

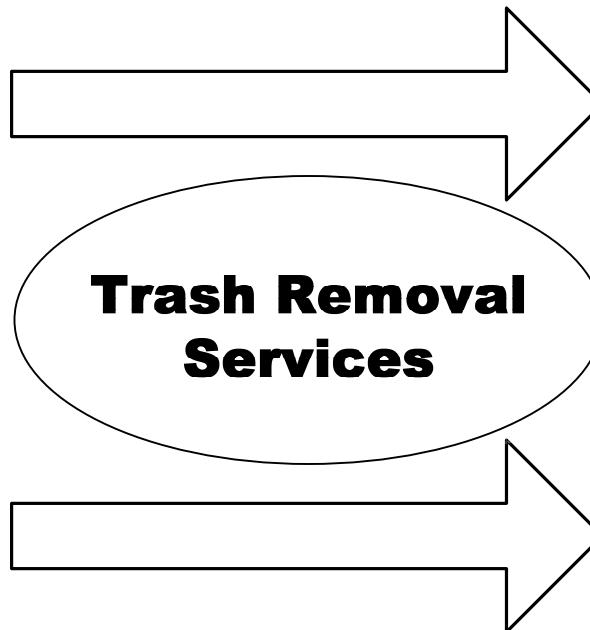
# IGOE

State and county laws and guidelines  
Montgomery County Department of Transportation mandates  
Division of Solid Waste Services mandates  
DOM Strategic Plan  
Budget constraints  
Equipment manuals and technical specifications  
Technical knowledge and experience

## GUIDES

**INPUT**

Trash removal schedule  
Route lists  
Work order



**OUTPUT**

Trash removal complete  
Completed work order

## ENABLERS

DOM staff and supervisors  
Compactor, dump and rack trucks  
Building service managers  
Heavy equipment shop  
Montgomery County Transfer Station  
Substance abuse testing contractors  
CDL drivers license

# Process for Trash Removal Services

Updated: August 5, 2009

## **PURPOSE:**

To describe the process of removing trash from schools/facilities by the Division of Maintenance.

## **PROCESS SUMMARY:**

- Trash is picked up based on a preset schedule and two route listings. Special or additional pick ups may also be requested through a work order.
- Drivers complete an inspection of the vehicles and confirm that they are fully operational. If required, the drivers complete any repairs and/or adjustments that they can make.
- If a truck is not operational, the depot issues a work order, sends the truck to heavy equipment shop (Lincoln Center) to complete repairs, and secures a temporary loaner if available.
- Drivers begin pre-assigned routes.
- Upon arrival at the school/facility, the driver verifies that the loading dock or pick up area is accessible. If access is not available, the drivers request assistance from the Building Service Manager (BSM), who supplies assistance if possible.
- If the loading dock or pick up area is still not accessible, the driver postpones the pick up for that school/facility until later in the day or the following day.
- Once the loading dock or pick up area is accessible, the driver pickd up the trash and visually verify that recyclable material is not included.
- If a large quantity of recyclable material is included in the trash, the driver removed those bags from the trash for the school/facility to re-process and records the issue. Supervisors share those issues with the ES/IAQ office.
- Drivers continue on the route picking up trash until the route is complete. When a truck is full, the driver proceeds to the county transfer station to empty the truck.
- Once the routes are complete, drivers may proceed to the county transfer station to empty the truck and then return to the depot.

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