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

DATE/TIME	LOCATION	ATTENDEES
DATE/TIME Monday, August 28, 2023 9:00 a.m. Next Board Meeting Monday, September 25, 2023 9:00 a.m.	LOCATION Public Works Building 604 West 6960 South Midvale, UT 84047	ATTENDEES         Board Members:         Daniel Gibbons (Chair) - City of Holladay, Anna Barbieri (Vice Chair) - Taylorsville City, Cyndi         Sharkey - Sandy, Greg Shelton - White City, Keith Zuspan - Town of Brighton, Laurie Stringham -         Salt Lake County, Robert Piñon - Emigration Canyon, Scott Bracken - Cottonwood Heights, Sherrie         Ohrn - Herriman City         Participating Electronically:         Eric Barney - Magna, Patrick Schaeffer - Kearns, Thom DeSirant - Millcreek City, Tessa Stitzer -         Copperton. Participation ended at roughly 10:40 due to technical issues.         Excused:         District & Support Staff:         Pam Roberts, General Manager/CEO         Paul Korth, Finance Director/CFO         David Ika, Operations Manager         Hazel Dunsmore, Humans Resources Manager         Rachel Anderson, Legal Counsel         Melissa Kotter, Compensation Consultant         Renee Plant, Administrative Manager         Catarina Garcia, Executive Assistant/Board Clerk         Matt Ferguson, Controller/Treasurer         Sione Tuione, Residential Recycling Collection & Sustainability Manager (arrived at 9:14)         Shane Norris, Safety & Emergency Preparedness Coordinator         Jorge Benitez, Data & Program Specialist
		Public: Brett Hales - Murray City, Justun Edwards - Herriman City, Abby Evans - Salt Lake County

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

To be held Monday, August 28, 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. Welcome Hazel Dunsmore, HR Manager, Pam Roberts, General Manager
- Consent Items (Approval Requested)
   June 26, 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, June 26<sup>th</sup>, 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 Request Reclassifications for the Equipment Operator Apprentice Trainers and Training Coordinator Positions, Pam Roberts, General Manager, Hazel Dunsmore, HR Manager, Melissa Kotter, Compensation Consultant *(Approval Requested)*
- 4.2 2023 2nd Quarter Financial Report & Cash Projection Updates, Paul Korth, Finance Director, Pam Roberts (Acceptance Requested)

- 4.3 General Manager's Report and 2024 Budget Priorities, Pam Roberts (Information/Direction Requested)
  - January-July Accomplishments and Updates, Seasonal Container Reservation Program (SCRP)
  - Recycling Review and the Proposed 2023 Recycling Survey
- 4.4 Continued Discussions on Audit Review Committee, Board Chair Gibbons (Discussion/Direction)
- 4.5 The Utah Association of Special Districts (UASD) Convention, November 8th 10th 2023, Catarina Garcia, Board Clerk *(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, September, 2023, 9:00 a.m.
  - General Manager's Report:
  - Proposed 2024 Budget and Capital Expenditures
  - General Manager's Report
    - Follow-up on 2023 Recycling Survey
    - YTD SCRP Report

TOPICS/ Objectives	KEY POINTS/ DECISIONS	ACTION ITEMS Who – What – By when	STATUS
Call to Order / Roll Call			
	Board Chair Gibbons called the meeting to order at 9:00 a.m. and Catarina Garcia conducted the roll call.		
1. Welcome			
1.1. Hazel Dunsmore, HR Manager, Pam Roberts, General Manager	Pam introduced Hazel Dunsmore and expressed her thanks for Hazel walking through our doors.		
	Hazel expressed her appreciation for being selected as the HR Manager, for the culture, and the great support from staff.		
	<ul> <li>About half her career has been with local government in Provo, Springville, and Draper. She was the HR Director at Draper and after the pandemic, she applied to be the Solid Waste Manager. She supervised trash and recycling pick up for the last year and a half. She has a great deal of respect for equipment operators and customer service representatives and what they do every day. It was amazing for her to find a job with both HR and solid waste management.</li> <li>Hazel is a grandma, likes to read, bake, and is a movie buff. She was welcomed by Board Members.</li> <li>Board Chair Gibbons also recognized Mayor Brett Hales in attendance from Murray City. We anticipate he will be appointed to the WFWRD Board of Trustees by the Murray City Council next month.</li> </ul>		

2. Consent Items			
2.1. June 26, 2023, Board Meeting Minutes (Motion & Approve)	There were no questions or comments on the minutes.	Motion to Approve: Board Member Stringham Second: Board Member Ohrn Vote: All in favor (no opposing or abstaining votes).	Approved August 28, 2023
3. Meeting Open for Public Comments (Con	nments are limited to 3 minutes.)		
	<ul> <li>There were no public comments, and no one present had public comments.</li> <li>Pam noted that she spoke with one constituent about the Seasonal Container Reservation Program (SCRP), however, he has not since been in touch.</li> <li>Board Member Stringham commented that she received a call from area resident that sent her a photo of our drivers getting out and picking up waste that had blown over in the wind. He said, "This is amazing, tell them thanks."</li> <li>Board Chair Gibbons shared a similar experience from a month or two ago during a wind and rainstorm and agreed that our crews are amazing.</li> <li>Board Chair Gibbons closed the period for public comments.</li> </ul>		
4. Business Items			
4.1 Request Reclassifications for the Equipmen Operator Apprentice Trainers and Training Coordinator Positions, Pam Roberts, General Manager, Hazel Dunsmore, HR Manager and Melissa Kotter, Compensation Consultant (Approval Requested)	Kotter and Hazel Dunsmore to the table to kick off the topic.	Motion to Approve: Vice Chair Barbieri Second: Board Member Stringham	Approved August 28, 2023

