

**ADMINISTRATIVE CONTROL BOARD – WASATCH FRONT WASTE AND RECYCLING DISTRICT  
MONTHLY MEETING MINUTES**

DATE/TIME	LOCATION	ATTENDEES
February 24 <sup>th</sup> , 2014 6:00 p.m. <hr/> <b>Next Board Meeting</b> March 24 <sup>th</sup> , 9:00 a.m.	604 W 6960 S Training Room	<p><u>Board Members:</u> Chair Sabrina Petersen, Vice-Chair Dama Barbour, Coralee Wessman-Moser, Sam Granato, Jim Brass, Scott Bracken, Jim Bradley, Aimee Newton, <u>Absent:</u> Patrick Leary</p> <p><u>District Staff:</u> Pam Roberts, Stuart Palmer, Craig Adams, Gaylyn Larsen, Bill Hobbs, Lorna Vogt, Gavin Anderson, Ryan Dyer, Cathi Fairbourn, Bill Hobbs, Gaylyn Larsen, Ken Simin, Sean Summerhays,</p> <p><u>Public:</u> John Webster Director Salt Lake County Fleet, Evan Harrison Salt Lake County Fleet, Kerri Nakamura-SL County Council, Diane Turner-Murray City Council, Ann Bracken-Citizen</p>

**AGENDA**

- 1. Consent Items: (Approval Requested)**
  - 1.1. January 27, 2014 Board Meeting Minutes
  - 1.2. Abatement/Refund Approval
- 2. Business Items**
  - 2.1. Conflict of Interest / Disclosure Statement for Staff, Gavin Anderson (Approval Requested)
- 3. Informational Items:**
  - 3.1. 2013 Accomplishments, Pam Roberts and Lorna Vogt
- 4. Approval / Direction Requested:**
  - 4.1. District Mission Statement Revision, Pam Roberts
  - 4.2. Side Load Truck Replacement – John Webster, Director Salt Lake County Fleet and Pam Roberts
  - 4.3. Murray City De-Annexation Council Request, Pam Roberts
    - Tonnage and Resource Report
  - 4.4. 2014 Interlocal Agreement with Salt Lake County

**Requested items for the Next Board Meeting on Monday, March 24, 2014**

  - Follow-Up: Leave Accrual for Appointed Officials
  - 2013 Independent Financial Audit Report
  - Review Fund Balance Cash Flow
  - Approval of the 2014 Interlocal Agreement (s) with Salt Lake County
  - Policy Discussion: Vacant Homes

TOPICS/ OBJECTIVES	KEY POINTS/ DECISIONS	ACTION ITEMS WHO – WHAT – BY WHEN	STATUS
<b>1.Consent Items (Approval Requested)</b>			
<b>1.1 January 27, 2014 Board Meeting Minutes</b>	Approval of the January 27, 2014 Minutes	<b>Motion:</b> by Board Member Coralee Wessman-Moser, <b>seconded</b> by Board Member Sam Granato to approve the Minutes from the January 27, 2014 meeting. <b>Vote:</b> All in favor (of Board Members present)	<b>Approved February 24, 2014</b>
<b>1.2 Abatement/Refund Approval</b>	<p>Stuart: Explained the issue is with homes that were recorded incorrectly at the county assessor’s office and had been being billed as duplexes. In these cases, only one owner was being billed for both units, and the other owner was never billed. We were billing it wrong and now let’s make it right. Board Member Newton asked to clarify if the owner lived in the duplex for years and was charged for both units, was the owner of the other unit also charged? Stuart says no, the other owner was never charged and has been paying for both units. Pam states we are back billing the proper owner of the other residence. Board Chair Petersen: Asked if this is a duplex that is owned by the same owner or is each side separately owned? Stuart states they are attached twin homes and each are separately owned.</p> <p>Pam states that where it was originally recorded wrong, one owner was being charged for both sides when the other owner should have been charged for their part. We are going to back bill that owner so we should recoup that money. Board Chair Petersen confirmed that the owner who had been charged for both units would be reimbursed and the owner who had been paying no fees would get a bill. Board Member Wessman-Moser asked if the other owner is willing to pay now? Pam states they understand that they have been getting a “free ride”, and that WFWRD is willing to accept payment arrangements. Vice-Chair Barbour asked if the owner who wasn’t paying had known he wasn’t paying the whole time. Pam states it is hard to say if they knew since billing was previously on the property tax notice and through our new transparency we are cleaning up a lot of items that were not recorded correctly in our records or at the county and possibly other places.</p>	<b>Motion:</b> by Board Member Coralee Wessman-Moser, <b>seconded</b> by Board Member Aimee Newton to approve Abatement/Refund. <b>Vote:</b> All in favor (of Board Members present)	<b>Approved February 24, 2014</b>

