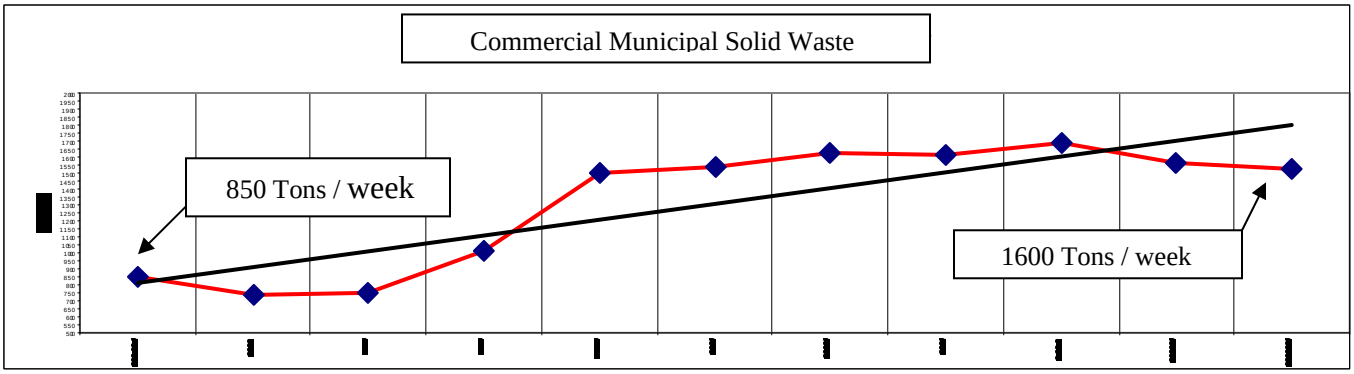
Town of North Hempstead
Solid Waste Management Authority
2011 Report

SWMA Operations and Accomplishments:

- Managed the operations of the Town's 210,000 ton per year transfer station
- Developed and managed the Authority's $22 million budget
- Administered 5 garbage district contracts
- Maintained the L4 and L5 landfill including the gas collection system, leachate collection system and pump and treatment facility
- Handled constituent calls and complaints regarding waste collection services
- Implemented and managed town wide recycling initiatives
- Staff and operate 4 town-wide STOP events
- Operate the Town's resident drop location every Sunday
- The Flow Control law has allowed the Authority to secure waste flow into the transfer station and allow the Authority to track waste streams and recycling percentages.
- The Authority has decreased its use of Natural Gas by implementing a landfill gas piping management strategy, decreasing consumption by 50-60%.

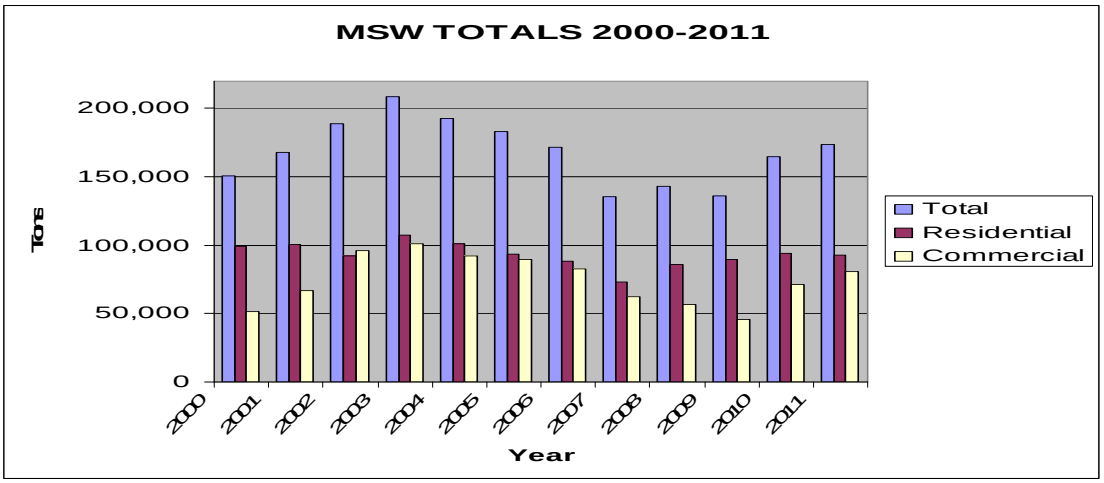
  - As you can see in the charts below, commercial municipal sold waste totals have increased yet again in 2011



