



LANDFILL ODOR RESPONSE PROCESS



Summary

Directing odor complaints to landfills, instead of serving as intermediary

Using a Kaizen approach, the Solid Waste Management and ARD Compliance bureaus developed a plan to retrain the public and the landfill operators to manage odor complaints.

Accomplishments

- Create new web page
- Standardizing data collection
- Develop standard work for odor complaint response

Team

- Todd Moore, SWMB
- Paul Gildersleeve, SWMP
- Jaime Colby, SWMB.
- Linda Magoon, Wetlands
- Tom Guertin, ARD
- Felice Janelle, Facilitator
- Pam Hoyt-Dennison, Sponsor

Contact

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The Service

The nature of landfills is that strong odors are often present. Residential developments are often in close proximity to landfills. Complaints by the public concerning these odors are submitted through Air Resources and Solid Waste Management bureaus.

The Problem

The landfill odor complaint process is a vague and cumbersome process. It is not clear which division should receive and respond to the complaints. Documentation is inconsistent and incomplete: WMD maintains a spreadsheet - ARD uses a Database. The chain of responsibility is unclear. Response to the source is inconsistent and often results in duplication of effort.

The Goal

ARD and SWMB are serving as intermediaries between the public and the landfill. The preferred scenario is that all odors complaints relative to landfills are directed to the landfills themselves, and that they records and address the complaints, and report back to NHDES on a regular basis regarding the complaints received and responses thereto. It should be noted that there are four major landfills in the state from which most of the complaints originate.

The Lean Process

The bureau administrator empowered the team to make the changes necessary to accomplish the goal. Using a kaizen approach, the team met for 5 hours on three separate days

(within 3 weeks) to brainstorm and formulate a plan and assign follow up actions via an implementation plan. Process mapping was also used.

The Results

Understanding that it would take some time and retraining to get the public to start contacting the landfill directly, the team decided on the following actions:

- Create and webpage regarding landfill odor complaints
- Train switchboard on where to direct calls
- Provide appropriate SWMB personnel access to ARD Stationary Source Database (SSD)
- Call landfills, and draft a follow up letter informing them of the new DES process
- Draft language for email directing complainants to landfill/website
- Create SOP for new process
- Request COGNOS report from ARD

Although it was agreed that NHDES would initially keep records of landfill odor complaint calls, it is hoped that such calls will become a thing of the past.

Team will meet again in three months to review progress and see if any other actions are required.

Background	Target Condition/Goal Statement
<p>Describe the problem and indicate how it affects business. The nature of landfill is that strong odors are often present. Residential developments are often in close proximity to landfills. Complaints by the public concerning these odors are submitted through several different bureaus.</p>	<p>Indicate what you are trying to achieve and by when. Predict the expected improvement, specifically and quantitatively.</p> <ul style="list-style-type: none"> • Develop specific, written process for handling landfill odor complaints. • Put the responsibility of addressing odors back on the landfills. • Advise the public and address complaints to the landfill and landfill management. • Advise ARD support staff regarding the new process, giving clear instructions how complaints should be forwarded. • Complete by July 3, 2016. Hold another focus to focus on how to get landfills to respond to the public community.
Current Condition/Problem Statement	Implementation Plan
<p>Indicate the magnitude of the problem on a qualitative scale. Use graphics if possible.</p> <p>The landfill odor complaint process is vague and cumbersome process. It is not clear which division should receive and respond to the complaints. Documentation is inconsistent and incomplete. WMD maintains a spreadsheet - ARD uses a Database. The chain of responsibility is unclear. Response to the source is inconsistent and often results in duplication of effort. There are currently no reports to clear regarding our response performance.</p>	<p>List of actions that will be taken and by whom and by when.</p> <ul style="list-style-type: none"> • Create webpage regarding landfill odor complaints linked to des.gov "Report a Complaint or Request Inspection" page • Post webpage on des.gov • Advise the public and address complaints to the landfill and landfill management. • Advise ARD support staff regarding the new process, giving clear instructions how complaints should be forwarded. • Complete by July 3, 2016. Hold another focus to focus on how to get landfills to respond to the public community.
Root Cause Analysis	Follow-Up
<p>Why are we experiencing this problem? Dig deep to find the root cause. Why is a process important?</p> <p>Why aren't all complaints go to same bureau?</p> <p>Why do complaints come through multiple bureaus, which include SWMB for odor control but ARD maintains records after odor complaints, in general. There is a chain of responsibility that is unclear. Response to the source is inconsistent and often results in duplication of effort. There are currently no reports to clear regarding our response performance.</p>	<p>How will the effectiveness of the improvement be measured and by whom?</p> <p>SWMB will request COGNOS reports quarterly to review how many complaints are logged. This number is expected to decrease as the public becomes accustomed to contacting the landfill directly. The team will meet in six months to review the process and make adjustments as needed. Another focus will be conducted regarding the landfill odor complaint response to the public.</p>