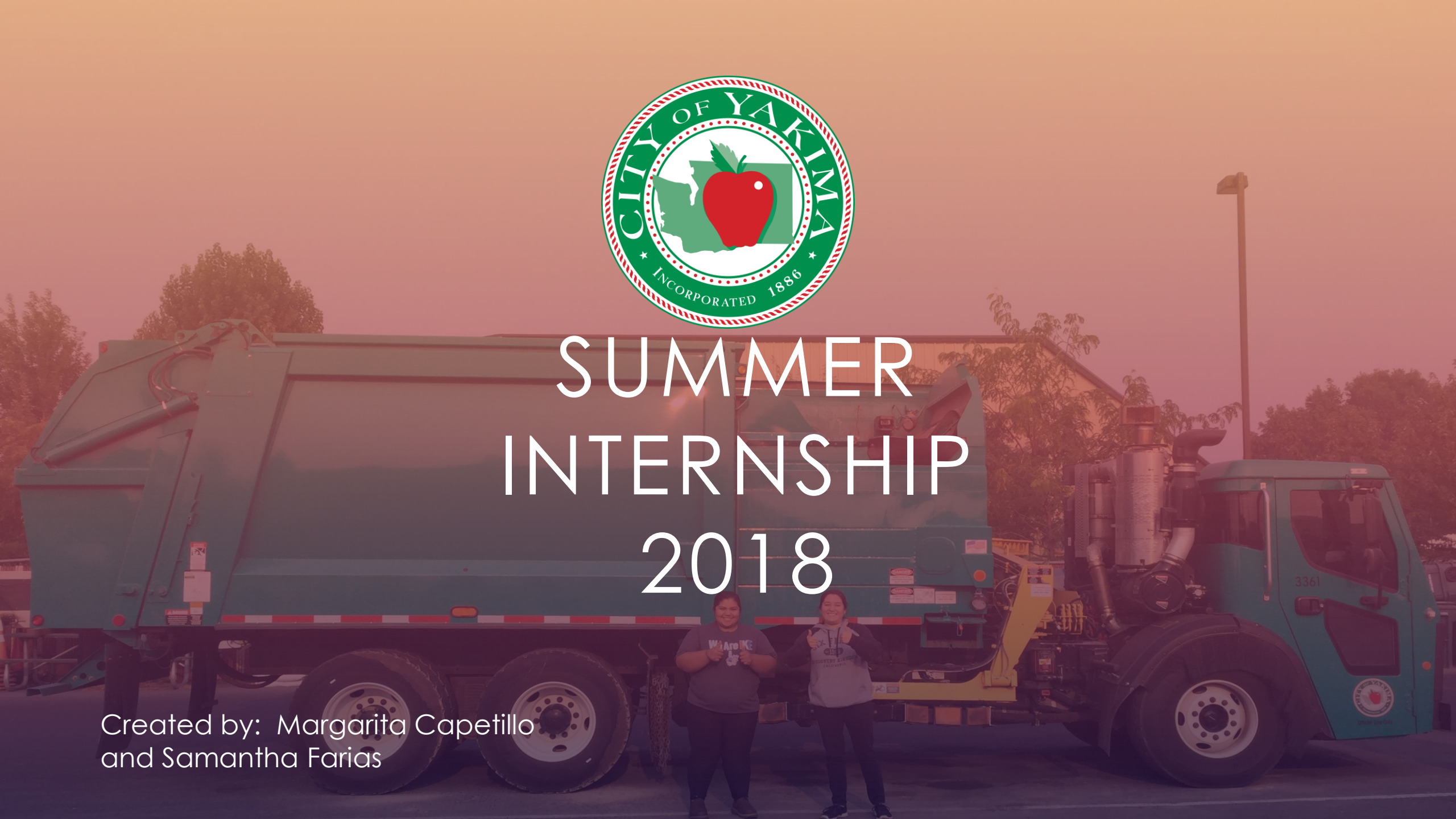




# SUMMER INTERNSHIP 2018

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# Yakima Refuse Division

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The Refuse Division's job is to pick up all the residential garbage within the Yakima city limits and take it to the landfill. They also have service orders which are deliveries of bins and carts. The Refuse Division can also do special hauls which are usually for appliances and other garbage.



# Who Works here?

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A variety of people work in the Refuse Division and not one person's job is better than the other. Each position comes with its own set of challenges. The jobs here are very different from each other but they all unify and get the job done together. If one person or job goes missing it creates a domino affect of how the day is going to go. But no matter what at the end of the day they still get the job done. They may all have different jobs but they do have one goal and that goal is to serve the city of Yakima to the best of their abilities.