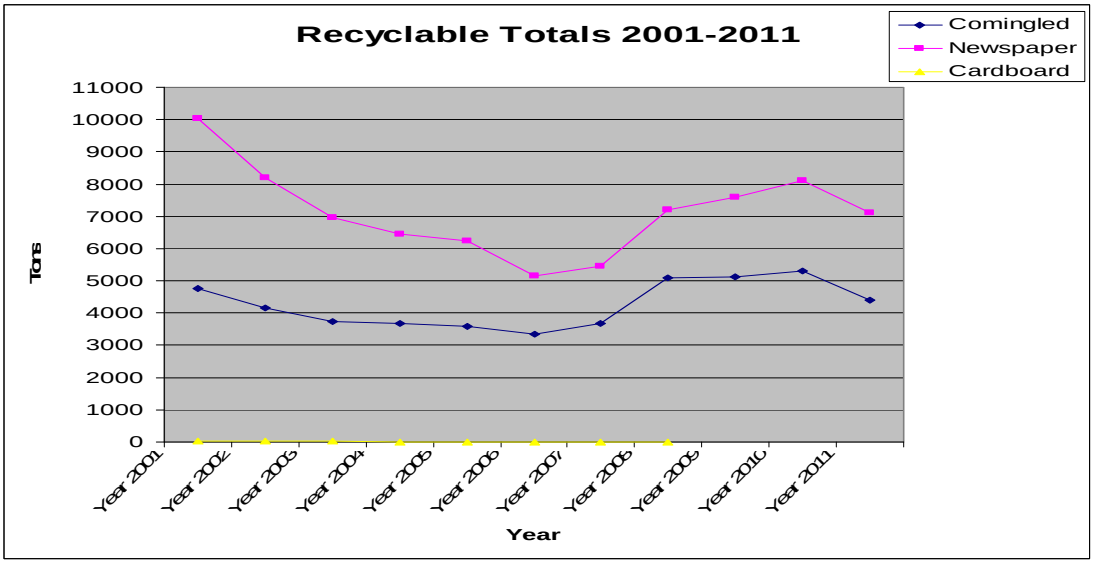
  - You will also observe the upward trend in residential municipal solid waste totals since 2008. These totals have increased due to the placement of code enforcement personnel and the continuous surveillance of solid waste carters. With direction from the Authority, code enforcement and building department personnel have proven to be a noticeable help with the implementation and enforcement of Flow Control.

- Flow Control and enforcement have yielded a 25% increase in total municipal solid waste throughput and has increased residential solid waste by 23% since 2008 and commercial solid waste numbers since April of 2010 by 63%.

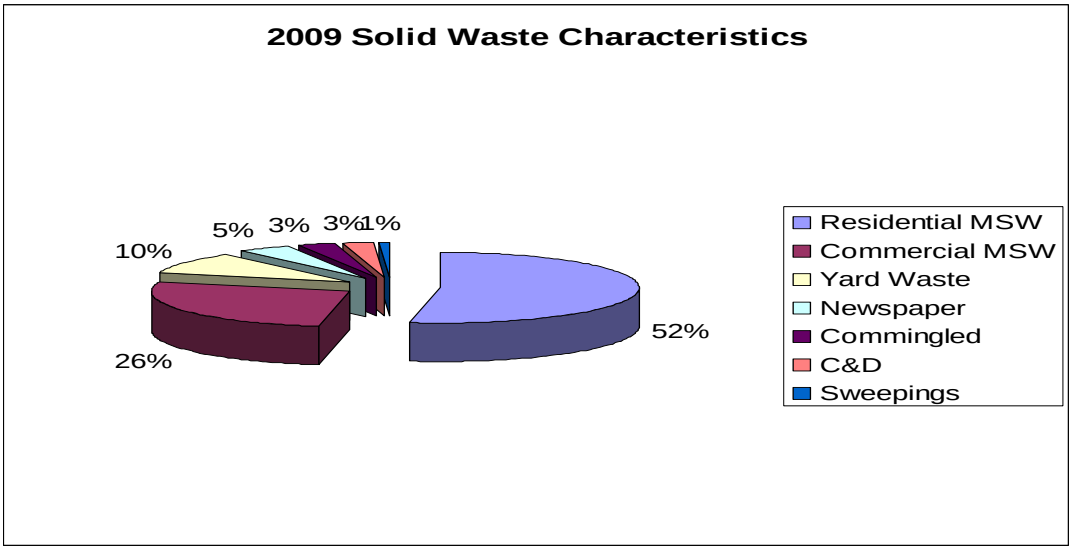
- As anticipated, the transfer station saw 210,000 tons of waste being processed this year, which is a 10,000 ton increase from 2010 with the majority of additional waste being commercial MSW.

