

BOARD OF TRUSTEES – WASATCH FRONT WASTE AND RECYCLING DISTRICT (WFWRD)
MONTHLY MEETING MINUTES

DATE/TIME	LOCATION	ATTENDEES
<p>Monday, February 27, 2023 9:00 a.m.</p> <p>Next Board Meeting Monday, March 27, 2023 9:00 a.m.</p>	<p>Public Works Building 604 West 6960 South Midvale, UT 84047</p>	<p><u>Board Members:</u> Daniel Gibbons (Chair) - Holladay, Anna Barbieri (Vice Chair) - Taylorsville, Keith Zuspan - Brighton, Phil Markham - Murray, Robert Piñon - Emigration, Scott Bracken - Cottonwood Heights, Greg Shelton - White City</p> <p><u>Participating Electronically:</u> Cyndi Sharkey - Sandy, Eric Barney - Magna, Patrick Schaeffer - Kearns, Tessa Stitzer - Copperton, Thom DeSirant - Millcreek, Laurie Stringham - Salt Lake County</p> <p><u>Excused:</u> Sherrie Ohrn - Herriman</p> <p><u>District & Support Staff:</u> Pam Roberts, General Manager/CEO Paul Korth, Finance Director/CFO Rachel Anderson, Legal Counsel David Ika, Operations Manager Catarina Garcia, Executive Assistant/Board Clerk Matt Ferguson, Controller/Treasurer Sione Tuione, Residential Recycling Collection & Sustainability Manager Dustin Bradshaw, Residential Refuse & Special Services Collections Manager Shane Norris, Safety & Emergency Preparedness Coordinator Jorge Benitez, Data & Program Specialist McKenna Tupa'i, Sustainability Coordinator Andre Perov, GIS Route Coordinator (<i>Webex, arrived at 9:38 a.m.</i>)</p> <p><u>Public:</u> Patrick Craig, Salt Lake County (<i>departed at 10:06 a.m.</i>)</p>

AGENDA

THE WASATCH FRONT WASTE AND RECYCLING DISTRICT BOARD OF TRUSTEES MEETING AGENDA

To be held Monday, February 27, 2023 at 9:00 a.m. at the District Offices located at 604 West 6960 South, inside the Salt Lake County Public Works Administration Building Training Room. This meeting will also be held electronically via Webex. Public login is:

<https://slco.webex.com/slco/j.php?MTID=me8c09f4d4ab5ae6cf29f6ea11cfe5f0d>

Reasonable accommodations (including auxiliary communicative aids and services) for individuals with disabilities may be provided upon receipt of a request within five working days' notice. For assistance, please call V/385-468-6332; TTY 711. Members of the Board may participate electronically.

Call to Order: Daniel Gibbons, Board Chair

Roll Call: Catarina Garcia, Board Clerk

Continued Introductions of WFWRD Staff: Pam Roberts, General Manager

1. Welcome: New Board Member Greg Shelton, White City Metro Council
 - 1.1 Oath of Office (Catarina Garcia)
2. Consent Items (Approval Requested)
 - 2.1. January 23, 2023 Board Meeting Minutes
3. Meeting Open for Public Comments
(Comments are limited to 3 minutes) Public wishing to submit a comment to the Board of Trustees may do so by submitting their comment to the Board Clerk at cgarcia@wasatchfrontwaste.org before Monday, February 27th, 8:00 a.m. All comments must include the name and address of the individual making the comment. These comments will be read at the meeting as if the individual were present. Public comments can also be made in person or via Webex during this time.
4. Business Items:
 - 4.1 Open and Public Meetings Act Annual Training: Rachel Anderson, Legal Counsel (Information)
 - 4.2 Human Resources Policies Annual Review: Pam Roberts, General Manager (Information)
 - 4.3 General Manager's Report: Pam Roberts & Staff (Informational/Direction)
 - 4.3.1 Review the District's Integrated Waste Collection System

4.3.2 Goals, Priorities & Accomplishment Highlights

4.3.3 Follow-up Items from the January 23rd Meeting:

- Fleet by Type
- Curbside Can Replacement and Can Deliveries
- Status on Momentum Recycling Food Waste Collections
- Curbside Recycling Report

4.4 Seasonal Container Reservation Program (SCRCP) Follow-up/Scenarios (Information/Direction)

5. Closed Session (If Needed)

The Board of Trustees may temporarily recess the meeting to convene in a closed session to discuss the character, professional competence, or physical or mental health of an individual, pending or reasonably imminent litigation, and the purchase, exchange, or lease of real property, or other legally applicable reasons as provided by Utah Code Annotated §52-4-205.

6. Other Board Business

This time is set aside to allow Board Members to share and discuss topics.

7. Requested Items for the Next Board Meeting Monday, March 27, 2023, 9:00 a.m.

- General Manager's Report
- Adoption of Resolutions Recognizing Ryan Jones and Chuck Orencole for NWRA's Driver of the Year Awards 2021 and 2022
- Emergency Preparedness Planning
- The Great Utah ShakeOut Thursday, April 20, 2023, at 10:00 a.m.

