

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

DATE/TIME	LOCATION	ATTENDEES
<p>Monday, May 22, 2023 9:00 a.m.</p> <p>Next Board Meeting Monday, June 26, 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, Cyndi Sharkey - Sandy, Keith Zuspan - Brighton, Robert Piñon - Emigration, Greg Shelton - White City, Laurie Stringham - Salt Lake County (<i>arrived after roll call</i>)</p> <p><u>Participating Electronically:</u> Eric Barney - Magna, Patrick Schaeffer - Kearns, Thom DeSirant - Millcreek</p> <p><u>Excused:</u> Tessa Stitzer - Copperton, Sherrie Ohrn - Herriman, Phil Markham – Murray, Scott Bracken - Cottonwood Heights</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 Renee Plant, Administrative Manager Catarina Garcia, Executive Assistant/Board Clerk Matt Ferguson, Controller/Treasurer Sione Tuione, Residential Recycling Collection & Sustainability Manager Shane Norris, Safety & Emergency Preparedness Coordinator McKenna Tupa'i, Sustainability Coordinator Jorge Benitez, Data & Program Specialist</p> <p><u>Public:</u> Patrick Craig - Salt Lake County, Abby Evans - Salt Lake County, Kyle Greene - Squire & Co. (<i>excused after Item 3.1.</i>)</p>

AGENDA

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

To be held Monday, May 22, 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

1. Consent Items (**Approval Requested**)
 - 1.1. April 24, 2023, Board Meeting Minutes
2. 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, May 22nd, 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.
3. Business Items:
 - 3.1. 2022 Annual Comprehensive Financial Report & the Independent Financial Audit, Kyle Greene, Squire & Co. and Paul Korth, Finance Director (attached separately) (**Information/Acceptance Requested**)
 - 3.2. Policy Amendments Related to Family and Medical Leave Act (FMLA): Pam Roberts, General Manager, and Rachel Anderson, Legal Counsel (**Adoption Requested**)
 - 3.3. General Manager's Report: Pam Roberts, General Manager (**Information/Direction**)

3.4 Invitation to Waste and Recycling Worker's Day Breakfast on Thursday, June 15th at 7:00 a.m.: Pam Roberts, General Manager

4. 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, June 26, 2023, 9:00 a.m.

- Annual Fraud Risk Assessment
- General Manager's Report
- Plastic Bags Discussion per Board Member Markham's Request

TOPICS/ OBJECTIVES	KEY POINTS/ DECISIONS	ACTION ITEMS WHO – WHAT – BY WHEN	STATUS
Call to Order / Roll Call / Continued Staff Introductions			
	Board Chair Gibbons called the meeting to order at 9:00 a.m. and Catarina Garcia conducted the roll call.		
1. Consent Items			
1.1. April 24, 2023, Board Meeting Minutes (Motion & Approve)	There were no questions or comments on the minutes.	Motion to Approve: Vice Chair Barbieri Second: Board Member Sharkey Vote: All in favor (no opposing or abstaining votes).	Approved May 22, 2023
2. Meeting Open for Public Comments (<i>Comments are limited to 3 minutes.</i>)			
	There were no public comments, and no one present had public comments. Board Chair Gibbons closed the period for public comments.		
3. Business Items			
3.1 2022 Annual Comprehensive Financial Report & the Independent Financial Audit, Kyle Greene, Squire & Co., and Paul Korth, Finance Director (Information/Acceptance Requested) (<i>attached separately</i>)	Board Chair Gibbons thanked Kyle Greene for attending and turned the time over to Paul who introduced Kyle and thanked him and his team for working with WFWRD. Kyle explained Squire & Co. gave the financial statements the highest grade they can give. He gave credit to Paul and his team as there were very few adjustments proposed. All supporting documentation was prepared for Squire & Co., proper controls and reviews are in place, which lead to an unmodified opinion, also known as a clean opinion.		

