

ADMINISTRATIVE CONTROL BOARD (ACB) – WASATCH FRONT WASTE AND RECYCLING DISTRICT (WFWRD)
MONTHLY MEETING MINUTES

DATE/TIME	LOCATION	ATTENDEES
<p>February 27, 2017 9:00 a.m.</p> <hr/> <p>Next Board Meeting March 27, 2017 9:00 a.m.</p>	<p>Public Works Building 604 W 6960 S Midvale, UT 84047</p>	<p><u>Board Members:</u> Scott Bracken, Jim Bradley, Kelly Bush, Sean Clayton, Kay Dickerson, Steve Gunn, Dwight Marchant, Brint Peel, Joe Smolka, Craig Tischner EXCUSED: Dama Barbour, Jim Brass, Kris Nicholl, Jenny Wilson</p> <p><u>District Staff:</u> Anthony Adams, Craig Adams, Mark Anderson, Rachel Anderson, Mike Allan, Larry Chipman, Rosemary Fasselin, Bill Hobbs, Cathy Jensen, Yael Johnson, Gaylyn Larsen, Pam Roberts</p> <p><u>Public:</u> Mark Hooyer</p>

AGENDA

Call to Order: Craig Tischner, Board Chair

1. Introduction of New Board Member Sean Clayton

1.1. Oath of Office for New Board Member; Anthony Adams, District Clerk

2. Consent Items: (Approval Requested)

- 2.1. January 23, 2017 Board Meeting Minutes
- 2.2. Conflict of Interest Disclosures; Pam Roberts, Executive Director

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

4. Business Items

- 4.1. 2016 Operations Performance Achievement Report; Mike Allan, Deputy Director over Operations (**Informational**)
 - Introduction of WFWRD Operations Management Staff
- 4.2. 2016 Customer Satisfaction Survey Report; Pam Roberts, Executive Director (**Informational**)
- 4.3. Annual WFWRD Human Resources Policy Review; Gaylyn Larsen, Human Resources Manager (**Informational/Direction Requested**)

4.4. Updates to the WFWRD Policy Manual; Pam Roberts and Mark Anderson, Legal Counsel (**Approval Requested**)

5. Requested Items for the Next Board Meeting on March 27, 2017

- 2017 Operations Goals
 - Updates on the Subscription Programs: Curbside Green Waste and Glass Collections
- Additional Information Related to Other Post-Employment Benefits

6. Requested Items for the April Board Meeting on April 24, 2017

- Resolution Recognizing Retiring Board Member County Council Member Aimee Newton
- 2016 Independent Financial Audit Report; Keddington and Christensen, LLC
- 2017 1st Quarter Financial Report

TOPICS/ OBJECTIVES	KEY POINTS/ DECISIONS	ACTION ITEMS WHO – WHAT – BY WHEN	STATUS
1. Introduction of New Board Member Sean Clayton			
1.1 Oath of Office for New Board Member; Anthony Adams, District Clerk	Anthony conducted the Oath of Office for Sean Clayton, who is representing Copperton Metro Township.		
2. Consent Items			
2.1 January 23, 2017 Board Meeting Minutes 2.2 Conflict of Interest Disclosure; Pam Roberts, Executive Director	Pam clarified to board members that the disclosure of their service for their respective city or township councils is not required, but is meant for any outside employment so that any conflicts of interest can be disclosed. She stated that the list of disclosures from January are still presented as there was no official motion at the January meeting to approve them. She reminded the board that she has declined any compensation for her service on the Utah Local Governments Trust Board per policy regulations. Board Vice Chair Gunn asked why it is necessary to approve the disclosures. Pam replied that the Board, by approval, is confirming that the disclosures presented are not in conflict with duties performed for the District. Board Chair Tischner added that disclosures are provided for transparency, even if no conflict exists.	Motion to Approve the Minutes and Conflict of Interest Disclosures by: Board Member Bush Seconded by: Board Member Dickerson Vote: All in favor (of Board Members present)	Approved February 27, 2017
3. Meeting Open for Public Comments	(Comments are limited to 3 minutes)		