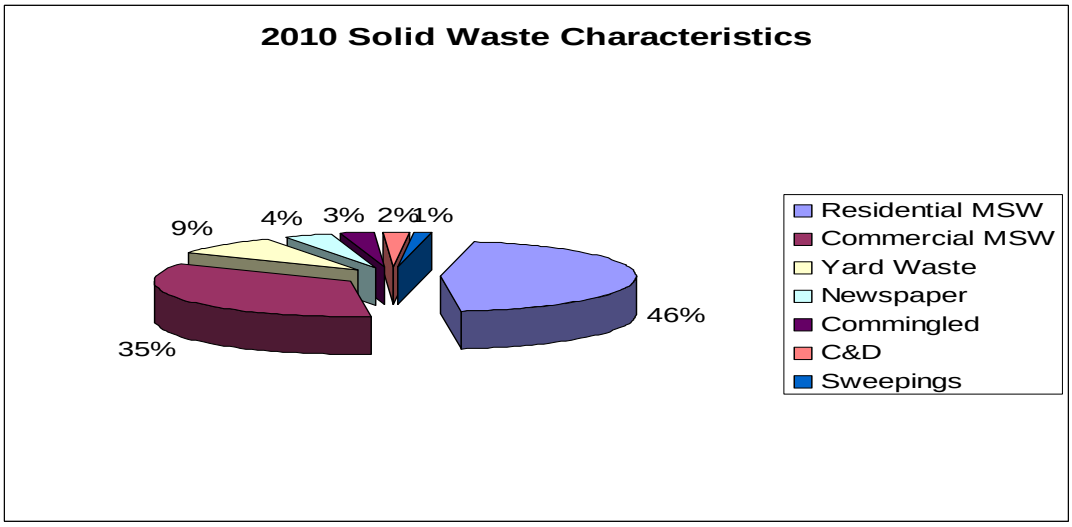


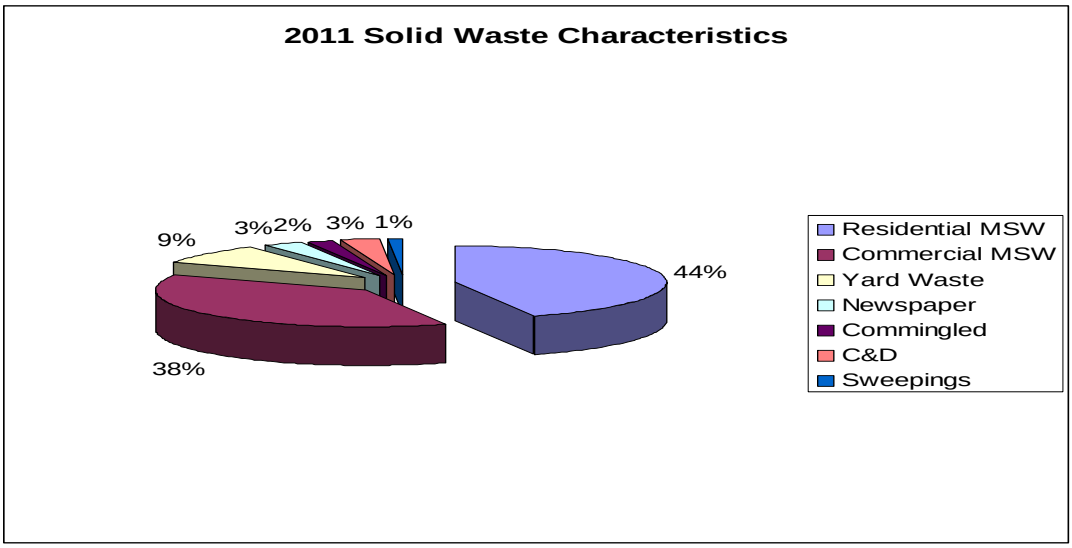
- The collection of recycling material has seen a dramatic upward trend in the past 3 years. The placement of enforcement personnel, new environmental initiatives, and community awareness through education has played a significant role in achieving these statistics.



- In the 3 Charts below, you will observe the waste characteristics of all of the waste types entering the transfer station and their percentages. In comparing 2009 to 2010 to 2011, the noticeable change is the percentage increase in the amount commercial municipal solid waste received. All other waste types remained consistent in percentage totals. This is largely due to flow control and enforcement initiatives.