TOPICS/ OBJECTIVES	KEY POINTS/ DECISIONS	ACTION ITEMS WHO – WHAT – BY WHEN	STATUS
Call to Order / Roll Call / Continued Staff Introductions			
	<p>Board Chair Gibbons called the meeting to order at 9:00 a.m. and Catarina Garcia conducted the roll call.</p> <p>Pam responded to his request to continue introductions of WFWRD Staff in attendance including Renee Plant, Catarina Garcia, Jorge Benitez, and McKenna Tupa'i.</p>		
1. Welcome			
<p>New Board Member Greg Shelton, White City Metro Council</p> <p>1.1 Oath of Office (Catarina Garcia)</p>	<p>Greg responded to Board Chair Gibbons request to introduce himself.</p> <p>He moved to White City in 2018 and has worked in the I.T. field for many years. Greg strives to stay as involved as possible and thanked the Board and Staff for this opportunity.</p> <p>Board Chair Gibbons then turned the time over to Catarina to administer Greg's Oath of Office.</p>		
2. Consent Items			
<p>2.1. January 23, 2023 Board Meeting Minutes (Motion & Approve)</p>	<p>There were no questions or comments on the minutes.</p>	<p>Motion to Approve: Board Vice Chair Barbieri</p> <p>Second: Board Member Zuspan</p> <p>Vote: All in favor (no opposing or abstaining votes).</p>	<p>Approved February 27, 2023</p>

3. Meeting Open for Public Comments *(Comments are limited to 3 minutes.)*

No public comments.

4. Business Items

4.1 Open and Public Meetings Act Annual Training: Rachel Anderson, Legal Counsel **(Information)**

Rachel began by reviewing the Summary of the Open and Public Meetings Act Utah Code Title 52 Chapter 4 For Local Districts and Special Service Districts that is current as of 2022:

- Purpose (§ 52-4-102)
- Key Definitions (§ 52-4-103): Meetings and Convening
- Training Required (§ 52-4-104): Annually
- Meetings and Public Notice (§ 52-4-201 and § 52-4-202): Meetings are open to the public unless closed in accordance with law. Public notice of all meetings must be given no less than 24 hours before the meeting and shall include an agenda that provides reasonable specificity of the topics to be discussed. Each topic must have its own agenda item.
- Emergency Meetings (§ 52-4-202(5)): The 24-hour public notice requirements may be disregarded if, because of unforeseen circumstances, it is necessary for the public body to hold an emergency meeting to consider matters of an emergency or urgent nature.
- Minutes and Recordings (§ 52-4-203): Written minutes and a recording (audio or audio and visual) shall be kept of all open meetings.

Board Chair Gibbons commended Catarina on the amazing job she does with the minutes, including timeliness and accuracy. Catarina confirmed to him that it will help a great deal due to dealing with on-line and in-person sessions, for Board Members to

identify themselves by name and city when speaking. Rachel added that is a good point and is a practice many boards are trying to adopt. Board Member Zuspan agreed especially when there are members of the public participating as all they see is a little square on the screen.

Rachel returned to the Meetings and Public Notice section. At the discretion of the Board Chair, the public body may, but are not required to discuss a topic that was raised by a member of the public in the Public Comments section, that is not on the agenda. No decisions can be made on topics that are not agenda items.

She then moved on to:

- Closed Meetings (§ 52-4-204, § 52-4-205, § 52-4-206): It is Rachel's recommendation to include Closed Meeting topics as agenda items, in a way not to reveal sensitive information. As simple as Personnel Matter, Litigation, Compensation for Appointed Executive Team Members, Purchase/Exchange/Lease of Real Property, and others included in the Utah Code.
- Electronic Meetings (§ 52-4-207): WFWRD updated their policy last year to include new changes in the law, including the response to the COVID-19 pandemic allowing 100% electronic meetings without an anchor location if the Board Chair makes a written determination that a meeting with an anchor location presents a substantial risk to the health and safety of those who may be present or the location where the public body would normally meet has been closed to the public for health or safety reasons.

	<ul style="list-style-type: none"> • Chance or Social Meetings and Electronic Messages (§ 52-4-103(6)(b)(i), § 52-4-208, § 52-4-210): Chance gatherings and social gatherings are not subject to the Open and Public Meetings Act but may not be used to circumvent the provisions of the law. Do not abuse this provision by holding full-blown discussions of topics better discussed in an open meeting. Electronic messages are not prohibited, however, no secret or side discussions are permitted during a meeting. It is acceptable to email or text each other outside of the meeting. • Penalties (§ 52-4-301 through § 52-4-305): A person may be removed from a meeting if the person willfully disrupts the meeting to the extent that orderly conduct is seriously compromised. The point of a public meeting is to allow the public to listen in. We are not required to allow public comments, and is a topic currently being considered by the Legislature. Privilege is not absolute. <p>With no questions, Board Chair Gibbons invited Pam to move on to Item 4.2.</p>		
<p>4.2 Human Resources Policies Annual Review: Pam Roberts, General Manager (Information)</p>	<p>Pam began by explaining that Districts are required to review personnel policies annually. WFWRD’s general practice is to review changes adopted the prior year. Always included is the table of contents.</p> <p>Pam focused on Chapter 9: Human Resource System. WFWRD follows the applicable state and federal laws governing employment, and the merit</p>		

