

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

DATE/TIME	LOCATION	ATTENDEES
September 28, 2015 9:00 a.m. <hr/> Next Board Meeting October 26, 2015 9:00 a.m.	Public Works Building 604 W 6960 S Midvale, UT 84047	<u>Board Members:</u> Dama Barbour, Jim Brass, Scott Bracken, Jim Bradley, Coralee Moser, Aimee Newton, Sabrina Petersen, Jenny Wilson, EXCUSED: Patrick Leary <u>District Staff:</u> Anthony Adams, Craig Adams, Michael Allan, Mark Anderson, Rachel Anderson, Ryan Dyer, Gaylyn Larsen, Stuart Palmer, Pam Roberts <u>Public:</u> Beth Overhuls (SL County), Cherie Root (SL County), Bobby Sampson (SL County), Dwayne Woolley (Trans Jordan), Ashley Yoder (SL County)

AGENDA

Call to Order: Dama Barbour, Board Chair

1. Consent Items: (Approval Requested)

- 1.1. August 24, 2015 Board Meeting Minutes
- 1.2. Fee Abatements

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

3. Business Items

- 3.1. Executive Director’s Appointment of the Deputy Director over Operations, Pam Roberts (**Approval Requested**)
- 3.2. Follow-up Tuition Reimbursement Policy, Gaylyn Larsen (**Direction, or Adoption Requested**)
- 3.3. Utah Local Governments Trust Accountability Program Award, Pam Roberts (**Informational**)
- 3.4. Update on 2015 Delinquent Fee Certification, Stuart Palmer (**Informational/Directional**)
- 3.5. Requested the 2016 Budget, Pam Roberts & Stuart Palmer (**Direction Requested**)

- Justification for FTE Requests

- Expenditure Increases; Contracted service rate increases, Salary, Health, Property and Liability Insurance
- Proposed \$5.00 fee increase for the Green Trailer Rental (from \$35 to \$40)

3.6. Update on Curbside Glass Collection Services, Pam Roberts (**Informational**)

3.7. 2016 Re-Route to Accommodate Growth, Pam Roberts (**Informational**)

4. Requested Items for the September 28th Meeting

- Adoption of the 2016 Tentative Budget
- Set the Public Hearing Date to Allow Comments on the 2016 Tentative Budget
- 3rd Quarter Financial Report
- 3rd Quarter Performance Measure Report

TOPICS/ OBJECTIVES	KEY POINTS/ DECISIONS	ACTION ITEMS WHO – WHAT – BY WHEN	STATUS
1. Introduction and Welcome			
	1.1 Anthony Adams, New Executive Assistant and Board Clerk 1.2 Michael Allan, New Deputy Director over Operations		
2. Consent Items (Approval Requested)			
2.1 August 24, 2015 Board Meeting Minutes 2.2 Fee Abatements		Motion to approve by: Board Member Moser seconded by: Board Member Petersen Vote: All in favor (of Board Members present)	Approved September 28, 2015
3. Meeting Open for Public Comments	(Comments are limited to 3 minutes)		
	No public comments.		
4. Business Items			
4.1. Executive Director’s Appointment of the Deputy Director over Operations (Approval Requested) 4.2. Follow-up on Tuition Reimbursement Policy, Gaylyn Larsen (Direction or Approval Requested)	Board member Bradley had asked about the Tuition Policy. Current policy, with revisions, was distributed to board members for review/approval. Per request, Gaylyn reported that one employee had taken advantage of this policy in the past to take Geographical Information System (GIS) classes. We currently have one employee utilizing tuition reimbursement.	Motion to approve by: Board Member Petersen seconded by: Board Member Moser Vote: All in favor (of Board Members present)	Approved September 28, 2015

	<p>The proposed changes will allow reimbursement for all class-related expenses for the student. This will encourage more individuals to further their education. Students will pay for all expenses up front, and upon passing the course, WFWRD will reimburse up to the IRS limit.</p> <p>Board member Bracken requested clarification on “related” expenses. Gaylyn stated that in the past a management team reviewed and approved related expenses. Proposed changes would allow Pam to individually approve what is a related expense. Board member Bracken inquired as to an appeal process if the student is unsatisfied with Pam’s decision. No further discussion was held regarding appeal process.</p> <p>Board member Wilson inquired about a payback provision, in case the employee leaves employment. Gaylyn confirmed that we have the same policy as the County, in case the employee leaves employment within a year of reimbursement.</p> <p>Mark Anderson suggested changes in grammatical wording on 9.25.1 and 9.25.1.2. He also inquired as to the need of adding wording/clarification for classes that are Pass/Fail. Board member Moser recommended adding this wording to the policy to qualify for reimbursement with a passing grade.</p> <p>Board member Newton suggested changing the wording of ‘activity fees’ as it could be too subjective to interpretation. Gaylyn suggested changing the wording to lab and/or student fees.</p>	<p>Gaylyn will update grammatical wording based on recommendations and add clarification for Pass/Fail courses.</p> <p>Gaylyn will change wording to clarify reimbursable expenses</p> <p>Motion to adopt policy as presented with the requested changes and clarifications: Board Member Petersen, seconded by: Board Member Brass</p>	
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<p>4.3. Utah Local Government’s Trust Accountability Program Award, Pam Roberts (Informational)</p> <p>4.4. Update on 2015 Delinquent Fee Certification, Stuart Palmer (Informational/Direction)</p>	<p>Last month we received a 10% premium rebate back to members. Because of our Safety Program and completion of the Trust Accountability Program, we received an additional 5% award which goes back into our revenue stream.</p> <p>Stuart showed a 5.68% increase in the number of homes/accounts certified since last year. Board member Moser inquired what is attributed to the change in certification numbers. Stuart replied that the reason for the increase is unknown. He is hoping that the addition of late fees and penalties this year will bring the number down.</p> <p>Pam indicated that discussion, regarding whether the 18% late fees are enough of an incentive and if we wanted to increase that rate, was conducted during the pre-board meeting. Rachel Anderson confirmed that we are allowed to charge the Federal Short Term Rate (STR) plus 18%. However, the STR changes quarterly. Keeping our rate at the 18% allows us to not have to revisit the fee structure annually and allows us to always remain within limits.</p> <p>Board member Moser inquired as to what additional efforts are being used to collect these outstanding balances. Pam confirmed that there are no active efforts, such as notice letters or phone calls, to notify customers of outstanding balances. They are informed of their account status if the customer calls in to our offices for additional services. They are then informed that</p>	<p>Vote: All in favor (of Board Members present)</p> <p>Rachel and Mark Andersen will look into whether we can charge the 18% in addition to the \$20 penalty fee.</p>	
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4.5 Requested 2016 Budget, Pam Roberts & Stuart Palmer (**Direction Requested**)