	Board Chair Petersen confirmed that the owner didn't realize he was being double billed until the billing became more transparent.		
<b>2. Business Items</b>			
<b>2.1 Conflict of Interest /Disclosure Statement Revision, Pam Roberts</b>	Pam spoke with Gavin Anderson, Legal Counsel over the phone and confirmed that there are no legal conflicts of interest. The Board can review and use their discretion as to any conflict with District matters. Board Chair Petersen confirmed that signed conflict of interest statements are still needed from herself as well as Board Members Newton and Bradley. Reminded them to sign them in front of a Notary.	<b>Motion:</b> by Board Member Scott Bracken, <b>seconded</b> by Board Member Sam Granato to approve Conflict of Interest/Disclosure Statement Revision. <b>Vote:</b> All in favor (of Board Members present)	<b>Approved February 24, 2014</b>
<b>3. Informational Items</b>			
<b>3.1 2013 Accomplishments, Pam Roberts and Lorna Vogt</b>	<p>Pam presented the Board with slide of our 6 goals for 2013.</p> <p>Provide <u>World Class Customer Service</u>. We achieved a 98% overall customer satisfaction rating in 2012. We wanted to maintain that in 2013. The preliminary overall satisfaction rating for 2013 is 97%. Our 2013 Billing Satisfaction was 87%. The survey has a question specifically about what the preferred billing method is. We should have the results of that to make adjustments, as needed, in 2015.</p> <p>Pam stated that- the staff did a great job at evaluating what we needed to manage in 2013. She is proud of the staff for responding so well to the challenges they faced in 2013 related to the new way to bill. Board Chair Petersen noted that in 2013 each customer service rep was handling 500 calls per day. Lorna states that in 2014 we are handling 500 calls on a Monday right after a billing and then we are dropping to 200 to 400 throughout the week. The survey has a question on it specifically about what the preferred billing method is and we should have the results of that to make adjustment for 2015.</p> <p>Increase the <u>Landfill Diversion Rate</u>-In 2013 our</p>		

diversion rate goal was 18% and we reached 18.74%. We have more ambitious goals going forward and we expect to see a good increase in the diversion as recycling and green waste catches on. The majority of the waste is going to the County Landfill and Transfer Station with roughly 10% going to Trans Jordan and we will keep track of the green waste going to each.

Achieve an Excellent Employee Satisfaction Rating-Our goal in 2013 was 90% employee satisfaction. We reached 87% which is a 1% increase from 2012. Pam states that Lorna has been instrumental in rolling out our safety program. Graph illustrating February 2007, 40% overall satisfaction rating. She pointed out that in July of 2007 there was a change in management. We enlisted manager's assistance from within the organization to provide effective leadership. In 2008 we implemented an employee recognition program with an incentive for safety and Outstanding Employee rewards for employees who go above and beyond the call of duty.

Board member Bracken asked if there is any indication that staff turnover is related to the new district organization. Pam: The exit interviews revealed that the 12% rating in 2013 was mostly related to wage and not the transition. We are on an upward momentum for improved employee satisfaction.

Effectively Manage Losses-This program encompasses the Safety Committee, the Safety Accident Reviews and proper safety training for our employees. Lorna explains we have ramped up our accident reporting and our accident and injury investigations. The down side is that we have more events because we are recording more. We achieved an 88.2% safe day rating for accidents with a goal of 90%. We achieved a 94% safe day rating for injuries with a goal of 95%.

