

HATFIELD RESIDENT FELLOWSHIP PROJECT BRIEF

Metro South Transfer Station Project

Project Dates: November/2023 – June/2024

PROJECT GOAL

The goal of this project is to create a more supportive work environment for all Metro South Transfer Station (MSS) employees. This will be accomplished through improvements to management structure, management-employee relationships, operational practices, and accountability policies as suggested in an assessment performed for Metro by a contracted agency.

TAKE-AWAYS

Due to the early stage of the project, there is not yet a list of take-aways.

CHALLENGES

Metro's South Transfer Station operates with all staff on-site for each of the three teams: Hazardous Household Waste; Scale House; Traffic. Each team has unique responsibilities, standard operating procedures, and social dynamics in addition to those shared across the site.

Notable challenges for this project include:

- Becoming familiar with existing site-wide and team-specific policies, procedures, and social dynamics
- Developing a thorough understanding of job-specific duties and responsibilities for multiple positions on each team
- Determining feasibility of recommended implementations
- Navigating implementation of consistent changes across dynamically different teams



Metro South Transfer Station in Oregon City, Oregon

STRATEGY

The overarching strategic theme for addressing the challenges of this project is to gain a thorough understanding of the work and operations on site.

Specific strategic initiatives for this project include:

- Researched existing standard operating procedures, job descriptions, and policies
- Job shadowed Household Hazardous Waste, Scale House, and Traffic teams at MSS
- Built personal relationships with MSS staff
- Interviewed MSS supervisors to gain insight into operations and feasibility of assessment recommendations

RESULTS

Due to the early stage of the project, there is not yet a list of results.