	<p>principles as stated in the UCA §17B-1-803. We maintain compliance through policies and procedures.</p> <p>She reviewed pay structure lump sum, pay differential, and adoption of Juneteenth as a paid holiday.</p> <p>With no questions, Pam moved on to 9.1.4 Background Checks for Designated Positions, Prior Employment Verification, Personal and Professional References, Educational Verification, and DMV Checks. Credit History is run for appointed Staff with the most fiduciary responsibilities.</p>		
<p>4.3 General Manager’s Report: Pam Roberts & Staff (Informational/Direction)</p>	<p>Pam began by reviewing WFWRD’s Mission to “Provide sustainable quality integrated waste and recycling collection services for the health and safety of our community...because not everything fits in the can.”, and Vision of “A sustainable organization that provides for the welfare of our communities. Goals: World Class Customer Service, Sustain a high 80th percentile of Employee Satisfaction, and Balance Environmental & Financial Stewardship.”</p>		
<p>4.3.1 Review the District’s Integrated Waste Collection System</p>	<p>She then reviewed Integrated Collection System and The Evolution of Waste Collection Services in the District with Start Dates. All are Driven by Public & Political Will.</p> <p>WFWRD is mandated to provide Weekly Curbside Garbage Collections (the black can), which has been done since before 1977 by hand and rear-loaders, with 2-3 people on the truck.</p> <p>There has been an evolution pushed by Public & Political Will which includes Weekly Curbside Recycling Collections, Special Services/Non-</p>		

	<p>Residential, Trailer Rental Collections, Seasonal Container Reservation Program (SCRP), Landfill Vouchers, Curbside Christmas Tree Collections, Central Leaf Bag Collections, Events and Class Visits, Glass Central Sites and Subscription Curbside Collection, and Subscription Weekly Curbside Green Waste Collection.</p> <p>Pam also reviewed the trends for:</p> <div style="background-color: #e0e0e0; padding: 5px;"> <p>Historical Tonnages Collected All Commodities:</p> <p>2022: 145,267</p> <p>2021: 153,702</p> <p>2020: 159,253</p> <p>2019: 152,622</p> <p>2018: 148,816</p> <p>Historical Miles Traveled for All Services:</p> <p>2022: 1,121,045</p> <p>2021: 1,214,284</p> <p>(-93,239 diff. mainly from SCRP & Special Services)</p> </div>		
<p>4.3.2 Goals, Priorities & Accomplishment Highlights</p>	<p>Pam moved on to Goals, Priorities and Accomplishments Highlights, specifically thanking the Board for approving the proposed 2023 Budget with salary market increases and new FTEs.</p> <p>The salary market adjustments which served as COLA (Cost of Living Adjustment) hit employees paychecks January 20, 2023. Many employees have personally stopped by her office to express their</p>		

gratitude, and Managers and Supervisors have been receiving positive feedback as well.

We are already seeing the benefits of the new positions, taking on some of the workload we have been trying to manage.

Regarding recruitment and retention, we have hired four new drivers in the past two months and have made a very competitive offer to a new HR Manager.

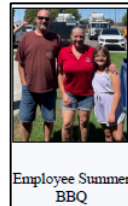
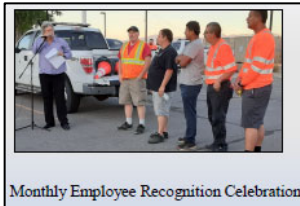
Pam and Paul visited each municipal council to review the increased costs to explain the needed fee increase due to increased costs for labor, fuel, maintenance, truck purchases and tipping fees. Fees increased from \$17.50 per month to \$19.50 per month/ \$58.50 per quarter/ \$234.00 per year. (\$30 total annual increase). All councils voiced their understanding and support for the needed fee increase to sustain service levels. Respective representatives on the Board adopted the Budget on 11/14/22.

WFWRD saved \$149,520 by delivering 24,920 tons of MSW to the SL Valley Landfill, and roughly \$126,600.00 in landfill disposal fees by diverting 18.12% reusable/recyclable commodities away from the landfill. The 2022 goal was 19% to achieve Environmental & Financial Stewardship.

Employee Satisfaction included new benefits negotiation and roll out that included more resources for mental health and well-being, and WFWRD University, on-line employee trainings for sexual harassment preventions, customer service, effective communications and others. This was important due

to COVID regulations. The second phase includes in-person and on-line trainings for Supervisors and Managers on effective employee relations and performance management. These relate to WFWRD's Culture of Compassion, Respect and Development goal, along with tuition reimbursement.

The 2022 Recognition Program resulted in 96 merit and seasonal employees receiving awards totaling \$47,395 with 15 employees reaching the maximum annual amount of \$1,000.



Also pictured are employees at the Summer BBQ, and Chuck Orencole, the 2022 NWRA Driver of the Year (Public Sector). *WFWRD has a nomination for 2023 and will notify the Board when it is ready to submit.*

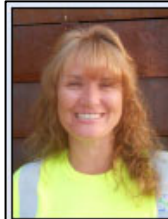
Customer Satisfaction highlights included sustaining service levels to meet residents needs and desires, a new website that included \$26,000 for the SCRП (Seasonal Container Reservation Program) scheduling model. Everything was previously done manually. WFWRD added more technologies and five FTEs (Full-Time Employees) to meet service demands and assisting cities/areas with special clean-ups by request.



Holiday Luncheon Taylorsville

Loss Prevention and Risk Management highlights included hiring a Safety and Emergency Preparedness Coordinator (Shane Norris) with goals to improve safety ratings for auto, property and worker’s compensation, emergency preparedness, safe operations, health and well-being to reduce risks of injuries.

