



SWANA NORTH CAROLINA CHAPTER

2019 Collections Operations Specialist Certification Courses

REGISTRATION FORM

| Class Date | Class Location |
|---|--|
| <input type="checkbox"/> January 14, 2019 – Collections | City of Raleigh- 630 Beacon Lake Drive, Raleigh, NC 27610 |
| Please note Collections class is from 8:00 a.m. to 5:00 p.m. Lunch will be provided. | |

| | |
|---|---|
| 2019 NEW COLLECTIONS CERTIFICATION fee: <ul style="list-style-type: none"> ▪ Member - \$135 per class, New certificate included ▪ Non-Member - \$160 per class, New certificate included | 2019 CERTIFICATION RENEWAL fee: <p>Member/Non-Member Fees:</p> <p><input type="checkbox"/> \$100.00 for class only – no Certificate for Collections will be issued. Attending only to obtain 10 CEUs towards MOLO, C&D Mgmt., Transfer Station Mgmt., Recycling Mgmt., or Certificates for Landfill or Transfer Station Operations Specialist, etc.</p> <p><input type="checkbox"/> \$130.00 for class to obtain 10 CEUs PLUS two Certificate Renewals* (Landfill AND Transfer Station Operations Certificates).</p> <p><small>*After the class, please download the Renewal Form from our website (www.ncswana.org), which must be completed after each class for NC Certification Renewals to be processed. Please fax or email the form and its required documentation to 704-462-4366 or email to bhester@ncswana.org for processing. The cost for this is included in the registration fees listed above.</small></p> |
|---|---|

AFFILIATION NAME (& DEPARTMENT): _____

MAILING ADDRESS: _____

CITY, STATE, & ZIP: _____ **TELEPHONE:** _____

EMAIL ADDRESS: _____

(This email address will be used for registration confirmation.)

| | | | | |
|-----------------------|---|---|-------------------------------------|-----------------------------|
| NAME: _____ | NEW Certification: <input type="checkbox"/> Member - \$135 <input type="checkbox"/> Non-Member - \$160 | Certification RENEWAL: <input type="checkbox"/> \$100.00 (Course only or 1 Landfill or Transfer Station Certificate) <input type="checkbox"/> \$130.00 (2 Certificates/ One Landfill and One Transfer Station) | See green box above for fee details | \$ _____ SUBTOTAL |
| NAME: _____ | NEW Certification: <input type="checkbox"/> Member - \$135 <input type="checkbox"/> Non-Member - \$160 | Certification RENEWAL: <input type="checkbox"/> \$100.00 (Course only or 1 Landfill or Transfer Station Certificate) <input type="checkbox"/> \$130.00 (2 Certificates/ One Landfill and One Transfer Station) | See green box above for fee details | \$ _____ SUBTOTAL |
| TOTAL ENCLOSED | | | | \$ _____ |

| | | |
|---|---|---|
| Check form of payment: <input type="checkbox"/> Check Enclosed <input type="checkbox"/> Paid Credit Card | Fax your registration to: (704) 462-4366 or Email to bhester@ncswana.org | Or mail to: Beverly Hester c/o SWANA North Carolina Chapter P.O. Box 110 Newton, NC 28658 |
|---|---|---|

NOTE: Contact Beverly Hester at bhester@ncswana.org or (828) 461-1320 if you have any questions.