	<p><u>Effectively respond to an emergency or disaster</u>-Our goal: 100% of our employees trained on emergency procedures within 6 months of hire. We achieved 92% of employees trained on Emergency Operations Plan at time of hire. We have trained all new administrative employees on the Midvale Emergency Response Plan. We have also updated the COOP.</p> <p><u>Optimal Fleet Efficiency</u>-Our goal was to increase our MPGs and decrease fuel costs by 5% overall. Our result was .01 overall with a .08 MPG improvement and a savings of \$.24 per gallon.</p>		
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**4. Approval/Direction Requested**

<p><b>4.1 District Mission Statement Revision, Pam Roberts</b></p>	<p>Pam read the proposed changes made to the currently presented mission statement to include a statement about environmental and financial stewardship while exceeding industry standards.</p> <p>Board members discussed the topic and agreed that the addition does reflect their direction and vision.</p>	<p><b>Motion:</b> by Board Member Coralee Wessman-Moser, <b>seconded</b> by Board Member Scott Bracken to approve Mission Statement. <b>Vote:</b> All in favor (of Board Members present)</p>	<p><b>Approved February 24, 2014</b></p>
<p><b>4.2 Side Load Truck Replacement – John Webster, Director Salt Lake County Fleet and Pam Roberts</b></p>	<p>Pam introduced John Webster and Evan Harrison. Pam explained that in the past the division had a replacement schedule of 36 trucks in and 36 trucks out every 3 years (36 Mo).</p> <p>John and Evan reviewed the fleet management industry model that determines the best time to replace equipment. Pam stated that over the past five years we have shifted our replacement schedule from 36 months to an average of 47.2 months.</p> <p>The additional shift would move 4 trucks forward from 2014 and even out our replacement schedule over the</p>	<p><b>Motion:</b> by Board Member Coralee Wessman-Moser, <b>seconded</b> by Board Member Scott Bracken to approve Side Load Truck Replacement. <b>Vote:</b> All in favor (of Board Members present)</p>	<p><b>Approved February 24, 2014</b></p>

	<p>next several years. This shift would save the District over \$1,000,000 in 2014 while still staying within an effective replacement schedule.</p> <p>Board Member Bracken noted that these savings equates to \$1 per home per month, which would help to negate the need for another fee increase.</p>		
<p><b>4.3 Murray City De-Annexation Council Request, Pam Roberts</b></p>	<p>Murray City has approved a resolution of its intent to de-annex 3000 homes from the Wasatch Front Waste and Recycling District.</p> <p>Pam reviewed the information that will be sent out to the residents in Murray City who reside in the District</p>	<p><b>Motion:</b> by Vice-Chair Dama Barbour, <b>seconded</b> by Board Member Sam Granato to approve the comparison of services with clarification of services. <b>Vote:</b> All in favor (of Board Members present)</p>	<p><b>Pam will make the needed edits and clarifications and return to Doug Hill of Murray City</b></p>
<p><b>4.4 2014 Interlocal Agreement with Salt Lake County</b></p>	<p>Mark Anderson, Legal Counsel for the District was not able to attend the meeting.</p> <p>Pam reviewed the progress with the negotiations and asked the Board to provide direction on the County’s request to have a 10 year term on the Landfill Agreement.</p> <p>Board Member Wessman-Moser asked that the language include that any increases would be based upon cost or study based and she requested that we have a termination clause in the agreement with a one year notice.</p> <p>Vice-Chair Barbour stated that she doesn’t feel comfortable with a full ten years, but could agree to five years. She also stated that she likes the thought of a one year termination clause.</p> <p>Board member Newton asked if there would be a “set fee” if we entered into a 10 year agreement. Board Chair asked if the 10 year were to happen that would mean the rates would remain the same.</p> <p>Pam explained that would be like the District stating our costs and rates will never go up, when we know costs go up.</p>	<p><b>Motion:</b> by Board Member Barbour and seconded by Board Member Moser and gave direction to Pam to negotiate a five year term with an automatic five year renewal with the intent to pursue the one year termination clause during the second five year term. <b>Vote:</b> All in favor (of Board Members present)</p>	<p><b>Board Approved on February 24, 2014</b></p>

	Board member Bradley discussed the symbiotic relationship we have between the landfill and the district. All board members agreed. All board members agreed that we are in a partnership with the County and want to continue with that partnership as we need each another.		
<b>5. Requested Items for Next Meeting</b>			
	<ul style="list-style-type: none"> <li>• Follow-Up: Leave Accrual for Appointed Officials</li> <li>• 2013 Independent Financial Audit Report</li> <li>• Approval of the 2014 Interlocal Agreement (s) with Salt Lake County</li> <li>• Policy Discussion: Vacant Homes</li> </ul>		
<b>Round Table</b>	None		
<b>ADJOURN</b>		<b>Motion:</b> by Board Member Coralee Wessman-Moser, <b>seconded</b> by Board Member Scott Bracken to adjourn the meeting. <b>Vote:</b> All in favor (of Board Members present)	