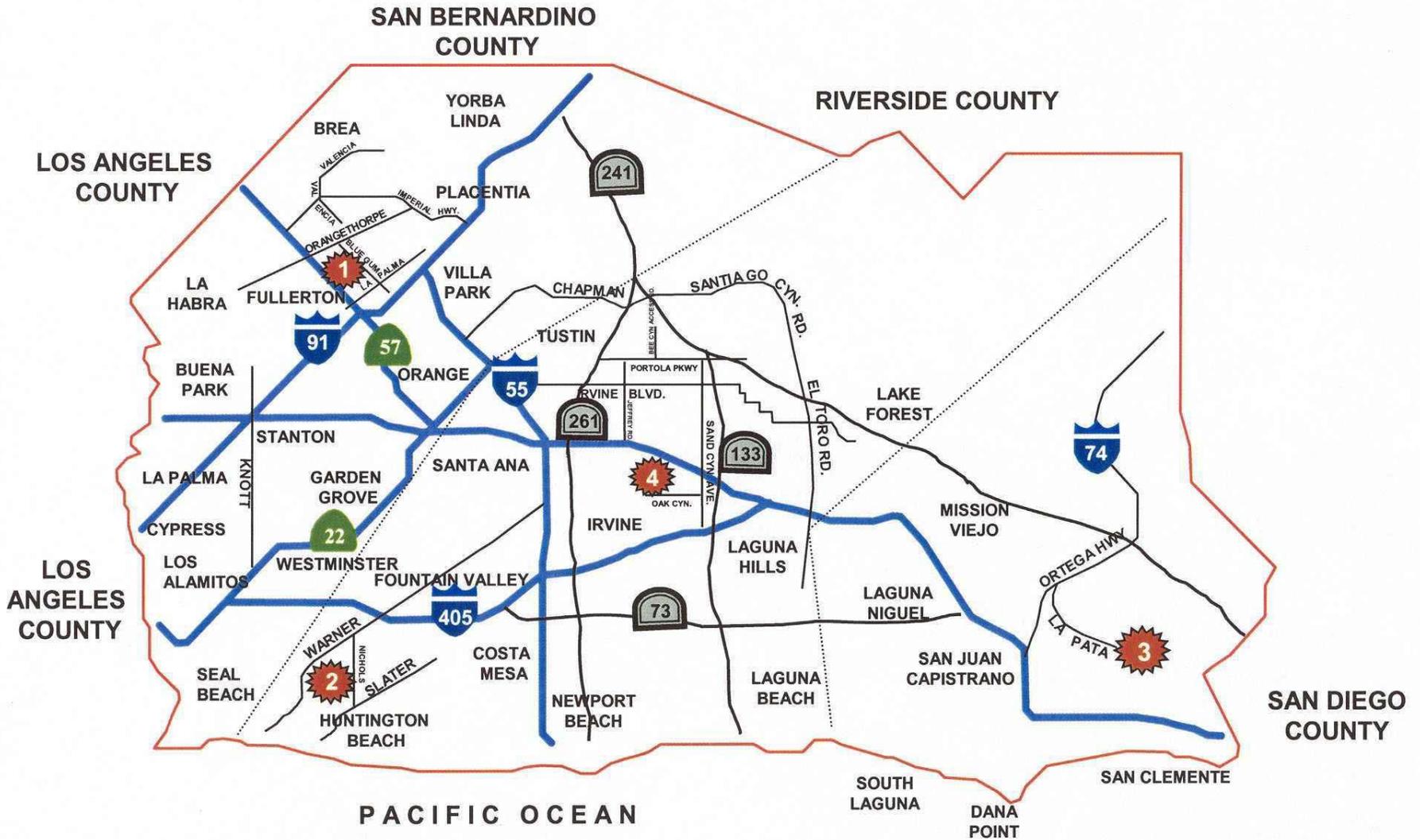


HHW Collection Program Performance Auditing: *Striving for Increased Efficiency, Waste Diversion, and Customer Service*

Tim Grogan - County of Orange, Integrated
Waste Management Dept. and

David Nightingale - Special Waste Associates

Orange County Household Hazardous Waste Collection Centers



Collection Centers: 1 Anaheim 2 Huntington Beach 3 San Juan Capistrano 4 Irvine

Impetus for Performance Audit

Management Issues and Concerns:

- Regulatory Compliance?
- HHW Diversion from landfills to Centers?
- More efficient operations?
- Creative and Innovative Techniques?
- Customer Service?
- Comparison with other HHW Programs?