WFWRD also recognized eight Safety Heroes, with two (Rhonda Kitchen and Ryan Jones) earning 14-years (since the program roll-out, they could very well have more years than this). Seven front-line employees reached the maximum annual safety awards of \$680. As part of the Trust programs, we distributed \$19,300 in Team Appreciation Recognition Program (T.A.R.P.) gift cards for teams being accident and injury free during 2022.



Rhonda Kitchen
14-Year Safety Hero



Ryan Jones
14-Year Safety Hero

Board Member Bracken recalled that both Rhonda (2017) and Ryan (2021) were also NWRA Drivers of the Year. Board Member Piñon commented how happy she looks. Pam agreed.

4.3.3 Follow-up Items from the January 23rd Meeting

Pam began her report with the District's Fleet by Type and Fuel Source: 79 Total Trucks, 73.42% are CNG:

- CNG Trucks: 58 Total Heavy-Duty Trucks
- 56 Side Load Trucks and 02 Front-Load Trucks
- Diesel Trucks: 17
- Gasoline Trucks: 04
- Total Trucks: 21
- 02 Rear Loaders, 04 Can Trucks, 03 Hook-Lift Trucks (SCRPs), and 17 Light-Duty Pick-up Trucks (13 diesel) used for trailers, Field Supervisors, Quality Assurance Inspectors, and SCRPs ground crew.

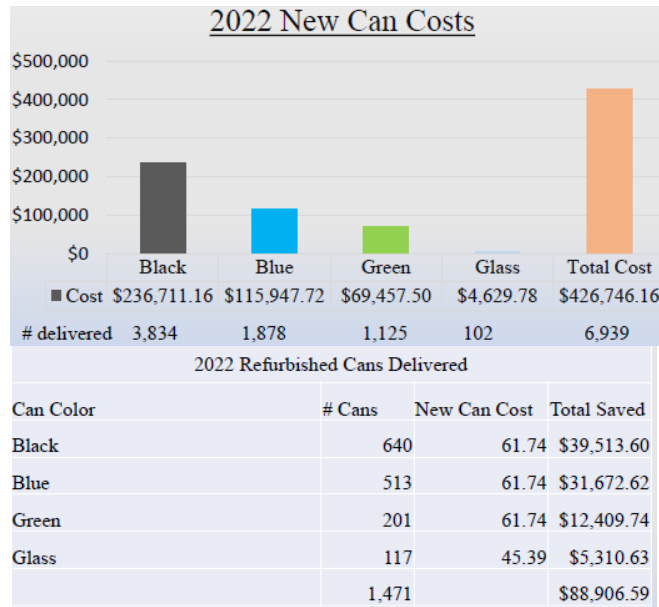
Pam gave a shout out to David Ika, Operations Manager, and Andy King, Asset Manager for preparing this information.

She then reported that WFWRD received a request late last week from the Salt Lake County Mayor's Office to test drive an electric truck March 13-17. Staff is meeting with County and Mack representatives tomorrow to discuss logistics. We are in the exploratory phase and gathering information. An update will be provided in the March Board Meeting.

Pam confirmed to Board Member Bracken that it is a regular route side-load truck, and that we only run Mack on our hook-lift trucks.

ACE Recycling & Disposal has been running an electric truck for almost a year. Matt Stalsberg, the President of ACE, mentioned in their press conference that he was skeptical, but has since been "won-over". The truck reportedly ran just as long as a CNG or diesel truck.

Pam continued on with can purchases. A \$426,000 expenditure can raise some attention. We were a little short on refurbished cans last year. Used can availability depends on what we can use from parks, demolished homes, private community transitions. These are clean cans in good condition that can go out for replacement. The 1,471 refurbished cans delivered offsets \$88,906.59 in new can purchases.



Board Member Shelton inquired about the longevity of new cans vs. older cans. The new cans seem to be made of a softer plastic while his garbage can is rigid, and he wondered if those are still available.

Pam replied that the original can is from 1985. Heil®, the manufacturer, put themselves out of the can business because their cans have lasted so long.

WFWRD began using the new manufacturer Toter®, in 2007. The cans typically last through their 10-year warranty, some last a little longer. Nothing compares to Heil, and some residents refuse to give them up.

Board Member Bracken added one thing that surprised him years ago is that the number of homes we service multiplied by \$120.00 per can is \$10,500,000 of inventory that sits on the streets every week. The \$426,000 from last year is pretty good, considering a 20-year replacement schedule.

Pam also added that Andy King, Asset Manager, and Walt Lake, Container Supervisor, track can performance by type. She reiterated WFWRD's diligence with funds, and that we are always looking for the best products.

With no further comments or questions, Pam invited McKenna Tupa'i, Sustainability Coordinator, to give an update on Momentum Recycling's Food Waste Program.

McKenna reviewed the report data. In speaking with Jason Utgaard, General Manager at Momentum (who is leaving Momentum), she learned that the number of subscribers did not vary much from the pilot, they are not doing any additions or marketing, possibly due to manpower/resources.

East Millcreek & Canyon Rim Subscribers: **132**

•100 4-gallon buckets.

•32 16-gallon carts.

Pricing:

•4-gallon bucket: \$13/month; \$15 activation fee.

