

# Tackling Scale Issues





# Before Even Getting on the Scale

- ▶ Changing the perception landfill vs dump
- ▶ How many signs do you have between your gate and scale?
- ▶ Customers ignoring things like stop signs
- ▶ Having education material available for customers in regard to acceptable materials, sorting and fees

# Gate Screening

- ▶ Cameras, visual staff inspections and questions aren't always enough to catch issues.
- ▶ Commercial bins and getting to what can't be seen
- ▶ Loads that are not acceptable and rejecting them



# Contaminated Soil Customers

- ▶ Driver issues with communication
- ▶ Not knowing their material
- ▶ Overweight trucks and our options
- ▶ Wet loads
- ▶ Weather/site condition Issues



## Directing Customers to Proper Disposal Areas

- ▶ Signage on site and getting people to read them
- ▶ Communication between scale house and operators
- ▶ Customers not having their wallets on them
- ▶ Scavenging on site, for those sites that don't allow it