their account must be current before additional services can be provided.

Stuart reported that during the months of November through January, after the certifications have been processed, we receive over 90% of the charged certification fees.

Pam reviewed the need for five FTE's. Three equipment operators are needed for the increased workload due to new homes being serviced. Two to start in January and one to start in July. A GIS Coordinator is needed to assist with route mapping and also to assist with the RFID cart inventory, which will enable more accurate billing and inventory status. One Customer Service Representative is also needed to support growing customer needs. The costs associated with these five FTEs will be covered by the increased revenue from service fees from new homes.

Board member Bradley inquired if the associated costs were based on the increase to make part-time employee to full-time. Pam clarified the costs were total for FTE, and not for part-time or temporary labor. They include salary and full benefits.

The industry Relief to Driver Ratio is 1:8. With the additional requested equipment operators, we will get closer to this industry standard. The further away we get from this standard, the greater the risk for accidents. The number of homes being serviced is increasing, and even if we lose service areas we can accommodate through attrition. Board member Moser asked what the annual attrition rate was for drivers.

Gaylyn replied that we have been above 12 for the past two years.

Pam confirmed that the GIS Coordinator position is important for the direction the District is heading. Through the evaluation of one route, \$10,000 of increased revenue was discovered by correctly identifying waste cans. The goal for next year is to retrofit six routes. We have \$10 million in assets out in the communities. The GIS Coordinator will aid in identifying and tracking those assets through equipment installed on the trucks. Route efficiency will also increase through GIS mapping, saving an estimated \$156,000 in gas and maintenance annually by reducing five miles traveled per route.

Board member Bradley requested clarification on the “Eagle Eye” (Radio Frequency Identification (RFID)) project. Mike stated that all new cans already come with RFID chips in the handle. Older cans will need to have a bar code attached to the can. The equipment to be installed on the trucks will detect the can and associate it with the customer’s account information. Board member Newton asked if we had considered contracting for this position. Pam confirmed that this has been tried in the past but it was inefficient due to not having access to them when needed by the field managers. Additional discussion and debate occurred between board members regarding cost of cans, cost of truck telematics, equipment life cycle, mobility of equipment, return on investment, and the possibility of separating the Eagle Eye project from the GIS Coordinator role. Board members Petersen and Wilson requested more time to consider, more

information on when we can recoup the investment, and testimonials of other organizations that currently use this technology. They also suggested submitting two separate budget proposals, with and without the Eagle Eye project, for consideration.

Craig reported a 15% increase in customer service transactions each year. The existing gap is currently being filled by our Office Supervisor, who is needed for other office responsibilities. As we grow, customer service calls increase and we need the resources to service those additional customer service requests. Pam reported efforts to streamline some customer requests to reduce customer service calls. Bringing on an additional FTE eliminates part-time employee turnover, and eliminates the risk of paying part-time health benefits required by the Affordable Care Act due to part-time hours worked. Board member Bracken asked for clarification if the gap for 2016 included the proposed FTE. Craig confirmed that the estimated gap did include a new FTE Customer Service Representative with an estimate of 2.5 minutes per transaction.

Pam and Stuart overviewed the line item budget proposal, emphasizing that we are not recommending a fee increase for 2016. We are asking for a \$5 increase on the green trailer rental. Board Chair Barbour and board member Wilson requested an additional actuals column included for budget comparison. Gaylyn clarified that the percentage increases for COLA and merit came from preliminary estimates from surrounding cities and county. We are asking for conservative increases.

<p>4.6 Update on Curbside Glass Collection Services, Pam Roberts (Informational)</p> <p>4.7 2016 Re-Route to Accommodate Growth, Pam Roberts (Informational)</p>	<p>Due to limited time, Pam proposed WFWRD staff collect the requested information from this board meeting, and come to each board member to discuss additional questions and concerns before the October board meeting. Board chair Barbour and board member Moser agreed, in favor, of this proposal.</p>	<p>Motion to move this item forward to next board meeting: Board Member Moser, seconded by: Board Member Brass</p> <p>Vote: All in favor (of Board Members present)</p> <p>Motion to move this item forward to next board meeting: Board Member Moser, seconded by: Board Member Brass</p> <p>Vote: All in favor (of Board Members present)</p>	
<p>5. Requested Items for Next Meeting on Monday, October 26, 2015</p>	<ul style="list-style-type: none"> • 2016 Requested Budget • Update on Curbside Glass Collection Services • Re-Route to Accommodate Growth 		
<p>ADJOURN</p>		<p>Motion to adjourn: Board Member Brass seconded by Board Member Moser</p> <p>Vote: All in favor (of Board Members present)</p>	<p>Approved September 28, 2015</p>