•16-gallon cart: \$18/month; \$45 activation fee.

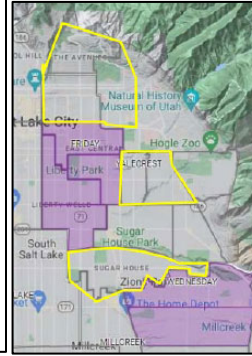
Diversion: ~**1.07 – 1.45 tons/week**

Set Out Rate: **65-70%**

WFWRD Leads: 176

Momentum's Time Spent Marketing: 0 mins.

Yellow indicates potential expansion areas.



McKenna replied to Board Vice Chair Barbieri that the waste goes to Wasatch Resource Recovery (WRR) where they create methane and power homes in the Bountiful area.

The yellow lines on the map represent Momentum's potential expansion areas, none of which are in WFWRD's service area.

McKenna reminded the Board that WFWRD has not partnered with Momentum, but it could potentially be an option for the future. Pam added that the Board agreed to let Momentum explore their pilot without WFWRD involvement.

Pam continued on with The Story of Recycling:

January 2007: Salt Lake County rolled out District wide bi-weekly recycling and increased the monthly base fee from \$9.00 per month to \$11.00. She heard second-hand after she started in July of 2007 that a County Council Member stated that if residents are generating that much waste, they need to pay more for a second garbage can raising that fee from \$6.00 per month to \$15.00. It was also to motivate residents to recycle.

Summer 2010 & Winter 2011: The first ever waste audits were conducted to sort through what was in a truck load of garbage. It was discovered more recycling was going into the black (garbage) cans on the off week of the bi-weekly collections, and residents were pushing for weekly recycling services.

The Board was created in 2010, which opened up governance for the four main cities to have a seat at the table along with Salt Lake County. Surveys were conducted and results showed that residents supported weekly recycling even with a \$2.00 per month fee increase. Weekly collections rolled out September 2011.

2012-2016: Pam mentioned the importance of understanding the recycling markets. WFWRD received nice revenues over \$800,000 per year during this era, noting that recycling and garbage have never paid for themselves. Revenues helped to off-set the costs.

2018-2022: Revenues dropped to \$150,000-\$200,000 per year, then markets changed and WFWRD shifted to paying \$10.00-\$70.00 per ton for recycling.

Pam invited McKenna again to review the 2021 Y2 Analytics Customer Survey results. Of the 3,220 residents that took the 2021 Customer Satisfaction Survey, 93% of residents reported they were either “Extremely Satisfied” or “Satisfied” with the recycling services provided.

McKenna then reviewed the 2019 Recycling Customer Survey results. 6,035 responses, 96% supported continued recycling services. 79.1% supported a fee

increase up to \$1.50 per month to maintain services. How often do you set out your curbside recycle can?

- Every week = 4,488 (74.4%)
- Twice a month = 1,169 (19.4%)
- Once a month = 255 (4.2%)
- Seldom = 64 (1.1%)
- Never = 53 (0.9%)

Pam added that the \$1.50 per month question was asked specifically because of the price per ton WFWRD was being charged for recycling processing. We spent ~\$1,200,000 in 2019. She also noted that we had a \$1,000,000 UNDER-expenditure in personnel due to short-staffing, a double-edged sword. We never want to absorb increased costs with personnel shortages.

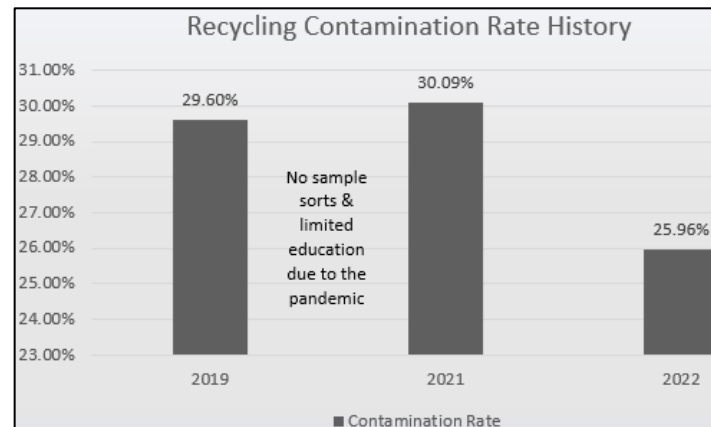
Pam then reviewed the 2022 annualized costs per ton for landfilling garbage versus recycling being processed based upon the 2022 financial report for total tons delivered and total amounts paid:

- Average fee for garbage disposal: \$34.15 per ton (all facilities – Trans-Jordan Landfill, Salt Lake Valley Landfill, Transfer Station)
- Average fee for processing recycling: \$35.05 per ton (all facilities)
- Difference: \$0.90 per ton more to process recycling versus landfilling annually.
- Divided by 86,000 homes = \$.000010 more per ton/per home for recycling processing.
- All Garbage Collection Tonnages Decreased 5% Overall from 2021.
- Curbside and Front-load Recycling Tonnages Decreased 3% Overall from 2021.

Pam then explained this Waste Management Hierarchy infographic. The waste industry has been looking at the “Reduce, Reuse, Recycle” model for decades.