The Authority has always acted as the waste management division for the Town and is daily receiving constituent calls regarding waste collection services, recycling questions, and complaints. All calls are handled quickly and all complaints are resolved as soon as possible. The Authority has developed a good relationship with the vendors in the Town and is able to contact the proper channels and get results immediately. SWMA has worked closely with the 311 group to enhance constituent questions and to develop more specific SR's increasing productivity and response time. As you can see from the chart 1443 calls were received directly by SWMA in 2011 and over 7000 calls were received by the Town last year regarding solid waste questions and they have all been answered within 24 hours. Most of the calls are handled directly by the 311 call takers, but as you can see the most common questions are related to the Town's recycling programs.

	2010 Monthly Averages	
SR TYPE	# of SRs	Avg. Response
SWMA TOTAL	**1443**	**1.0**
SWMA - Call Back	**206**	**1.0**
SWMA - Carting Complaints	**161**	**1.0**
SWMA - Compost SR	**460**	**0.9**
SWMA - e-Waste	**44**	**1.0**
SWMA - From Transfer	**10**	**0.6**
SWMA - Garbage Not Picked Up	**152**	**1.2**
SWMA - Informational	**313**	**1.0**
SWMA - Lost Property	**0**	**0.0**
SWMA - Recycling Informational	**55**	**1.0**
SWMA - Stop Program	**42**	**1.0**
SWMA - Strange Odor	**0**	**0.0**

SWMA employees have been very instrumental in the implementation of the recycling programs, STOP programs, and E-Waste collection events. All of these programs have required implementation strategies from their inception and require constant attention every single week. They have set up, distributed, and maintained recycling bins in schools, parks, and Town facilities. They have installed recycling bins and waste collection bins throughout the Town. The E-waste program and collection events have yielded remarkable numbers and have increased perennially to an all time high this year of 135 tons.

In 2010 SWMA assisted in the implementation of two groundbreaking environmental programs, The Composting Cooperative and The Caps Back for Recycling programs.

The composting program involved the coordination and participation of several departments throughout the Town. After extensive research to find a composter that would be suitable for all residents and be able to accommodate their needs SWMA procured the purchase of over 700 composters that have received outstanding reviews for their ease of use and practicality. A vast amount of time and effort was used to effectively reach out to over 850 participating residents and schedule 30 composting classes in 2011 to accommodate busy schedules. The program has been an enormous success and since its inception SWMA has not received any negative feedback via the 311 call system. Looking forward, the continuation of the program in the Spring of 2012 appears to be a much anticipated endeavor for the residents and for the overall recycling initiative.

Partnering with Estee Lauder, SWMA helped launch the Caps Back for Recycling initiative and although The Caps Back program has just got off the ground it has already received great recognition and is an excellent addition to the award winning School Recycling Program.

Just like the composters, SWMA sought for the most appropriate bin that would showcase the caps using artwork and the caps themselves to enhance collection and use. To assist the program, SWMA will serve as the go between for the schools and the recycling facility. All the caps will be collected, transported and consolidated for shipping by SWMA employees.

LIPA 2010 Commercial Efficiency Program

Fall Lighting Stimulus

The Authority is constantly seeking ways to improve efficiency and conserve energy. We have consistently replaced lights, heaters, and other electrical appliances with high efficiency options. In November of 2010, the Authority took advantage of the LIPA Commercial Efficiency Program and installed 70 new High Intensity Fluorescent Fixtures (HIF) in the SWMA building, MRRF building, and Highway Garage. The fixtures have conserved an estimated 50,160 kWh, saving the Authority an estimated $10,000 in 2011.

The Stop Throwing Out Pollutants program has grown to become a vastly attended program that yielded an average of 660 cars per event, an increase of 10% from last year. The addition of paper shredding and clothes collection has made the program an overwhelming success. SWMA is continually in the process of applying for a State assistance grant from the NYSDEC for a 50% reimbursement. In 2010, the Authority received over $51,000 from the State.

The Authority is continuously seeking ways to improve resident participation at the STOP programs. In 2011, the Authority included a paper shredding program and a goods drop off program. All Town residents can bring in their paper to be shredded by a professional shredding company as they watch to ensure proper and safe shredding operations. The goods drop accepts any and all donations such as clothing, bicycles, home goods, etc that will be given to the less fortunate. STOP program participation has increased by 100% the past 2 years and is still continuing to increase.