



The Flood of August 11, 2014



SOCRRA Overview

- A Solid Waste Authority Established in 1954
- 12 Member Communities consisting of :
Berkley, Beverly Hills, Birmingham, Clawson,
Ferndale, Hazel Park, Huntington Woods,
Lathrup Village, Oak Park, Pleasant Ridge,
Royal Oak and Troy
- Total of 110,000 households
- SOCRRA is the contract holder for recycling,
refuse and yard waste

SOCRRA Facilities

Troy Transfer Station



Troy Material Recycling Facility
(MRF)



SOCRRA Facilities (Continued)

Compost Site (Rochester Hills)



Madison Heights Transfer Station
(Madison Heights is not a
SOCRRA Member)



SOCRRA Haulers and the Impacted Communities

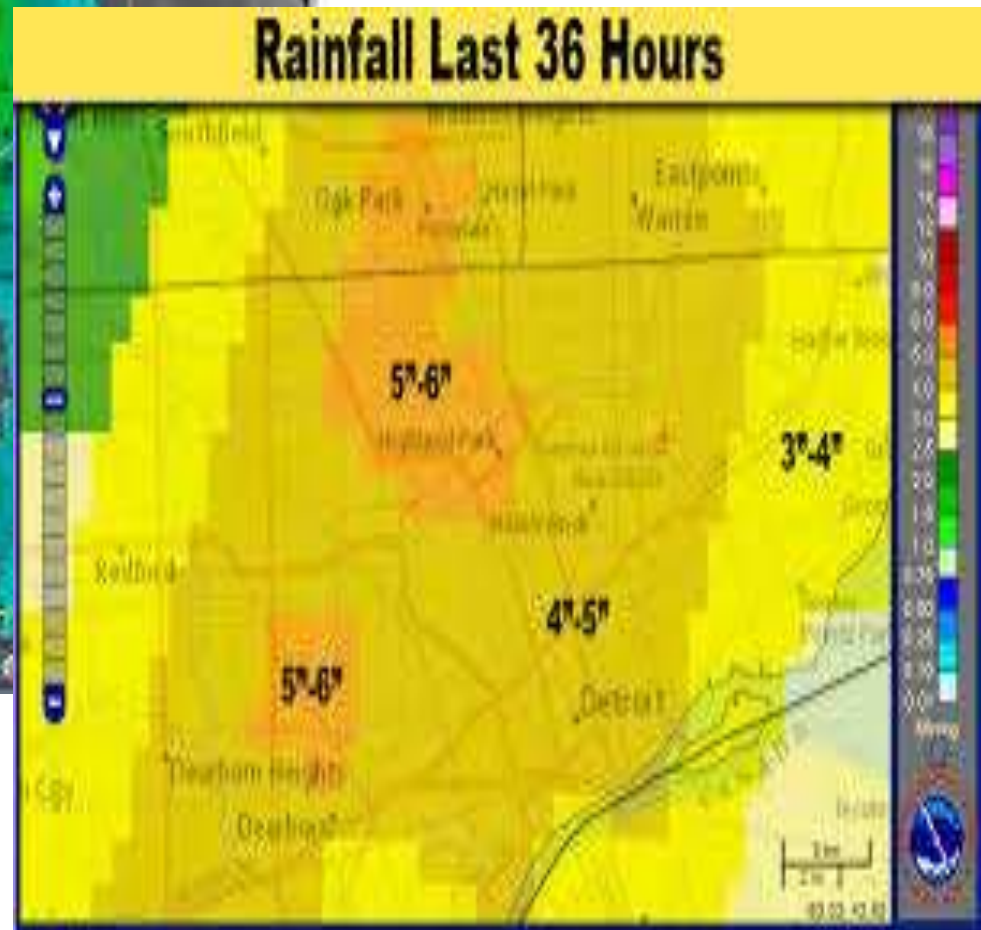
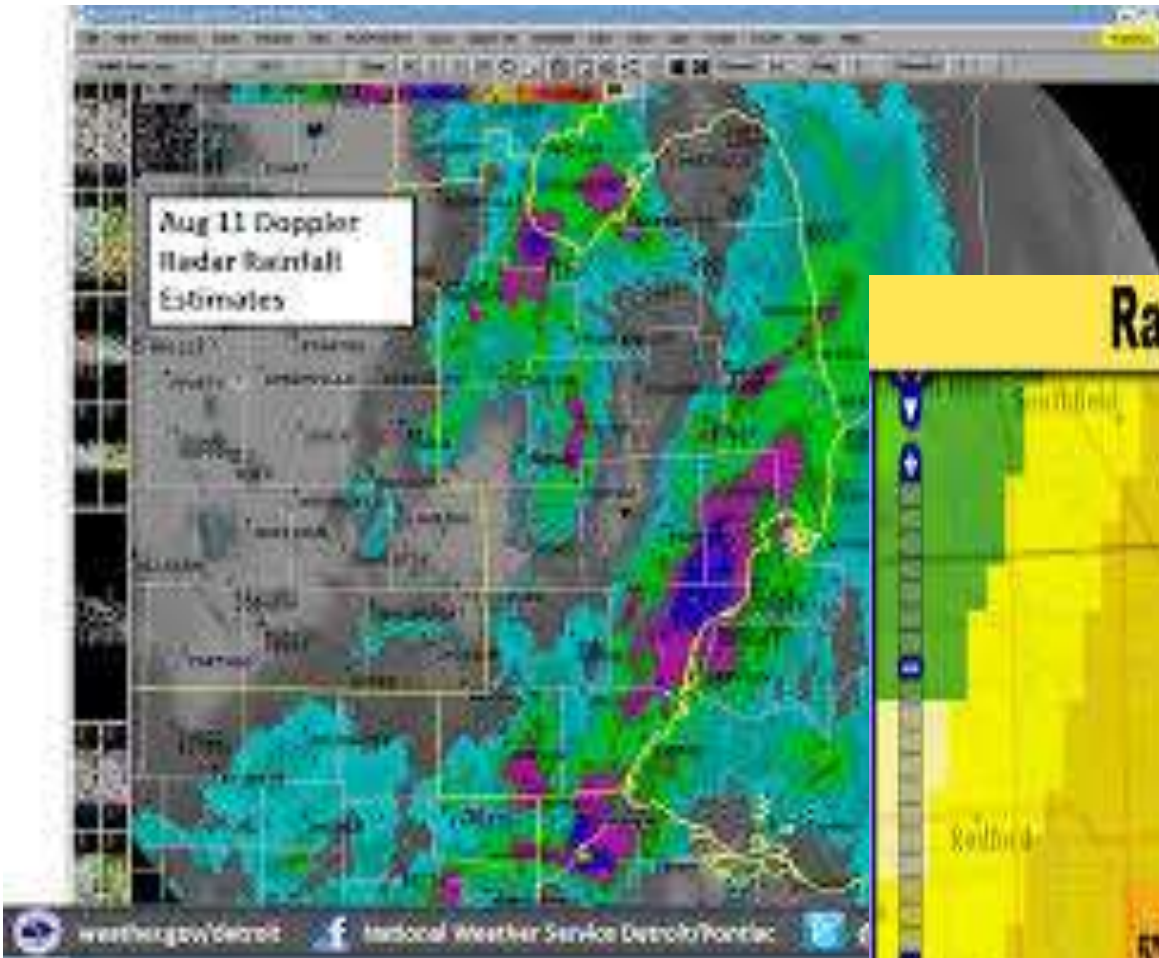
- Tringali Sanitation: 7 communities (Berkley, Clawson, Hazel Park, Huntington Woods, Oak Park, Pleasant Ridge and Troy)
- Car Trucking: 1 community (Ferndale)
- Rizzo Services: 1 community (Royal Oak)