In response to a previous question regarding contamination, Pam reviewed the following:



	<p>She noted in 2020 no sample sorts were conducted, and there were challenges getting out to communities for education.</p> <p>McKenna added that the sample sorts are conducted by Rocky Mountain and Waste Management. They take 400 pounds from a truck load and calculate the percentage of garbage versus recycling. The Sustainability Team is working towards accuracy through route audits which represent a fraction of a community.</p> <p>Pam replied to Board Member Zuspan that there are not specific sample sorts from front-load trucks. Visually the contamination rate is higher due to community containers which are unfortunately often used as second garbage cans.</p> <p>Board Member Zuspan noted that The Canyons added lids with a slot so boxes must be broken down, and a plastic bag of “something” can’t be forced in. Board Member Bracken added that it only takes one really good pizza box to contaminate a lot of cardboard.</p> <p>Board Member Piñon asked that at a 25% contamination rate if loads get rejected. Does the price per tonnage rise? First, what are the ramifications? Second, as brought up at the last meeting, he wants to continue to develop programs to educate our communities. As a collective Board we can have an impact to reduce contamination rates.</p> <p>Pam replied yes, we pay more with higher contamination, and yes, contaminates get rejected. We pay less the cleaner it is. Garbage in, garbage out.</p>		
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Board Member Piñon asked what WFWRD could provide for the Board Members to educate their communities. Articles, stories, white papers, etc. which can be pushed through their community Council Meetings and will make a difference.

McKenna replied that WFWRD is focused on social media, route audits which we hope to do more face-to-face, education, knocking on doors, getting fliers directly in residents mailboxes, at least one to two communities per week. She also submits to the monthly community newsletters and welcomed other ideas.

Board Member Piñon responded that the Board are those representatives and asked for information they can push that can be effectively networked and they can make it happen. This may be a goal for the Board for 2023 to get the 25% contamination rate reduced significantly and educate communities.

Board Vice Chair Barbieri commented that the WFWRD website has wonderful resources that Taylorsville has pulled and put on their own Facebook page. If you have teachers in your communities, children love to get in to recycling. They have had some success in Taylorsville with that and committed to “cleaning up their act”.

Board Chair Gibbons followed up that it might be nice to know what the big offenders are. Plastic bags? Pizza boxes? What are the top three contaminated items?

McKenna responded that the top contaminated items are Styrofoam and plastic bags. She is not sure the 25% contaminated rate is completely accurate. She feels it is possibly closer to 15%, because they are only taking 400 pounds and it is at the vendors sole discretion. Through

route audits of 100-200 cans, WFWRD has been seeing much lower numbers.

Pam reiterated that we have always and will continue to work with the vendors and have that debate and discussion that their numbers are not what we are seeing. McKenna replied to Board Member Bracken that information is shared with our social media followers, and we do not pay for any social media advertisements.

Board Member Bracken stated that targeted ads are not terribly expensive as a way to get people involved that don't read our newsletters or visit the websites.

Board Vice Chair Barbieri added that in their most recent survey, 40% of residents get their information from the city journal. They were a bit surprised by that, and always have great articles, WFWRD always has an article in there which has really helped. She and her husband go through that more than social media and thanked everyone for their great comments.

Pam requested that McKenna copy each Board Member on newsletters, in addition to the contacts she has in each community.

Board Member Barney shared a story of a company that struggled to meet their goal to have boxes filled to a certain level. They failed for years, they trained numerous times, posted information, provided packets, and nothing worked. They finally literally printed a line on the box that read "Fill to Here" and the problem was solved. It was present and visible, in the moment.

Board Member Barney wondered if to solve this problem, the postings, notices, letters work, he's read them himself

but a month later questions himself on what goes in the can. Is there a way to print or have verbiage on the cans that specify what can and can't go in the can?

Pam thanked Board Member Barney for the question. WFWRD started down that path having the new cans with an embossed "flier" on the lids with pictures and verbiage (in English and Spanish). It was presented to the Board in 2018 with the price of an additional \$2.00 per lid. It will be slow to get to the replacement cans. In the interim, there are fliers that are sent with the first billing that is going out in April that have also included stickers and refrigerator magnets in the past.

Board Member Barney is glad to hear that we are headed in that direction.

Board Member Shelton followed up with the question of just swapping the lids out through a rotation. Pam responded that WFWRD could certainly develop a cost analysis for lids specifically, and it depends on the type of the can. The contracted vendor we originally used was Toter, and if we switch to a different vendor, we will ask the same question.

Board Member Piñon commented on Board Member Zuspan's example of what was done in Brighton, which is an adhered sticker with educational diagrams. Is there a way to include that in the letter for residents to apply to their cans as a reminder of what is acceptable? A sticker campaign may be easier and a quick test, whatever we can do to educate.

Board Member Zuspan replied to Board Chair Gibbons question that yes, stickers are currently being used. Pam shared examples of stickers that are currently on

dumpsters and cans. Board Member Zuspan explained they actually changed the lids on the recycling bins which has helped because everyone uses it, but what doesn't go in sits next to the bins because people don't want to make the effort to break things down.

Board Member Zuspan continued that because his community is a vacation destination there a lot of visitors who don't read the signs or follow rules, they are just looking for receptables. Full-time residents are on board.

As a follow up to Board Member Piñon's original question on education, Board Chair Gibbons wondered if there is some kind of all-weather sticker that may last for a couple years. If so, it may be worthwhile to redesign an instructional sticker we can put on all the blue cans.