	<p>Kyle then briefly reviewed the Executive Summary:</p> <ul style="list-style-type: none"> • Squire & Co. issued an unmodified opinion on compliance with the state compliance requirements for the year ended December 31, 2022. • State compliance areas tested include budgetary compliance, fund balance, fraud risk assessment, cash management, and Utah Retirement Systems (URS). • Timely submissions for employee leaves of absences to the Utah Retirement Systems were not done in 2022. WFWRD is required to notify URS when employee leaves of absences begin and end. Those submissions have since been made and it is recommended WFWRD submit them sooner. Processes have been implemented to ensure that happens. <p>Squire & Co. selected various (non-statistical) samples of transactions as follows:</p> <ul style="list-style-type: none"> • Cash disbursements – reviewed for proper coding, classification, period, support, authorization, reasonableness, and compliance with procurement policies. No reportable matters were noted. • Cash receipts – reviewed for proper recording, period, and support. No reportable matters were noted. • Payroll transactions – reviewed calculations, authorization, allocation, and proper recording. No reportable matters were noted. • Capital assets – verified significant additions and deletions for the year. No reportable matters were noted. 		
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	<p>The District recognized their proportionate share of the Utah Retirement Systems net pension asset of \$1,868,936 on December 31, 2022, which was quite a swing from 2021. WFWRD had nearly a \$200,000 net pension liability at the end of 2021, approximately a \$2,000,000 swing. URS used the actuary study from 2021. The District has an unrestricted net position of \$12,308,883 which is very similar to last year.</p> <p>Chair Gibbons noted that there was also an Audit Governance Letter from Squire & Co. in the packet (informational, not reviewed).</p> <p>Paul introduced the Annual Comprehensive Financial Report and Pam's letter in the report summarizing District happenings.</p> <p>The letter explained when the District organized from a Special Service District to a Local District, factors affecting financial conditions, i.e., economy, labor force, risk management, etc.</p> <p>Paul continued on to review the Statement of Net Position:</p> <p>Current Assets</p> <ul style="list-style-type: none"> • Cash - checking \$630,949 • Cash - State Treasurer's pool \$2,646,276 • Investments \$6,530,951 • Accounts Receivable \$5,905,767 • Noncurrent Assets - net pension asset \$1,868,936 • Capital Assets, at cost 		
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	<p>Paul explained that organizations compare current assets versus current liabilities. He was pleased to see approximately \$16.2 million current assets versus approximately \$1.6 million current liabilities, meaning there is some flexibility.</p> <p>He then reviewed some of the Current Liabilities:</p> <ul style="list-style-type: none">• Accounts payable and accrued expenses \$914,322• Accrued salaries and benefits payable \$287,788 <p>Net Position:</p> <ul style="list-style-type: none">• Net investment in capital assets \$9,765,553• Restricted net position \$1,868,936• Unrestricted net position \$12,308,883 <p>With no questions, Paul moved on to the Statement of Revenues, Expenses, and Changes in Net Position. He explained that we reported this similar information at our January Board Meeting, however, pointed out what he considers two significant adjustments since that report.</p> <p>In January WFWRD reported an approximate \$1.6 million loss but ended with a \$157,000 loss for 2022. There were adjustments as he mentioned in January, but we had not booked adjustments for OPEB (Other Post-Employment Benefits), and the adjustments for the state pension from URS.</p> <p>When WFWRD booked the URS adjustments, there was nearly a \$1,000,000 unexpected benefit which is dependent on what actuaries do at the state level.</p> <p>Upon receipt of data from URS, Paul notified them that it did not meet our expectations. He was told that the actuary looks at historical information, therefore,</p>		
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	<p>2022 data was not included. There was also an adjustment to OPEB of approximately \$430,000.</p> <p>It is important this year to understand the OPEB and URS adjustments, however, Paul is concerned about possible future adjustments. The adjustments for 2022 were benefits and decreased our loss. Paul and Kyle both feel it will swing the other way in the future.</p> <p>Paul wants to ensure that the Board is prepared. The URS adjustment could go the opposite direction in the next year or two when they start picking up the negative rates of return. Most operational numbers did not change from January's report.</p> <p>He noted that in the last five years we have not had that kind of adjustment from URS, and confirmed to Pam it is an accounting entry only, WFWRD did not receive \$1,000,000. When it flips the other way, we do not expect to payout that number. We pay URS cash every payroll and remit a percentage of employees pay based on who is in Tier 1 and Tier 2.</p> <p>Board Member Stringham asked if we will see a reverse of that next year. Paul replied we will see some yes, but the amount is unknown. He is unsure if they review multiple years or give more weight to the most recent year.</p> <p>Pam added that WFWRD experienced this in 2009. There was an adjustment on the books which came back over a two-year period, and we needed to set aside a total of approximately \$500,000.</p>		
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	<p>Board Member Stringham inquired about the Fraud Risk Assessment. Paul replied that the Fraud Risk Assessment will be ready for review and approval at the June Board Meeting, and yes, all copies of previous years are available. Pam obliged Board Chair Gibbons’ request to include the 2022 Fraud Risk Assessment in June’s agenda for comparison.</p> <p>Board Chair Gibbons expressed his appreciation to Paul, Kyle, and Squire & Co.</p>		
<p>3.2 Policy Amendments Related to Family and Medical Leave Act (FMLA): Pam Roberts, General Manager, and Rachel Anderson, Legal Counsel (Adoption Requested)</p>	<p>Pam explained that during the April 24th Board meeting, staff presented an amendment to the existing policies related to FMLA. The Board requested additions to the proposed amendments defining “Key Employees” and a statement that Federal Law will supersede District policies should a conflict arise between policy and federal law.</p> <p>Rachel Anderson reviewed the minor changes (in blue) to Section 9.24.7.1.:</p> <p style="padding-left: 40px;">GENERAL POLICY. The District has at least 50 employees, therefore, this Family and Medical Leave Act (FMLA) policy is in effect. The District will comply with federal laws, and to the extent that anything in this policy may conflict with said law, the federal law will supersede this policy.</p>	<p>Motion to Adopt: Board Member Stringham Second: Board Member Piñon</p> <p>Vote: All in favor (no opposing or abstaining votes).</p>	<p>Approved May 22, 2023</p>

