe!

Practice good hygiene



Wear a **mask** at all times. Use disposable gloves and hand sanitizer as needed.



Avoid hand shakes and use **non-contact greeting methods** like a nod or wave.



Wash hands often for at least 20 seconds with soap and water.



Disinfect surfaces like doorknobs, desks, and tech devices regularly.



Maintain physical distancing of at least 6 feet from others.

Limit meetings and non-essential travel

Utilize **video conferencing** or **phone calls** instead of face-to-face meetings.

When video calls are not possible, **keep meetings small** and maintain a physical distance of 6 feet.

Suspend all non-essential travel and trips.



Stay home if...

- You are **feeling sick**
- You have a **sick family member** at home
- You have a **fever**



Avoid crowds

Elevators should have 3 or less passengers. **Maintain physical distancing** in lobbies, hallways, and breakrooms. Do not congregate.

SOURCE: CDC.GOV | MAY 2020

Citywide Updates: coronavirus.lacity.org





Thank You

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US Conference of Mayors

WORKPLACE SAFETY DURING COVID-19

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Navigating COVID-19

- Safety – A Core Value at Waste Management
- Building Resiliency



Serve



Solve



Support



Safety – A Core Value at Waste Management

- WM Safety Protocols - “Already In-Practice”
 - Training & Compliance of PPE, Personal Hygiene, etc.
- Leadership Messaging “Consistent, Confident & Calming”
 - Timely, Purposeful w/ specific take-a-ways
- COVID-19 Taskforce - “What, Who, How, When, Where”
 - Stakeholders led by departments; Sub-teams with deliverables
 - Streamlined Employee and External Communications “One Source of Truth;” Town Halls, Emails, Employee Hotline
 - Regular FAQs and protocols for Employees
 - Continuously Informing our Customers and Communities
- Workforce Evolution Taskforce “Flexible and Agile”
 - Work from Home, Work from Office, or “Hybrid”
 - Enhanced Safety Protocols



Building Resiliency through Leadership, Communication, and Agility

Leadership's "Consistent, Confident & Calming" Messaging & Expectations

Timely & Streamlined Employee and External Communications
"One Source of Truth"

Enhance Awareness & Compliance of Employee Protocols (PPE, Face Coverings, Social Distancing, Sanitizers, Personal Hygiene)

Continuous Evaluations of Roles / Workplaces / Facilities / Vendors / Customers

- Local Authorities Guidance
- Screenings
- Face Coverings
- Social Distancing

Incorporate COVID-19 "Workforce Evolution" Taskforce recommendations & protocols

Monitor State & Local Government guidance, CDC and network with Government & Business leaders for Best Practices sharing



A photograph of a white Waste Management truck with a green body, parked on a residential street. The driver, a man in a green cap and safety vest, is smiling and waving from the window. Two young boys in the foreground are waving their hands towards the truck. The truck has the 'WM WASTE MANAGEMENT' logo on its side. The background shows a suburban house with a green garage door and a lawn.

THANK YOU



Encampment Safety Considerations During a Pandemic



Richard McHale
ARR Assistant Director

Team Response

- Situational Awareness
- Encampment Site Condition
- PPE



Safety of Staff

- Temporal Screening
- Supplies
- Modifications to Operations
- Mental Health First Aid



Safety at Encampments

- Establish Work Zone
- Cleaning Up Around Encampments
- Sanitation Facilities
- Assistance from Law Enforcement