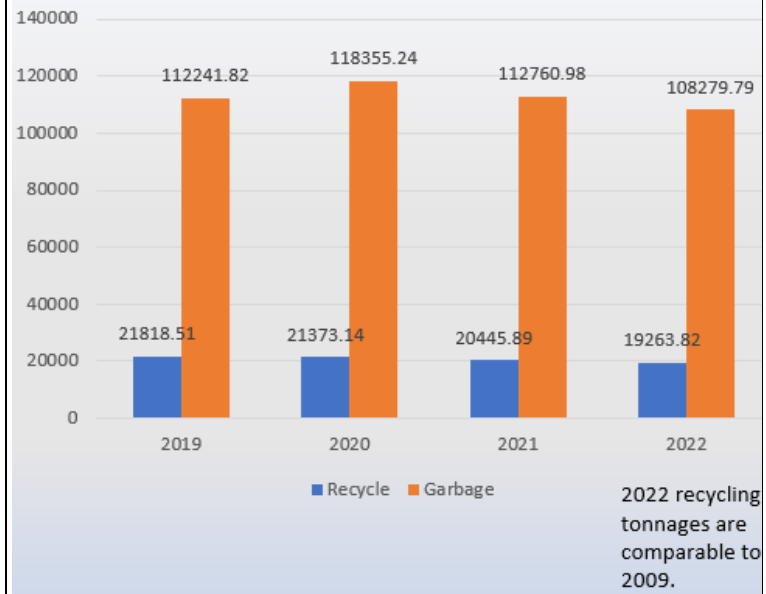
Catarina brought to Board Chair Gibbons attention the hands raised on Webex by Board Member Stringham and Board Member Sharkey.

Board Member Stringham shared having participated in a conference in Washington D.C. where the group was discussing a push in another county about contamination. They started a "don't contaminate your recycling or we can't recycle it" campaign which was quite effective because people don't realize contamination makes the entire load obsolete. They had an outdoor plastic sign, like what is used for campaign signs, that is corrugated and can be riveted to the bin for education.

Board Member Sharkey commented that having toured the Waste Management Recycling Facility, she observed, and they confirmed that the number one contaminant by far is plastic bags. They said it should be so simple to get the message out to stop putting plastic bags in your

	<p>recycling. It isn't as much about food contamination. To alleviate that problem in Sandy, instead of reminding people of the long list of items that are acceptable, just focus on that one thing. If we could get people to stop putting plastic bags in the recycle bins it would make a big change, according to Waste Management.</p> <p>Board Member Sharkey continued that Sandy started a "don't put plastic bags in your recycling" blitz. They used social media, stapled notices on cans, everything they could imagine. It has made a small improvement, but it is shocking that the no plastic bags concept is so stubborn. They can't get people to stop putting plastic bags in their recycling. It would make such a substantial, measurable, and helpful difference if they could. It wasn't as helpful as they expected, but they intend to be persistent, maybe there's just no magic formula.</p> <p>Board Member DeSirant spoke on his comment in the Webex chat: I was also wondering if we could use a vinyl sticker to do the same thing as what Laurie said.</p> <p>Pam continued that WFWRD is focusing on what is happening in the market. There has been a decrease in tonnage, which is not uncommon, both garbage and recycling tonnages decreased last year compared to 2021.</p>		
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Curbside Recycling vs. Garbage Tonnages



Pam has learned throughout her career that waste and recycling follows the economy. When times are rich, we buy more and throw away more, and the opposite when times are not so great.

She described this picture of one truckload of recycling. The truck has dumped and pulled forward, the pile is several yards long and takes up more space than regular garbage.



McKenna mentioned the sample sorts which is where a loader picks up a scoop from the load then is sorted by hand and measured by commodity. Pam added that these include plastic, cardboard, aluminum, etc. This is how we know cardboard and paper are the highest percentage in the cans, which is currently not as rich as in the past. Aluminum and tin are faring rather well at ~\$1,000 per ton.

Pam continued that WFWRD will continue to report our findings and reiterated the importance of measuring recycling not just by tons, but by volume. A cubic yard of landfill space was one of the things discussed in 2009 when considering going to weekly collections. How much space does recycling occupy in the truck? How much space would it occupy in the landfill? What is a cubic yard of landfill space worth? Yes, it costs more but there is a reason behind it to reuse materials. WFWRD has internal goals related to environmental and financial stewardship.

Catarina shared Board Member Stringham's comments from the Webex chat:

Vinyl stickers wear off faster than corrugated signs that are riveted to the lid. We used them at the fitness center. and the vinyl wore off pretty fast and we had to find another source. the vinyl must have a flat surface, the lid I have is not flat.

Board Chair Gibbons commented on the excellent discussion and asked Pam to continue with exploring options for education.

Pam agreed and thanked the Board for the great suggestions.

4.4 Seasonal Container Reservation Program (SCRP) Follow-up/Scenarios
(Information/Direction)

By way of introduction, Board Chair Gibbons made clear that for the last couple of months we have been discussing this program. The genesis of this discussion is that there has been a perceived public dissatisfaction with our having to move away from the traditional Area Clean-Up Program (ACUP).

We want to know how we can best serve the public without the ability to turn the clock back logistically based on the current economy and labor market. We want to make modifications and improvements for 2024 and beyond for this program. We can't go back, but maybe there are tweaks we can make to somehow to improve the service.

