

## CSWD COVID–19 Facilities Reopening Plan

6/22/20

CSWD owns and operates seven Drop-off Centers (DOCs), a compost facility, and a year-round hazardous waste collection facility (the Environmental Depot). On March 24, 2020, CSWD closed all facilities that involved public interactions out of concern for the safety of our staff and customers due to the COVID-19 pandemic. Safety has been the driver for our cautious and deliberate reopening plan.

### **Drop-Off Centers (DOCs)**

Each of our facilities poses unique operational challenges dictated by the location's size, configuration, distance from the main road, traffic flow, materials accepted, and the number of customers typically served. We've reconfigured all sites and limited what we accept to maximize distancing and throughput.

Three site features determine which DOCs we are reopening:

1. The facility footprint must be large enough to provide physical distancing for staff and customers.
2. The site layout must support safe and efficient traffic flow/throughput.
3. The site must be able to handle anticipated traffic without lines backing up onto a main road.

We've prioritized reopening facilities that serve the most members in our community and after that, those in areas with unmet need.

Following these criteria, Drop-Off Centers are reopening as follows:

(All facility hours of operation are 8:00 to 3:30. Date of reopening is in parentheses.)

1. Williston DOC (Thursday, March 26). Open Monday, Tuesday, Wednesday, Thursday, Friday and Saturday
2. Essex DOC (Saturday, May 16). Open Tuesday, Thursday, and Saturday
3. Milton DOC (Friday, June 5). Open Friday and Saturday
4. South Burlington DOC (Saturday, June 27). Open Friday, Saturday and Monday
5. Hinesburg DOC (mid-July). Open Saturdays
6. Richmond DOC opening TBD
7. Burlington DOC opening TBD

### **Temporary Fees and Materials Accepted**

To help move customers through our DOCs as fast as possible and minimize contact between customers and staff we implemented a temporary flat-fee pricing system and fast-tracked our pursuit of touchless payment options. We also reduced the materials accepted to those we are required to accept under our permit as well as those that households generate on a regular basis, hazardous materials, and materials with no alternative outlets.

We anticipate these temporary measures to be in place at least through the first quarter of FY21, knowing that a resurgence of the Coronavirus could trigger site closures at any time.

### **Temporary Modified Hours**

COVID-19 precautions require us to supply more staff at DOCs to meter and guide customers through facilities safely and quickly in addition to conducting normal operating tasks. As more DOCs open, we have fewer staff available. We have reduced hours at some locations to help with the staffing shortage.

### **Site Improvements**

We are thoroughly cleaning and overhauling all Drop-Off Centers with new signs, paint, and site reconfiguring to provide clear information and a clean and safe experience for our staff and customers.

### **Environmental Depot (Household Hazardous Waste Facility)**

CSWD was able to reopen the Environmental Depot to the pre-COVID level of service very quickly by implementing an online appointment system to provide separation of participants and added safety for staff receiving and processing hazardous waste. We are continuing to evaluate and adjust the system to optimize convenience and service while preserving safe operations.

### **Green Mountain Compost (GMC)**

Before the COVID-19 shut-down, GMC had already transitioned away from retail product sales to focus solely on compost products processing and sales to wholesale customers only. GMC reopened to the public very quickly to provide a convenient, no-fee drop-off site for leaves and yard trimmings as well as individual household quantities of food scraps. GMC has continued to accept large commercial loads of food scraps for the same pre-COVID fee.