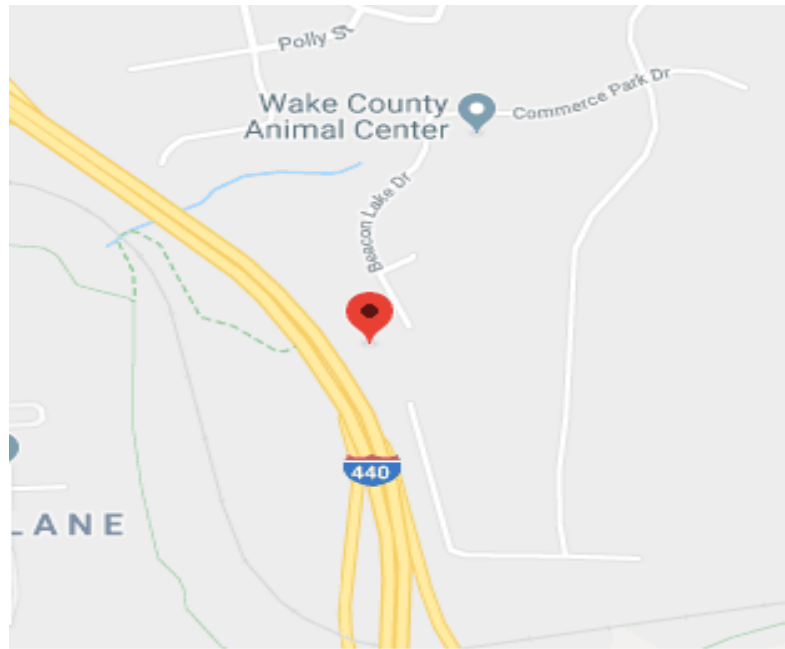


Collections Operations Specialist Certification Course

Class Location, Map, and Hotel Information

Class location and map

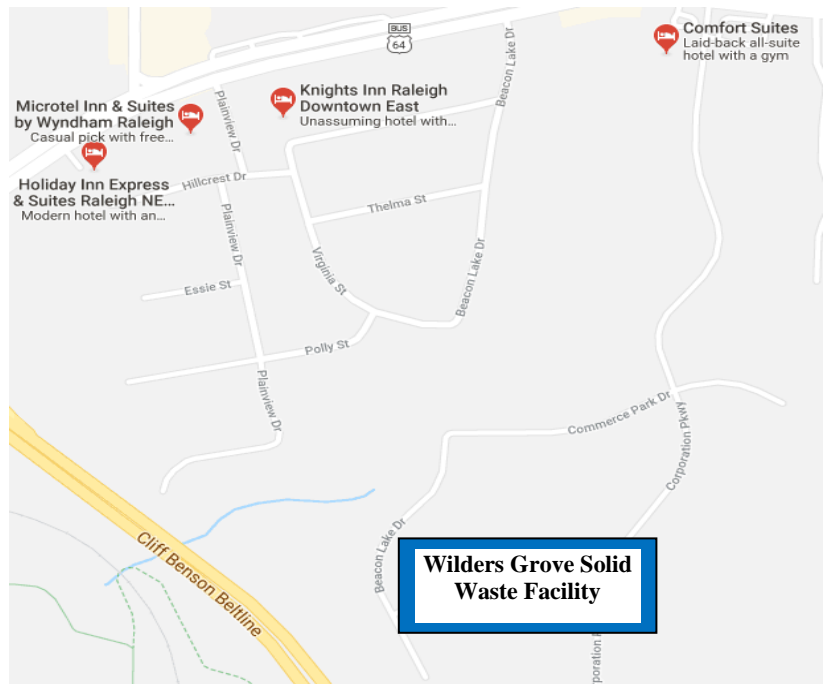
Wilders Grove Solid Waste Services Facility
630 Beacon Lake Drive
Raleigh, NC 27610
(919) 996-6890



HOTEL/LODGING

NC SWANA has not contracted with any of the hotels listed below. The hotel information below is provided only for your convenience.

1. **Holiday Inn Express**
 3618 New Bern Avenue
 Raleigh, NC 27610
 (919) 256-2800
2. **Microtel Inn & Suites**
 1209 Plainview Drive
 Raleigh, NC 27610
 (919) 231-0002
3. **Knights Inn**
 3804 New Bern Avenue
 Raleigh, NC 27610
 (919) 231-8818
4. **Comfort Suites**
 1309 Corporation Pkwy
 Raleigh, NC 27610
 (919) 212-6900



Wilders Grove Solid Waste Facility

Table of Contents

Lesson 1 – Introduction to Solid Waste Management

| | |
|---|-----|
| Objectives | 1-1 |
| Municipal Solid Waste Management | 1-2 |
| The Municipal Solid Waste Stream | 1-3 |
| Residential Waste | 1-3 |
| Commercial Waste | 1-4 |
| Institutional Waste | 1-4 |
| Industrial Waste | 1-4 |
| Other Types of Waste | 1-5 |
| Hazardous Waste | 1-5 |
| Construction and Demolition (C&D) | 1-5 |
| Infectious Medical Waste | 1-5 |
| Generation of Municipal Solid Waste | 1-6 |
| Factors Affecting Solid Waste Generation | 1-8 |
| Geographic Location | 1-8 |
| Season of the Year | 1-8 |
| Type of Collection | 1-8 |
| Characteristics of the Population | 1-9 |
| Composting, Reusing, Recycling and Source Reduction | 1-9 |
| Natural Disasters | 1-9 |
| Legislation | 1-9 |
| Lesson Summary | 1-9 |

Lesson 2 – Integrated Municipal Solid Waste

| | |
|--|------|
| Objectives | 2-1 |
| What is Integrated Solid Waste Management? | 2-2 |
| Components of an Integrated Waste System | 2-3 |
| Source Reduction | 2-3 |
| Recycling and Composting | 2-4 |
| Waste-to-Energy Incineration | 2-6 |
| Landfilling | 2-7 |
| Leachate | 2-8 |
| Landfill Gas | 2-8 |
| Prohibited Waste | 2-8 |
| Transfer Stations | 2-8 |
| Lesson Summary | 2-10 |