The Board asked Pam to prepare a letter outlining the program. Board Chair Gibbons then turned the time over to Pam.

Pam explained that the purpose of the cover letter is to give an overview and highlights of some things WFWRD has been trying to do to improve this program based on resident input.

To highlight the 2022 season, WFWRD accommodated 83.5% of the reservations requested, which Pam feels is a good success rate for this service considering the staffing issues. This may not cover the residents who get frustrated and give up. The new website may be able to capture that data. She noted that accommodations ranged from 77% to 90% for the 14 municipalities in the district.

Pam reviewed additional information that WFWRD has so far related to improvements:

- The program is a much more manageable way for container drop-off and pick-up due to the certainty of the volumes of waste being in the containers, and not in the streets.
- Illegal dumping with piles of debris in the streets has been minimal.
- The importance of evaluating usage of containers by volume of waste as well as tonnages. How full are they? A couch and mattress take up more space than bags of debris. Green waste also takes up a lot of space. It has been difficult to get solid data to compare space occupied compared to tonnages.
- WFWRD invested approximately \$26,276.00 of the 2022 website development budget to improve the on-line container reservation system. The website designers have never seen the volume on a calendar system involving the 86,000 homes in our district.

In response to the Board’s request to provide information that compares similar bulky waste services provided in other municipalities, Pam reviewed the following:

Murray City has modeled their annual neighborhood cleanup after WFWRD’s 2020 program. They set up zones in their city with specific months for residents to reserve a 30-yard container parked in their driveways, or in front of their home with the resident being responsible for any waste outside of the container. There is no extra charge for this service. (Note WFWRD containers are 14 yards in size/capacity.)

Board Member Markham confirmed that it was two years ago, and the 30-yard container is a function of the vendor. They don’t have a tremendous amount of 15 or 20-yard roll offs. 30 yards are easier for them.

Board Member Markham also confirmed their program was a direct response to WFWRD’s program, trying to balance services in both sides of the city. One fourth of the city is serviced by WFWRD, a city vendor services the other three fourths. The program has been so popular they had to try hard to balance the services offered.

Pam added that Murray City is the closest with a “free” or “no additional charge” program. Other cities charge for a container delivery. Murray offers both, which is what WFWRD offers through the trailer rental program.

West Valley City, Salt Lake City, and South Jordan:
Scheduled curbside pickup at no additional charge.

Sandy City, twice a year curbside for an additional fee \$1.45 mo./\$17.40 annual. There are size regulations. Sandy and Salt Lake City are both required to ensure the waste is retrieved within 24 hours.

With no questions, Pam moved on to the added note that once per year, Herriman City has central site collections for residents that runs for six days. It was reduced from twice per year due to staffing and logistics.

Herriman also paid \$30,000 to Clean Harbors for HHW (Household Hazardous Waste) collections because the immense amount of waste that takes a great deal to manage. This is interesting because of their proximity to the Trans-Jordan Landfill which doesn’t charge. Neither landfill charges for HHW or e-waste (electronic waste).

With no questions, Pam continued to the program ideas compiled by Staff.

	<p>Board Chair Gibbons clarified that no decisions will be made today.</p> <p>Board Member Markham was excused at 10:50 a.m. for another commitment. He previously provided some suggestions to Pam, agrees there are some excellent ideas provided, and looks forward to future discussions.</p> <p>Board Chair Gibbons then asked Pam to give an overview of the data.</p> <p>Pam explained that the outline includes pros, cons, estimated resources needed, and estimated costs. While WFRD has an ample number of containers, we do not have enough trucks.</p> <p>In the interest of time, Board Chair Gibbons requested the Board study the scenarios, and the Board agreed to eliminate three ideas requested by Staff due to their infeasibility.</p> <p>Pam agreed to Board Chair Gibbons request to resend an updated document via email. He then asked the Board to come prepared to the March Board Meeting to narrow the list down to one or two options, then gear up for 2024.</p>	<p>Pam will send the list of the remaining six scenarios and bring back the results from the Board for next month's meeting.</p>	
5. Closed Session <i>(if needed)</i>			
	No closed session needed.		
6. Other Board Business			
	There was no other Board Business.		
7. Requested Items for the Next Board Meeting on Monday, March 27, 2023, at 9:00 a.m.			

	<p>Board Chair Gibbons reviewed the items for the March Board Meeting:</p> <ul style="list-style-type: none"> • General Manager’s Report • Adoption of Resolutions Recognizing Ryan Jones and Chuck Orencole for NWRA’s Driver of the Year Awards 2021 and 2022 • Emergency Preparedness Planning: The Great Utah ShakeOut Thursday, April 20, 2023, at 10:00 a.m. • Seasonal Container Reservation Program (SCRP) Follow-up/Scenarios • Cost Benefit Analysis for CNG vs. Diesel • Request to Test Drive Electric Truck for Mack 		
Adjourn			
	<p>Board Chair Gibbons requested a motion to adjourn.</p>	<p>Motion to Adjourn: Board Member Bracken</p> <p><i>There was no formal second motion.</i></p> <p>Vote: All in favor (no opposing or abstaining votes)</p> <p><i>Meeting end time: 10:57 a.m.</i></p>	<p>Approved February 27, 2023</p>