	<p>She then reviewed the changes (in blue) to Section 9.24.7.5.6.:</p> <p>Key employees may be subject to reinstatement limitations in some circumstances. If employees are considered a “key employee,” those employees will be notified of the possible limitations on reinstatement at the time the employee requests a leave of absence. A “key employee” is defined as any salaried, FMLA-eligible employee whose salary is among the top 10 percent of all the employees employed by the District.</p> <p>Board Member Stringham asked if the key employee definition covers the employees we need covered such as our General Manager and others. Rachel replied the law is very fact-specific and case-by-case. Even if an employee qualifies under the salary requirement, they still may not qualify for the key employee exemption. It would be difficult to prove that WFWRD would be grievously harmed by a person leaving and not returning. There are requirements to notify the employee prior to taking leave that they fall in this category and that their return to their position may be limited. Rachel validated that all employees have been properly categorized.</p> <p>With no additional questions or comments, Board Chair Gibbons entertained a motion to adopt.</p> <p>Pam thanked the Board for adopting the policy updates and stated that she will work with Rachel to get our SOPs (Standard Operating Procedures) in line with more detail, so employees understand how this works.</p>		
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3.3 General Manager's Report: Pam Roberts,
General Manager (**Information/Direction**)

Pam began her report with photos from the SWANA (Solid Waste Association of North America) luncheon.



SWANA has a Beehive chapter in Utah with most attendees from landfills, districts or government-run organizations. They also highly encourage the private sector to attend.

WFWRD is often the only hauling organization in attendance. It is important that haulers are represented and learn other sides of the business while landfills learn ours.

This month it was held at the Wasatch Integrated MRF (Materials Recovery Facility) in Layton, Utah where they sort recycling and discard any contaminants and garbage.

Pam feels it was a good event and it was nice to see the processing operations. They opened three years ago as part of their District, also government-run. It was good to hear the pros and cons and reassuring to hear that what WFWRD is being charged as a base fee from private processors is in line with what is actually happening. We still need to be diligent and ensure alignment with market pricing. It was exciting to attend and see new things.