	No public comments.		
4. Business Items			
<p>4.1. 2016 Operations Performance Achievement Report; Mike Allan, Deputy Director over Operations (Informational)</p>	<p>Mike introduced the WFWRD Management Team for the benefit of newly appointed board members, with a description of their responsibilities within the organization. He then reviewed the 2016 Performance Accomplishments.</p> <p>Board Member Smolka asked about the 13% increase in service orders. Mike answered that it could be for several reasons including age of cans, new account setups, and increased education efforts to customers on our can repair services. Board Member Gunn asked what defines customer interaction. Mike replied that it can be any conversation with a customer by email, phone call, or voicemail. Board Member Bush requested information that she can share online for more residents to be aware of these services. Pam confirmed that monthly newsletters are distributed to all municipalities, and information is also posted on our organization’s Facebook page.</p> <p>Board Member Bracken asked if there was any feedback on the Employee Satisfaction Survey indicating the drop in satisfaction. Mike replied that nothing precise was determined, but employee turnover and uncovered routes are suspected to be primary causes. Employees did leave comments, but the work is to determine the reason behind those comments. Pam reported that she has received recent comments from staff that have been very helpful in knowing what issues exist and how best to improve morale.</p> <p>Board Member Bracken asked if our Compressed Natural Gas (CNG) vehicles can drive the entire day on one fill. Mike replied that most trucks are able to complete their</p>		

<p>4.2. 2016 Customer Satisfaction Survey Report; Pam Roberts, Executive Director (Informational)</p>	<p>route on one fill each day. If a day has a lot of garbage and the truck needs to make extra trips to the landfill, a quick refill may be required during the route. Board Vice Chair Gunn inquired about the cost difference between CNG and diesel fuel. Mike confirmed that CNG fuel is less expensive than diesel fuel. Pam added that since garbage trucks only get two miles per gallon, no matter what type of fuel we use, we benefit from the current price difference. Board Member Peel also commented on the decreased emissions with the CNG vehicles.</p> <p>Board Member Bracken questioned what would be classified as an incident. Mike answered stating that incidents ranged from damage to mailboxes to confrontations with other vehicles. Board Member Bracken followed by asking if there is a noticeable correlation with the number of incidents and the driver's length of service. Mike stated that there is a noticeable correlation pairing length of service with safe driving practices. Board Member Bradley inquired about consequences to drivers involved in accidents. Mike replied that each situations is evaluated independently, along with the driver's training. Additionally, the driver's feedback is requested to improve their own performance. Depending upon severity and/or frequency, dismissal is sometimes warranted. Board Member Bracken commented that it is good that employee ownership is involved.</p> <p>Pam reviewed the questions that were included in the 2016 Customer Satisfaction Survey, along with the answers provided. She emphasized that 10,000 surveys were mailed district-wide to randomly selected customers, based upon 12% of the homes in each area. The surveys are always conducted and evaluated by an objective third party to maintain integrity of the process. Approximately 28% of the surveys were returned for analysis.</p>		
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Pam stated that most of the comments provided on the surveys relate to the annual Area Cleanup Program. Primarily, residents want the containers longer or more frequently. She emphasized that we have a six-month window in which to provide this program to all our residents, and also share a lease with Salt Lake County Public Works for the trucks utilized for this program. In various evaluations, it was determined that to provide more frequent service in this program would require an additional increase in fees. Board Member Bracken asked if different areas had more or less tonnage. Pam replied that areas and the time of year are both factors that impact how much is collected and what type of waste, green or garbage.