Lesson 3 – Collection Service Types, Levels and Methods

| | |
|---|------|
| Objectives | 3-1 |
| Types of Residential Collection Services | 3-1 |
| Mixed Waste Collection | 3-2 |
| Recyclable Collection | 3-2 |
| Yard Waste Collection | 3-2 |
| Bulky Waste Collection | 3-2 |
| Special Waste Collection | 3-2 |
| Service Levels | 3-3 |
| Backdoor/Back yard Collection | 3-4 |
| Alley Collection | 3-4 |
| Curbside Collection | 3-5 |
| Drop-off Centers | 3-6 |
| Periodic Collection Services-Bulky Waste, Household Special Waste | 3-7 |
| Collection Methods | 3-7 |
| Manual | 3-8 |
| Semi-automated | 3-9 |
| Fully automated | 3-10 |
| Container Types | 3-12 |
| Factors in Selecting Containers | 3-12 |
| Container Options | 3-13 |
| Metal or Plastic Cans | 3-13 |
| Bags | 3-13 |
| Plastic Bins for Recycling | 3-14 |
| Carts for Automated/Semi-automated Collection | 3-14 |
| Lesson Summary | 3-15 |

Lesson 4 – Solid Waste Collection Equipment

| | |
|--------------------------------------|------|
| Objectives | 4-1 |
| Solid Waste Collection Vehicles | 4-2 |
| Three Basic Types of Vehicle Chassis | 4-3 |
| Classic Collection Vehicle Bodies | 4-4 |
| Rear Loader | 4-4 |
| Side Loader | 4-6 |
| Manual Collection | 4-7 |
| Semi-Automated Collection | 4-7 |
| Automated Collection Vehicle | 4-7 |
| Front End Loader | 4-8 |
| Unloading Collection Bodies | 4-9 |
| Body/Chassis Specification | 4-10 |
| Lesson Summary | 4-13 |

Lesson 5 – Health and Safety

| | |
|---|------|
| Objectives | 5-1 |
| History of Safety in the Solid Waste Collection Field | 5-2 |
| Reasons for Collection Accidents | 5-3 |
| Employee Responsibilities | 5-4 |
| Customer Responsibilities | 5-4 |
| Improving Safety in Solid Waste Collection | 5-5 |
| Improving Safety in Loading of Solid Waste | 5-6 |
| Educate Employees about Collection Safety Hazards | 5-6 |
| Appropriate Attire | 5-7 |
| Proper Lifting | 5-7 |
| Containers | 5-8 |
| Bags | 5-8 |
| Teamwork | 5-8 |
| Safe Vehicle Operation | 5-9 |
| Vehicle Inspection | 5-9 |
| Equipment Safety and Operation Rules | 5-10 |
| Safety Devices | 5-10 |
| Hopper Operation | 5-11 |
| Hand Signals | 5-11 |
| Riding the Truck | 5-11 |
| Policy | 5-11 |
| Recommended Training Programs | 5-12 |
| OSHA Regulations Applicable to Solid Waste Collection | 5-13 |
| Lesson Summary | 5-14 |

Lesson 6 – Proper Equipment and On-Route Operation

| | |
|---------------------------------------|-----|
| Objectives | 6-1 |
| Universal Requirements | 6-2 |
| Automated Collection | 6-3 |
| Semi-Automated Collection | 6-3 |
| Manual Collection | 6-4 |
| Uncollectable Waste | 6-5 |
| Hazardous Waste Placed for Collection | 6-6 |
| What Makes a Waste Hazardous? | 6-7 |
| Lesson Summary | 6-8 |

Lesson 7 – Routing

| | |
|-----------------------------------|-------|
| Objectives | 7-1 |
| Routing of Collection Vehicles | 7-2 |
| Time is of the Essence | 7-3 |
| Non-Productive Route Time | 7-4 |
| Lay of the Land and other Factors | 7-4 |
| Two Basic Routing Techniques | 7-5 |
| Route Productivity | 7-6 |
| General Routing Guidelines | 7-9 |
| Lesson Summary | -7-10 |

Lesson 8 – Customer Satisfaction

| | |
|-----------------------------|-----|
| Objectives | 8-1 |
| Who is the Customer? | 8-2 |
| Keeping Customers Satisfied | 8-3 |
| Handling Customer Issues | 8-4 |
| Lesson Summary | 8-6 |