	<p>Pam continued on to Customer Satisfaction - Working to Sustain 94% Satisfaction.</p> <p>Follow-up Items Requested from the Board:</p> <p>A. After hours chat features to enhance customer service.</p> <p>Renee then gave a shout out to Board Chair Gibbons for recommending that we incorporate some sort of AI (Artificial Intelligence) in our chat bot feature. Initially he had mentioned having it available after-hours so customers could be directed through our website and get their questions answered quickly.</p> <p>We are in the testing phase now and decided to run the chat bot 24 hours. We can determine if over the next 30 days it eliminates initial chats to our live agents. So far, it already has.</p> <p>Renee demonstrated the chat bot from the WFWRD website explaining that we incorporated the top most common questions. Do we service them, FAQ (Frequently asked Questions), and a live agent option.</p> <p>There is information available such as hard to recycle materials, garbage bags, etc., and it guides them directly to the information on the website.</p> <p>Board Member Shelton commented that there is basically a phone tree on the main menu and asked if the AI tied into the chat or if it goes straight to creating a message for a live agent. Renee replied that yes, it is still finding keywords.</p>		
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	<p>Board Member Sharkey said that she tried it over the weekend and could not find hazardous waste information. The chat bot did not understand. Renee replied that those are key words we can add.</p> <p>Renee responded to Board Member Shelton that yes, we can pull reports of the searches and are actively “teaching” it more and more.</p> <p>Vice Chair Barbieri commented that it is really terrific, and it saves so much money and time. Other comments from the Board were “this is great”, and “well done.”</p> <p>B. Landfill Voucher being available on mobile devices. (1,130 vouchers have been redeemed through April.)</p> <ul style="list-style-type: none"> • <i>NOTE: Renee Plant, Admin Manager, and Yael Johnson, Customer Service Manager, are finding ways to make this an option for our customers. Note: Considerations for security: Specific for our residents, cannot be duplicated, and able to be redeemed at the landfill(s).</i> <p>Renee explained the background behind Board Member Ohrn’s recommendation to research an electronic landfill voucher. We are working with Jill Fletcher over Public Outreach, Tours, Presentations, and Recycling at the Trans-Jordan Landfill, and Patrick Craig, the Executive Director of Solid Waste for Salt Lake County.</p> <p>The voucher QR code is ready, however, we are refining the policing and security aspects. We do not want residents using the same code multiple times.</p>		
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	<p>This process may include a voucher number. Jill said they have been talking about something like that and are getting a QR code reader. This may allow us to include a specific code for each resident and anticipate a June 30 completion date.</p> <p>Pam thanked Renee, Patrick Craig, and Jill Fletcher for collaborating on this project. There is such a benefit to networking, understanding industry trends, and being partnered with other organizations.</p> <p>Pam continued on to explain that we are continually looking for ways to improve productivity. One item is the paperless work order system for container services. It has improved service order completion to a five-to-seven-day turnaround with 60-80 service orders completed.</p> <p>She then moved on to Employee Satisfaction. We have previously talked to the Board about the proposed Driver Apprentice Program. Recent recruitment and retention make it clear why we want to implement the program.</p> <p>WFWRD has been successful in recruiting nine full-time CDL drivers this year, however, there has also been turnover. Some employees left for retirement, not necessarily from WFWRD, but they have been working in the industry long enough to reach retirement, and others have moved out of state.</p> <p>The Driver Apprentice Program has been spearheaded by Renee Plant and Andy King, Asset Manager. Andy also named it the “Grow Your Own Drivers” program.</p>		
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	<p>The theory is to bring people in early. They might be a little younger in age and trying to figure out what they want to do with their careers. It will be an intensive training program from the beginning and candidates will start in the Seasonal Container Reservation Program (SCRCP).</p> <p>Pam is working with Melissa Kotter, Compensation Consultant, on a pay scale specifically for this position. The thought is it will be progressive, and once they are with us for one year, they move into the Equipment Operator position and pay range. We are not “reinventing the wheel” per se as the pay structures are already in place.</p> <p>The goal is to bring something formally back to the Board next month for review and hopefully approval.</p> <p>There were discussions about how many allocations to dedicate to the program. It is a lot of work, so we are considering two. They are already there, and we are not requesting more allocations. We currently have six vacancies, anticipating a seventh. We are going to dedicate two of those vacancies to these positions. It is rather intense, and we need front-line Lead Equipment Operators and Supervisors engaged to ensure its success.</p> <p>Pam replied to Vice Chair Barbieri that the minimum age for a CDL driver is 18.</p> <p>Vice Chair Barbieri said Taylorsville High School has a program where they take students and place them in organizations for a few hours so employers can teach them about available jobs. These are the kind of opportunities they are looking for.</p>		
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	<p>Pam said that WFWRD connected with the Department of Workforce Services, and they talked about getting involved with school districts. We were hoping we could get some grant funding through federal programs, but there are numerous criteria restrictions. We still want to proceed and if we can work it out that we get some funding, great. This is something that WFWRD has been wanting to do and planning on funding anyway. We might save a little money because we are bringing them in on our career ladder and not at the current starting wage of \$22.94 per hour.</p> <p>Pam replied to Vice Chair Barbieri that no, we have not formally filled the two positions we are looking for, but we do have a couple employees on the SCRP that are working on their CDLs. One Container Specialist is also working on a CDL but that would be a different scenario. We are still determining how to handle those that are currently employed with the District.</p> <p>Renee thanked Pam for elaborating on the Department of Workforce Services partnership. They really helped with this program. We have been able to translate some of the state requirements that are already in existence into ours and it has proved to be a good relationship.</p> <p>With no other comments, Pam moved on to Striving for a Culture of Compassion, Respect and Development.</p>		
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She is a firm believer that learning organizations are thriving organizations. One key thing we implemented several years ago was using *StrengthsFinder 2.0* and *Leadership Based Strengths* as our baseline to build on people's talents and strengths and keep them engaged in work.