Pam stated that the question regarding customers' knowledge of our services being completely fee-based was included in this survey for the first time. Also asked, at the request of the Board, was a question whether customers would be willing to support a \$2.00 per month fee increase for 2018 to sustain current levels of service. 60% of residents supported a fee increase. Board Member Bradley commented that a fee increase is inevitable, but we could possibly help prepare our customers of this fact over time before implementation. Board Member Peel asked if \$2.00 per month was enough of an increase, because by having a slightly larger fee increase up front, it would delay the need for the next fee increase. Board Chair Tischner commented that we have already worked hard to implement creative ways to cut costs and increase efficiencies to delay any fee increases. He agreed that a fee increase is necessary, and added that as we prepare to implement a fee increase we need to educate the public on the reasons behind the decision and be sensitive to the impact it will have on them. Board Member Bush asked if the landfill fees would increase as well. Pam replied that each of the landfills have been discussing the implementation of their own fee increases. Additionally, we have incurred increased costs over the past three years

	<p>such as maintenance services from Salt Lake County Fleet, for maintenance on our trucks, but we have done what we can to absorb those costs. Board Member Bush recommended that we start including age ranges in the survey to help understand how that demographic is answering the survey questions. Board Member Dickerson stated that many residents may put out their recycling container every week, even if it is not full, because they are paying for that weekly service. Pam confirmed that if residents wait to put out their cans until they are full, it would help reduce operational costs.</p>		
<p>4.3. Annual WFWRD Human Resources Policy Review; Gaylyn Larsen, Human Resources Manager (Informational/Direction Requested)</p>	<p>Gaylyn presented WFWRD’s Human Resources Policies, per requirement of State Statute. She reviewed the changes the Board approved in 2016 to our Long-Term Disability program due to policy changes made by the insurance provider. The other change was to clarify that retirees get their first 18 months of insurance as the federal COBRA rate of 102%, and then it increases to the regular retiree rate.</p> <p>Board Member Bradley asked if the Social Security alternative has proven to be a better option. Gaylyn replied that employees are pleased with the alternative option. Board Member Dickerson confirmed that the alternative options are more financially advantageous to participants.</p>		
<p>4.4. Updates to the WFWRD Policy Manual; Pam Roberts, and Mark Anderson, Legal Counsel (Approval Requested)</p>	<p>Pam introduced this topic by explaining that the resolution changes, approved by the County Council, allowed an increase in Board representation. As a result, we needed to revise our own policies to reflect that, along with clarifying administrative and financial responsibilities of staff. Mark Anderson requested for the motion and approval to allow for minor spelling and grammatical corrections.</p>	<p>Motion for Approval with allowance for editorial corrections: Board Vice Chair Gunn Seconded by: Board Member Bush Vote: All in favor (of Board Members present)</p>	<p>Approved February 27, 2017</p>

	<p>Board Member Marchant provided clarification on the official name of the city of Millcreek.</p> <p>Board Member Bracken expressed his appreciation in the description of the staff roles.</p>	<p>Mark will confer with Millcreek City’s attorney, John Brems, to ensure the correct name is used in the Policy.</p>	
5. Requested Items for Next Board Meeting on March 27, 2017.			
	<ul style="list-style-type: none"> • 2017 Operations Goals <ul style="list-style-type: none"> ○ Updates on the Subscription Programs: Curbside Green Waste and Glass Collections • Additional Information Related to Other Post-Employment Benefits 		
6. Anticipated Items for the April Board Meeting on April 24, 2017			
	<ul style="list-style-type: none"> • Resolution Recognizing Retiring Board Member County Council Member Aimee Newton • 2016 Independent Financial Audit Report; Keddington & Christensen, LLC • 2017 1st Quarter Financial Report 		
ADJOURN	<p>Board Chair Tischner and Vice Chair Gunn requested the addition of a “Board Business” agenda item, to allow discussion of appropriate topics that may not be on the official agenda.</p>	<p>Motion to adjourn: Board Member Smolka Seconded by Board Vice Chair Gunn</p> <p>Vote: All in favor (of Board Members present)</p>	