Procuring Third-Party Consultant

- **Special Waste Associates was selected to perform Comprehensive Performance Audit**
 - Deanna Seaman, DHS Consulting, subcontractor
- **Scope of Work developed**
- **Identified 4 Goals:**
 - Improve Regulatory Compliance
 - Increase Operating Efficiency
 - More Cost-Effective Operations
 - Increase diversion of HHW from Solid Waste Landfills

Performance Audit in 3 Phases

- **Pre-audit
Records Review and Analysis**
- **On-Site Audit and Interviews**
- **Analysis, Draft, and Final Reports**

Pre-audit

Records Review and Analysis

- DTSC 303 Reports (2001-2002)
- Closure Plans
- Operations Plans, and Current Forms
- DTSC Permit By Rule
- Procedures including Materials Exchange Program QA Plan
- Collection Statistics and Shipping Records
- Vendor Contracts and Proposals
- All Local Land use and Fire Permits

On-Site Audit and Interviews

- **Audits and Interviews conducted at the four facilities over two days**
 - **Anaheim**
 - **Huntington Beach**
 - **Irvine**
 - **San Juan Capistrano**

Observed Operation and Facility

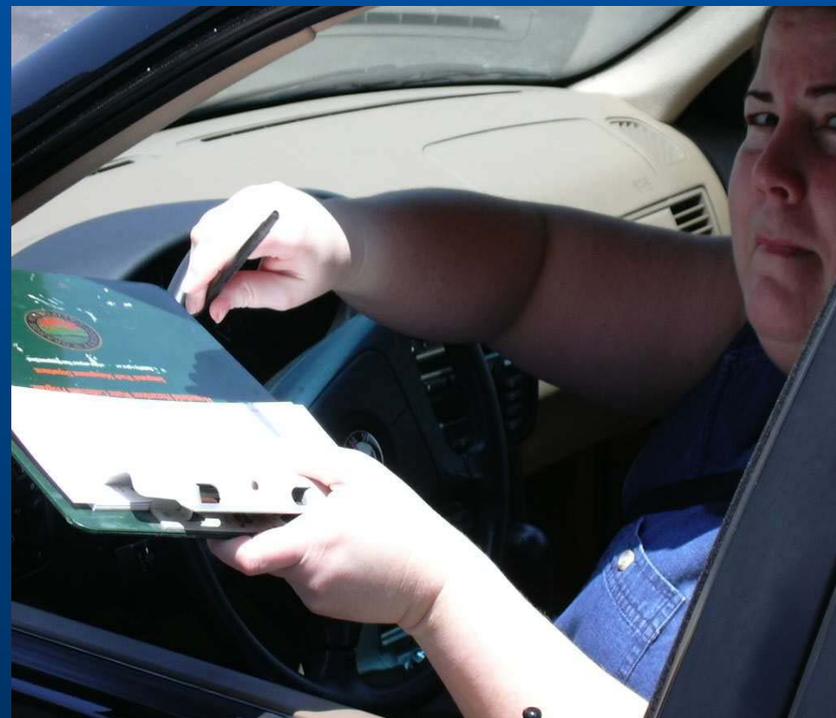
- Opening Procedure,
- Customer Service,
- Materials Process Workflow,
- Traffic Flow,
- Consistency with Operations Plan,
- Environmental Protection,
- Worker Hazards, and
- Facility Organization

Interviewed Staff



- Consistency with Operating Procedure
- On-site documents
- Material Exchange
- Standard Handling and Shipping methods
- Customer Interface

Traffic Flow and Customer Service



After the On-Site Audit

- Analyzed Observations
- Follow-up research
 - Waste Stream
 - Equipment Options
 - Customer Surveys
 - Waste Processing
- Wrote up Findings & Recommendations



Recommendation & Goals

- **Each Recommendation was directly tied to one or more of the Project Goals:**
 - **Increase Regulatory Compliance**
 - **Increase Operating Efficiency & Safety**
 - **Increase Cost Efficiency of Ops & Admin.**
 - **Increase Diversion of HHW from Solid Waste**

Final Report

- **Large scope led to large report**
 - About 90 Pages
 - 6-1/2 pages of Recommendations
 - 8 Tables of Data and Analysis
 - 6 Color Images
 - 3 Site Layout Diagrams

Special Waste Associates
www.specialwasteassoc.com

DHS Consulting

County of Orange

**Household Hazardous Waste Program
Performance Audit Report**



Final Technical Report
for the
Integrated Waste Management Department

December 2003

Implementation of Recommendations

- **First focusing on Regulatory Compliance**
- **Discussed modifications with Contractor to improve Operational efficiency**
- **Budgeted for facility improvements and new equipment**
- **Future plans for new Programs or Centers**
- **Consider some suggestions in future as Program changes**

Benefits of the Performance Audit

- **Independent evaluation of entire HHW Program**
- **Credibility and justification for more rapid program improvements**
- **Analyzed existing data**
- **Provided many options to consider**
- **Viewed Program two ways:**
 - Individual Snapshots**
 - Big Picture Concept**
- **Facilitated goal setting and goal achievement**
- **Re-Audit in future**

Thank You!!

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