There are newer positions in our organization and new employees that have come on, so we recently had our first round with them. Catarina, Shane, Jorge, and McKenna were a few of them. This builds the foundation of teamwork and developing communication.

WFWRD also has the Employee Recognition Program. January through April, 62 employees have been recognized for their outstanding efforts and excellence in customer service, teamwork, and their dedication to success.



	<p>We also have our Safety Hero Awards. There have been three recipients so far this year.</p> <ul style="list-style-type: none"> • Four Years: Trace Sondrup, Quality Assurance Inspector Light-Duty • Three Years: Tony Nogales, Equipment Operator • Three Years: Mike Edwards, Container Specialist <p>Pam then continued on to Financial Stewardship. As Paul mentioned, there are going to be some challenges ahead.</p> <p>In 2022 when we looked at cash projections, we thought we were pretty safe and conservative when we based our cash projections on 94% expenditures. In the past we expended 91%, and at the most, 93% so we went ahead with the 94% projection.</p> <p>Pam noted that in 2022 we expended 96% of our budget which was 2% over, almost \$500,000. As Paul mentioned, even though the books look pretty good, we know and fully recognize it's time to change the projection. We are experiencing higher costs than we ever have. For example, truck purchases increased \$100,000 per truck in two years.</p> <p>We just increased fees to cover these increases and we want to work to keep our costs as low as possible. WFWRD is working hard, and staff are very creative and focused on reducing costs. We are always looking at efficiencies and ways to cut costs because we know we are responsible for public funds.</p>		
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	<p>Pam highlighted a few practices and new initiatives as we work to absorb increased costs:</p> <ul style="list-style-type: none"> • Using 505 refurbished cans for replacement saved \$35,350 in new can purchases (\$70.00 per can). <p>Refurbished cans are those that come back from customers that may have moved, or a transition of a private HOA to a private hauler. When a resident wants a second can, instead of charging them the full \$70.00, they may prefer to pay \$45.00 for a refurbished can.</p> <ul style="list-style-type: none"> • SCRP scheduling tool on the new website - projected savings on Manager's overtime with improved scheduling tools. <p>We expended ~\$24,000 of the \$100,000 budget on SCRP specifically. We are already seeing Sione's time decreasing resulting in cost savings, which was the whole goal. Administratively, it has made life a lot easier.</p> <p>Staff delivering containers are breathing easier with the cap of 60 containers per day. We now have six SCRP CDL drivers, so we still have to pull over full-time drivers. We fully understand that residents are upset. Please understand we are doing the best we can with what we have to work with. Pam is fielding calls to ensure residents know that it is staffing-related. When she tells them with the old program, we had 20 to 22 CDL drivers delivering 124 containers per day on the streets. That is what we would need, and to understand now we have six drivers. The typical responses are "Wow, okay, I get it". Others are still</p>		
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	<p>pushing back, and that is okay. We continue to educate as we go.</p> <ul style="list-style-type: none"> Utilizing our GIS Route Coordinator for efficient routing on the SCRP delivery and pick up to reduce miles traveled. <p>Andre Perov, GIS Route Coordinator, is phenomenal at routing. He matches as close as possible for pickup and delivery in neighborhoods and also ensures it is efficient as possible. We have already seen improvements in miles traveled. We want to determine what is directly related to his work and the fact that we are only delivering 60 containers versus 70 or 80.</p> <ul style="list-style-type: none"> Residential re-route to balance workloads and assist equipment operators (drivers) with truck load management and reduce partial loads going to the tipping facilities. <p>We are considering residential re-routes to balance workloads. In the future there may be a need to shift some Kearns neighborhoods to Thursdays, however, notice would go out well in advance should that happen.</p> <p>The primary reason is that Mondays are really heavy collection days. There are not more homes coming on, there is just a lot of garbage that gets generated on certain days. We want to even it out for increased efficiencies.</p> <ul style="list-style-type: none"> Restructure routes in Herriman City to reduce truckloads going to the recycling processing center, which is an average of 19 miles one way from Herriman City. 		
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	<p>We also noticed differences in the types of trucks. We have newer Labrie trucks that can actually take on more recycling than the older trucks. We want to dedicate those newer trucks to the recycling program for increased efficiency and reduced trips to the processing center.</p> <p>Pam then moved on to Risk Management & Loss Prevention. She thanked the Board again for approving the full-time Safety and Emergency Preparedness Coordinator position.</p> <p>Shane Norris has been phenomenal, and Pam thanked him for his great work. Shane has been instrumental in coming in as our designated safety officer with the Trust. That is important as we get a slight reduction in their premiums with this position.</p> <p>He has reinstated the Safety Committee. The purpose of the committee is to review accidents, incidents, and injuries and identify root causes to move into a loss prevention approach. Members of the committee are mainly equipment operators who understand the challenges of front-line services.</p> <p>It is working well as you can see in the stats:</p> <p>2023, January - April Results</p> <ul style="list-style-type: none"> • 100% free of Worker's Comp claims. • 79% safe days despite severe weather conditions. <p>Our drivers are doing very well and achieved a high of 95% in April.</p> <ul style="list-style-type: none"> • Three property claims with less than \$10,000 reserves. Pam noted that these claims may be less than reserved amounts. 		
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Health and Safety programs have been enhanced. WFWRD implemented more training on safe equipment operations, effective load management, and standard operating procedures to get everyone on the same page with safe work practices.