# Maintenance

4

- Complete Service Orders
- Deliver requested garbage or yard waste carts directly to homes
- Repair or replace broken carts
- Complete requested special hauls
- Sub for drivers
- Wash carts and surplus broken carts



# Truck Drivers

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- ▶ Pick up our garbage and send it to the Terrace Heights landfill
- ▶ Operate a large vehicle and the controls to move carts and bins
- ▶ Use a custom made route book program to guide the areas that they have to cover
- ▶ Make sure their route is completed fully to assure the community the best service possible.
- ▶ Build relationships with the community members



# Office

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- ▶ Answer phone calls and talk to the public
- ▶ File service orders
- ▶ Assist customers needs and answer their questions
- ▶ Keep track of drivers through CityMap
- ▶ Assist drivers if something goes wrong
- ▶ Insert tickets into ICE to build a tonnage report



# Supervisors

- ▶ Schedule drivers
- ▶ Check equipment
- ▶ Work with and assist customers
- ▶ Set up service orders
- ▶ Make reports and spreadsheets
- ▶ Variants:
  - ▶ deliver dumpsters
  - ▶ special hauls



# Manager

8

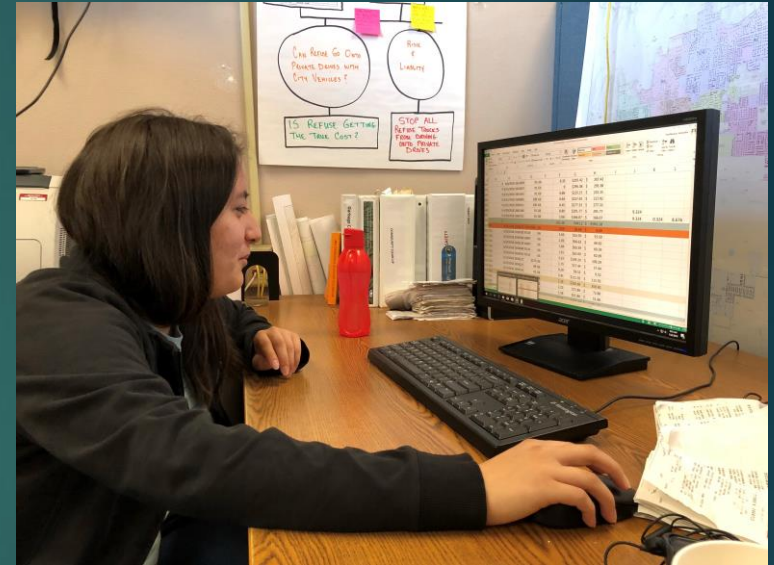
- ▶ Administer the Solid Waste Division as a whole
- ▶ Plan collection routes
- ▶ Organize and schedule work projects
- ▶ Determine priorities and make decisions as necessary
- ▶ Review collection systems to make sure everything is done well and efficiently
- ▶ Monitor landfill and recycling contracts
- ▶ Design and implement a city-wide program to promote efficient solid waste reduction and recycling.
- ▶ Enforce rules and regulations pertaining to health and sanitation
- ▶ Acts as contact person and liaison for other City departments





# Interns

- ▶ Organize/ insert refuse tickets
- ▶ Monthly tonnage report
- ▶ Rode in a garbage truck
- ▶ Answered phone calls
- ▶ Service orders
- ▶ Organized carts
- ▶ Community clean ups
- ▶ Filed/organized
- ▶ Ecology meeting



# Community Clean-up

10

Refuse hosts lots of community clean-ups to ensure a cleaner Yakima

**June 23, 2018:**

- ▶ 82 Loads of Trash
- ▶ 30 Loads of Yard Waste
- ▶ 5 Loads of Electronics
- ▶ 56 Loads of Bulky Items
- ▶ 25 Loads of Metal





## WHY

- ▶ I've always loved how government works and I wanted to be a small part of something greater than myself
- ▶ I needed work experience and to use my leadership skills for a job rather than planning a school event
- ▶ Being on a school board is like being a part of government.
- ▶ To network and meet new people who I would have never met without this opportunity

## TAKEAWAYS

There is a lot more to what the Refuse Division does than what I knew. It's more than just taking my cart out on our Tuesday (garbage day). There is a system on when our days out and there is a lot more they do. The Refuse Division doesn't only do residential areas. But they do special hauls, community clean ups and picking up after the homeless. The Refuse Division is faced with real world issues for example, trucks brake down, the weather, and workers get sick. At the end of the day things come up and they will pick up your garbage when they can. Having this internship has made me appreciate city workers a lot more than I already did and showed that city workers are truly the most selfless people ever. They ARE true leaders. This opportunity has given me a different perspective and has inspired me for when I become superintendent for the Yakima school district to show that I appreciate every program.





## WHY

- ▶ Gives me an opportunity to learn more about government
- ▶ I need work experience
- ▶ Allows me to explore career options
- ▶ Instead of spending a summer home alone, I'd spend time meeting new people and learning new skills

## TAKEAWAYS

I had not expected to be placed with the Solid Waste Division, and I didn't really know what to expect when I had first been informed of my placement. I've come to learn that the work done by the Solid Waste Division is far more generous than anyone thinks. We don't always think about where our trash goes, but if we did, we'd be glad we have the people to do just that. The Solid Waste Division is helping to keep our community clean. The drivers work hours to empty our garbage carts and deliver our trash to the landfill. The office workers take calls from the community and make sure people are satisfied with their service. The most amazing part of Solid Waste is the generosity and commitment of every worker. This internship has been really eye-opening as I've learned to appreciate all the workers around me because every person -- every job, counts.



THANK YOU!

