

# **Walters Action Plan Regarding Resident Complaints**

**September 2018**

## **Litter –**

1. We have been walking Radisson Road, Xylite St and our facility at least bi-weekly since the facility opened in 2014.
2. For at least 10 years, we have coordinated a spring cleanup/fundraiser with the Spring Lake Park High School Football team to pick up litter buried by snow over the winter months.
3. In 2015 we purchased a sweeper attachment for a skid loader to more efficiently collect litter.
4. In 2017 we purchased a 12-foot brush attachment for our large Cat950 loader.
5. In addition, we contract with a professional sweeper company for periodic service.
6. Beginning in September 2018, we have people walking the area daily.

## **Odor –**

1. From the time we opened the facility in 2014 until this past summer we had only 2 complaints from neighbors, one from Plant and Flanged next door to us and one from a resident of the Sanctuary.
2. With no changes to our operations (CUP for increased tons was issued on 4/20/17), we started receiving a few complaints in 2018. 2 in May from same person over 2 days, 4 in July/Aug from another person and 1 on Sept. 12 from the neighbor of the July/Aug person with #BusStopDiscussionToday on the text.
3. We purchased a weather station earlier this year and began logging details of every complaint, including time, a picture of the tip floor, wind speed and direction, temperature and humidity, what we did to respond, etc.
4. For every call we get we dispatch someone immediately to drive to the resident's home to both discuss and try to smell the air for drifting odor.

We have not smelled anything during any instance, which tells us there have probably been no lingering odors.

5. We invested in an odor control system in late-August that utilizes an odor neutralizing biodegradable chemical mist that attaches to air molecules (not a “Febreze” type system) and are using/testing that system now to try to dial in when and how it is most effective.
6. We are prepared to make further investments in additional units if this single system proves to be unsuccessful.
7. In addition, in the future we have the option to refuse certain loads from third-party haulers that service grocery stores, in particular, that sometimes can have foul smelling loads. We haven’t done this yet as we don’t want to turn away business unless the situation escalates.

#### **Noise –**

1. We proactively decided in 2015 to retrofit our equipment with back-up alarms from the older tonal “beep-beep” system to a new technology that uses a “ssh-ssh” sound which enables the listener to instantly locate where and what direction the sound is coming from but also dissipates quickly, meaning the alarm can only be heard in the danger zone.
2. We have never received a noise complaint. The first one was through the City in September and we think it was another company the way it was described.