Shane and David Ika, Operations Manager, are doing very well ensuring that policies and procedures are communicated to our front-line. We have several new drivers, resulting in a lot of training and intense Monday morning tailgate sessions. Shane produces an agenda and items for the Supervisors and Leads who meet with their groups to share the information. It always centers around safety and well-being.

Board Member Zuspan asked about hot loads, and Shane obliged Pam's request to speak on the slide from a recent Safety Stand Down.



He explained that this time of year there is a lot of green waste, charcoals, and other flammables put in cans. It may appear to be out and once you throw it away, you likely forget about it. Then we add it to the truck, we drive down the road, and oxygen feeds the small embers.

	<p>We educate the drivers on early recognition and the procedures we expect once they realize there is a fire. It is not possible to get in there with an extinguisher and put it out safely.</p> <p>We discussed planning a safe place to pull over in a parking lot, away from brush, breeze, other cars, etc. Call 911, dump the load, and move to a safe distance from the pile. With a smaller load, we want to try to compact it and snuff the fire out and then get somewhere safe so the fire department can work.</p> <p>Shane will do other seasonal training as well, such as winter driving conditions.</p> <p>Pam added that unfortunately, we have had hot loads, and replied to Board Member Sharkey's question about the typical types of property claims we see.</p> <p>She said that unfortunately there are times where the arm of the truck does not get tucked in all the way and it will hit a vehicle bumper. Anything small like a mailbox or fence post we handle in-house rather than file a claim, which helps our premiums in the long run.</p> <p>We track in-house repair costs as well as claims we have to file with an associated premium or deductible. It is typically an arm snagging something.</p> <p>Sometimes with a newer driver there might be a situation and we had one on SCRP unfortunately. They are not as familiar with the length of the truck, and even though there is training, they are so focused on what is ahead of them and do not see a vehicle off to the side, so they clipped it with the rear wheel.</p>		
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	<p>Pam feels blessed that we have not had significant injuries on either side. We had one last year when a pickup truck ran a red light and T-boned our truck. Our driver is doing very well, and she thanked Board Member Sharkey for asking.</p> <p>Pam then continued on with Environmental Stewardship.</p> <ul style="list-style-type: none"> January through April we met our goal with a 20% diversion rate. Of the total amount of collected waste, 7,307 total tons was diverted from landfilling. <ul style="list-style-type: none"> Recycling Collections: 6,373 tons Curbside and Special Services. Green Waste Collections: 641 tons. Curbside started March 17th with 10,727 subscribers, saving \$10,897 in tipping fees. We pay \$17.00-\$18.00 per ton depending on the facility. Glass Collections: 293 tons. Curbside has 2,038 subscribers and seven central sites, saving \$9,962 in tipping fees. This is a commodity that we collect and do not pay any processing fees. <p>Pam clarified that we still pay to pick it up. As curbside green and glass collection are subscription based, we ensure we keep the fees in line with costs.</p> <p>She then moved on to the next topic which has been on everyone's mind. We want residents educated as to what can and cannot go in the can.</p>		
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	<ul style="list-style-type: none"> • Increasing clean recycling: <ul style="list-style-type: none"> ○ Trained new drivers on can audits and tagging for education. <p>Rae, McKenna, and Sione recently did an intense training as we have newer drivers that may not know what to look for and understand what is and is not a contaminant. We have seen an increase of tagging cans, turning the can around, and notifying residents the reason(s) it was not picked up.</p> <ul style="list-style-type: none"> ○ Three-Strikes rules enforced. ○ <i>First Contamination:</i> Drivers & Quality Assurance Team tag contaminated cans. ○ <i>Second Contamination:</i> After we notice a resident has contaminated their can twice, McKenna calls the resident to review accepted materials, answer questions and inform the resident that we will be taking their can upon the next contamination. ○ <i>Third Contamination:</i> Can is removed. 		
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PLEASE **DO NOT** BAG YOUR RECYCLABLES
IN GARBAGE BAGS OR PLASTIC BAGS!



