

COVID-19 AND THE IMPACT ON SOLID WASTE MANAGEMENT SERVICES

Panelists

- Dan Ball, Waste Management
- Ray Laughter, DeSoto County, MS
- Shea Mask, RES, Inc.
- Murry Toney, Amite County, MS
- Moderator: Charlie Bock, MDEQ

QUESTION 1

What were the challenges faced by your organization during the COVID-19 pandemic, and did they change over the course of the year?

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QUESTION 2

Were there certain aspects of your business or program that were impacted greater than others? Do you think the recovery in each will be the same or staggered?

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QUESTION 3

What were the three most important things that your company or organization has done during the pandemic and what actions did you take that you wish you did faster?

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QUESTION 4

*What steps were taken to withstand the cash crunch?
What moves were you taking to control costs during the pandemic?*

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QUESTION 5

What changes to safety procedures have been made during the coronavirus pandemic? What are some of the (best) precautions that have been taken to protect the safety of employees? What, if any, will continue to be used?

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QUESTION 6

Did you have a contingency plan in place prior to this? If so, did you refer to it when making a strategic plan? If not, will you have one in the future?

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QUESTION 7

What did you learn about your customers during the pandemic? How do you continue to communicate with them about their waste and recycling routes, disposal, and being mindful of keeping garbage collectors safe?

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QUESTION 8

What were the lessons learned? How will the pandemic change your approach to safety in the future?

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QUESTION 9

What advice do you have for companies/programs trying to recover and going forward?