SOCRRA Disaster Plan

- We'll get it on Saturday (and Sunday, if it's really bad).

The Weather Monday, August 11, 2014

In a matter of hours, record breaking rainfall cause significant flood damage to southeast Michigan



Timeline

- Storm occurred on Monday, August 11th
- By Friday the Troy Transfer Station and MRF was overwhelmed. We were in crisis mode.
- The decision was made to open the Madison Heights Transfer Station
- The following Monday we received a call from the DEQ
- We requested emergency operating privileges from the DEQ

Timeline (continued)

- That same morning we were visited by the Madison Heights code enforcement
- Tickets were issued for illegal dumping to the General Manger and Operations Manger
- Madison Heights police barricaded the gate to the MH Transfer Station
- Trash was permitted offsite but inbound trash haulers would be ticketed

Timeline (continued)

- Special meetings among SOCRRA staff, legal counsel and Madison Heights city officials
- With Madison Heights shut down the Troy Transfer Station and MRF storage area were once again overwhelmed
- Ultimately, for public safety and operational concerns we had to close down the drop-off center, HHW and cash customer service
- After much political jousting and support from the DEQ and Governor's office we were allowed to open the MH Transfer Station



SOCRRA Response Activities

1. Store refuse

- Open backup transfer station
- Store refuse outside

2. Coordinate refuse collection

3. Increase ability to transfer refuse to landfill

- Transfer trailers and open-top trailers
- Large material loaders to load trailers and control refuse piles
- Alternative disposal sites

SOCRRA Response Activities (Continued)

4. Discontinue normal operations

- Collection of recycling and yard waste
- HHW drop-off, paper shredder , recycling drop-off
- Cash customer business

5. Establish emergency HHW drop-off sites in flood communities

Results

- Handled 3 month's of trash in 3 weeks
- Removed all refuse from Madison Heights Transfer Station before the start of school on September 2nd
- Return to normal operations on September 7th
- Cost \$2.7 million
 - Collection \$1.6 million
 - Refuse handling and transfer \$0.6 million
 - Disposal \$0.5 million

FEMA

- Governor requested disaster declaration on September 17, 2014
- President declared disaster on September 25, 2014
- FEMA kick-off meeting begin October 8, 2014
- FEMA held multiple meetings with each community
- FEMA established protocols to identify incremental costs
- SOCRRA Invoices were submitted to member communities by November 20, 2014
- To date the communities have yet to be reimbursed by FEMA

Lessons Learned

1. Better disaster plan required
2. Better coordination with County Homeland Security
 - Early damage estimates for possible FEMA involvement
3. Communication, communication, communication
 - Internal
 - Member communities
 - Residents
 - Contractors
 - News Media
4. Document, document, document
5. Try to shape expectations before disaster
6. Residents who were not affected by the disaster want everything or expect normal service (“ What Flooding”)