PLACE YOUR RECYCLABLES DIRECTLY INTO THE
CAN OR IN A PAPER BAG OR CARDBOARD BOX.

ALL PLASTIC PACKAGING, STYROFOAM, AND OTHER
FLIMSY PLASTICS ARE **NOT** ACCEPTED IN YOUR CURBSIDE
RECYCLE CAN.



CARDBOARD, ENVELOPES AND OTHER PAPER
ITEMS ARE ACCEPTED IN THIS RECYCLE CAN.

PET FOOD BAGS ARE NOT
ACCEPTED IN YOUR
CURBSIDE RECYCLE CANS!



Please place these in your garbage can or
recycle them with the pet food retailer.



Pam then invited McKenna to talk about the upcoming sticker campaign to increase clean recycling in problem areas.

McKenna explained that we begin by concentrating on three larger areas within three municipalities. We will have two rounds of 100 cans in each of the three areas and begin with route audits.

Next, we place stickers on resident's recycling cans and provide in-person, or phone education. Staff will monitor these neighborhoods over the course of 4 to 6 weeks to measure improvements and conduct final route audits.

RECYCLE/RECICLAJE

Please **ONLY** place the items below into your curbside recycle can.
All items must be **EMPTY, DRY, and UNBAGGED!**

Plastic Tubs, Jugs,
Botellas de Plástico

Plastic Containers
Contenedores y tapas de plástico

Metal & Aluminum Cans
Acero Aluminio

& Empty Aerosol Cans
Aerosoles Vacíos

Cardboard, Mixed Paper
Cartón Papel Mixto

Paperboard, & Paper Bags
Cajas de Cartón Bolsas de Papel

NO Plastic/Garbage Bags
NO Bolsas de Plástico

NO Food/Yard Waste
NO Desperdicios de Comida/Jardín

NO Plastic/Styrofoam
Sin Plástico/Empaquetado de Styrofoam

The goal is to launch in mid-June.

	<p>Pam clarified to Board Chair Gibbons that these have not yet been printed. His only comment is in relation to pizza boxes. People see “cardboard”, but don't realize that it's “no food”. Maybe consider stating “no pizza boxes”. It is a big issue, a lot of people order pizza, and it seems that most, if not all boxes are soaked with grease.</p> <p>McKenna responded that she tells people to throw the bottom of the box in the garbage recycle the top. Vice Chair Barbieri suggested an arrow for “clean cardboard only”. Others agreed something fun may work.</p> <p>Board Member Schaeffer pointed out that the left reads “plastic tubs” but the right reads “no plastic”, which could be confusing. Pam thanked him for the comment and others agreed it should say “NO Plastic Bags/Garbage Bags”.</p> <p>There were additional recommendations for revisions and discussions about pet food bags, and water softener pellet bags.</p> <p>Board Member Barney added that even as a Board of WFWRD we can't even figure out what can and can't go in the recycle can. This is a real struggle, and the sticker is a step in the right direction, but he doesn't know that we can solve this. Aside from manufacturers deciding to produce their products and materials that are recyclable and that fit and accommodate the equipment that's used for recycling, this is a bit of a stretch.</p>		
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	<p>Board Chair Gibbons agreed, especially because there are advertising pieces from companies that are not accurate.</p> <p>Board Member Stringham asked to consider partnering with grocery stores where the bags could read “for trash use only, not recyclable”. Educating at the source is probably one of the best things we could do think about.</p> <p>Pam replied that it ties in to what Board Member Markham brought up and is on the Board’s June meeting agenda.</p> <p>Board Chair Gibbons clarified that the sticker campaign is a pilot test program and is not ready to be rolled-out District-wide.</p> <p>Paul added that we are not expecting perfection or 100%. That would be a nice goal, but we are looking for incremental improvements. “Don’t let perfection be the enemy of progress.” There is a lot of confusion even with people wanting to do the right thing, but we can improve and get our rates better. What we are trying to do here is good as far as making incremental improvements.</p> <p>Board Member Shelton commented on grocery stores that have 50-gallon cardboard drum type containers labeled “return grocery bags here”.</p> <p>This was followed by discussions about where the bags really go, if they really get recycled, or if they are just put in the trash.</p>		
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Pam said she would love to have some sort of stewardship and it would be a matter of what is in our purview and what direction the Board directs her to go.

She then explained the term “clean recycling” in lieu of the term “contamination”. The first quarter of this year we saw slightly lower clean recycling rates simply because contents were wet, and she feels the second quarter will improve.

She then reviewed what is in our District’s recycling cans. Cardboard is the highest percentage of the commodities we collect. We would love more aluminum, metal, and tin because they get a higher dollar on the market.



The green pluses show that the markets are improving as expected.

	Market Pricing-Worth	Since Q4 2022
OCC	\$39/ton	+ \$10
Mixed Paper	\$8/ton	+ \$9
PET	14.17/lb.	+ 3.42
ABC (Aluminum)	71.56/lb.	+ 6.56
HDPE	68.72/lb.	+ 8.66
HDPE Color	14.41/lb	+ 5.41
Tin	\$244/ton	+ \$89
Mixed Plastics	PP: 8.19/lb.	+ 2.81

Pam continued on with Outreach & Education. McKenna is out in the community. We strive to have a presence and educate communities about clean recycling.

Municipality	Date	Event
<i>Cottonwood Heights</i>	<i>January 21</i>	<i>Cottonwood Heights Film Festival</i>
<i>Kearns & Magna</i>	<i>April 19</i>	<i>Entheos Academy Safety Fair</i>
<i>Millcreek</i>	<i>April 22</i>	<i>Earth Day Celebration</i>
Emigration Canyon	June 17	Firewise Open House
Taylorsville	June 24	Taylorsville Days
Cottonwood Heights	July 29	Butlerville Days
White City	August 26	Southeast Township Days



	<p>School Education 2022 – 2023 Class Presentations</p> <ul style="list-style-type: none"> • Total # of Elementary Classes: 39 • Total # of Elementary Students: 760 • Municipalities: Holladay, Taylorsville, Cottonwood Heights, Millcreek, Magna • Additional High School Presentations: Brighton, Skyline, Olympus, Cottonwood <p>WFWRD sends monthly community newsletters that include District updates, service reminders and recycling education.</p> <p>Social Media</p> <ul style="list-style-type: none"> • Facebook: 3,300 Followers • Instagram: 132 Followers • Twitter: 241 Followers 		
3.4 Invitation to Waste and Recycling Worker's Day Breakfast on Thursday, June 15 th at 7:00 a.m.: Pam Roberts, General Manager	Pam invited the Board to this year's event which will take place in the north parking lot. We will present our monthly recognition awards and celebrate what was originally called "Garbage Person Day" with a food truck and gift.		Catarina to send the calendar invitation to all Board members.
4. Closed Session (if needed)			
	No closed session needed.		
5. Other Board Business			
	<p>Board Member Sharkey asked if there has been any feedback on our fee increase. Pam replied that it was very quiet for the first quarter because we bill in arrears. We started seeing a little more activity in April although there has not been a huge pushback.</p> <p>Pam had some calls and emails from residents who said their rates were raised and yet we have decreased the number of containers available for the program. She speaks with each individual to educate them that</p>		

	<p>we prolonged the fee increase and yes, part of it was changes to the SCRP.</p> <p>We did reduce costs and are very transparent about it, but that was not the goal. It was the way events played out due to staff shortages.</p> <p>Pam then informed the Board about a request from Salt Lake County Flood Control to consider collaborating on a sandbag pick-up project.</p> <p>Board Member Piñon explained their project in Emigration Canyon. Other discussions included sand contamination, interlocal agreements, the current state of emergency in Salt Lake County, FEMA rates, Pam's contracting authority, and the possibility of an on-line emergency Board meeting if needed.</p> <p>As this topic was not an agenda item, there was nothing required from the Board, informational only.</p> <p>There was no other Board business.</p>		
6. Requested Items for the Next Board Meeting on Monday, June 26, 2023, at 9:00 a.m.			
	<p>Board Chair Gibbons reviewed the items for the June Board Meeting:</p> <ul style="list-style-type: none"> • Annual Fraud Risk Assessment • General Manager's Report • Plastic Bags Discussion per Board Member Markham's Request 		

Adjourn			
	Board Chair Gibbons entertained a motion to adjourn.	Motion to Adjourn: Board Member Stringham Second: Board Member Shelton Vote: All in favor (no opposing or abstaining votes). <i>Meeting end time:</i> 10:27 a.m.	Approved May 22, 2023