EO (Equipment Operator) allocations due to the high demand the daily operations have on our team while we work to recruit, onboard (train), and retain existing EOs (refresh).	Vote: All in favor (no opposing votes).	
During the June 26, 2023, Board meeting, the Board approved reclassifying two (2) EO positions as part of the Apprentice Program. This was the first step in building this program.		
There are two Trainer positions to help with the two apprentice positions. We already have some seasonal employees waiting in the wings for the Apprentice openings that we feel would be great candidates. We need to ensure we have the Trainers and the Coordinator in place to set the apprentices up for success.		
Pam reached out to the Board before the meeting to explain WFWRD is trying to carve out a training unit within our operations.		
Our daily operations take everything we have to pick up roughly 16,800 homes serviced curbside each day for all commodities, which requires 39 routes, 39 EOs, four Supervisors and two Managers.		
This is not only about the apprenticeship program, but also to retain existing drivers. Accidents happen and we know that within the first three years is when we see the most driver accidents and incidents, and turnover.		
The other piece is the coordinator position, someone who is not thrown into the daily operations and services, to oversee the program.		

Pam reviewed EO Allocations, Relief Pool, Staffing and Daily Workloads:	
We operate five (5) days per week. We currently have 65 EO allocations working four tens, which means 13 (20%) of our EOs are scheduled off every day. This does not include vacation or sick leave. When fully staffed, we have 52 EOs to fulfill our daily workloads of 43 routes each day for all services, which makes our relief pool 9 EOs (14%) and meets service needs when we are fully staffed.	
We currently have 10 vacancies. Normally our relief pool is nine drivers, our current relief pool is a negative one. We had three drivers start today, but they will not be ready to run their own routes for 2-3 weeks.	
There are drivers who enjoy coming in on their day off to accrue overtime, and those that will come in when we need them. The bottom line is to not burn our people out.	
Pam expressed her thanks to Renee, Andy, David and everyone on this program development team.	
The Trainers will have assigned routes and use them to train apprentices, new hires, and refresh existing drivers.	
The Coordinator will not have an assigned route but will fill in and use any uncovered routes for training as needed. Things are put aside and left undone when Supervisors go out to fill in uncovered routes.	

The minimum qualifications for the Trainer position require three years of closely related experience and possession of a valid Class B Commercial Driver's License (CDL) with a valid DOT Medical Card at the time of hire. The Coordinator position requires the same three years with one year of leadership, thus, a difference in pay. Pam stated that it is an increased cost and staff believe	
it is worth it. She then turned the time over to Melissa Kotter. Melissa explained her role was to look at the job descriptions to determine the market and internal	
equity approach. The job summary and minimum qualifications of the Trainer are very similar to the Lead EO. One is leading a team and the other is training an individual. This allows this person to go back and operate as a lead	
when there are no apprentices to train. It changes the front-line workers from 9 to 11. The ratio still works within the WFWRD model which makes sense to keep the pay the same as a Lead EO, which is 10% more than an EO.	
The job summary and minimum qualifications of the Coordinator require more, thus, higher pay. They will collaborate with Supervisors and the Equipment Operator Apprentice Trainer with setting goals, creating action plans, and overcoming obstacles. They will also be part of the respective employees performance evaluations.	

would be a the unique looking at The Lead Superviso differentia recommer additional Therefore, EO, Lead Coordinat She direct shows wh Coordinat EO. The recom 25 <sup>th</sup> percer positions v Hazel add methodolo program. S	<ul> <li>b survey market data for this position, it nore of a human resource function. Due to ness of this position, Melissa recommends internal equity.</li> <li>Equipment Operator and Collection positions currently have a 20% midpoint l between the two pay ranges. She ds increasing the Lead EO range by an 10% to create the Coordinator position. the tiered progression would be EO with potential to train, become a bor, or a Collections Supervisor.</li> <li>ed the Board to the proposed pay plan which there the Coordinator falls in with the other bors, and the Trainer is in line with the Lead</li> <li>mendation is to start these positions at the thile like we do with other operational with a CDL.</li> <li>ed that she is very impressed with Melissa's gies and is excited about the apprentice She saw it work successfully at Draper City.</li> <li>in Gibbons is pleased this is factoring in a ler option for our team that did not exist, and it seems that it can really help byce retention.</li> </ul>		
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Regarding the budget process, Board Member Bracken asked if these positions would help reduce overtime, and if that overtime would help pay for those positions. There are incentives for overtime, but burnout is always a possibility.
Pam replied that it will take time to measure and capture that information. Reducing overtime is a desire.
Board Member Ohrn added that there are also liability savings at some point as well. The better trained operators are, the less likely we are to have accidents. Pam said she would show the value of just having Shane on staff and the improvements and savings that have already been recognized later in the meeting.
Pam replied to Board Member Bracken that the minimum training time for a new driver is two weeks if the person comes in with sanitation experience. They are not released to a route until the Trainer is comfortable with the new hire's skills and abilities.
Board Member Bracken asked that if we are down 10 drivers, we are adding three today, how do we train those three if there are only two Trainers? Pam responded that the team currently divides the trainings with leads, supervisors and our fleet coordinator. Some of these folks will still be involved as we go along.
The Trainer positions are internal recruitments give EO and Leads the opportunity to advance who are already trained and understand the routes, etc. The Coordinator position is internal and external recruitment and with the recent bankruptcy of Yellow

Trucking, there are CDL drivers that need jobs, and people want to be at home every night.	
Board Member Barney thanked Pam for presenting this information and expressed concerns and has questions about how we will measure the success of the program. He has spent the latter half of his career leading a learning and development team and is extremely passionate about training. What he sees lacking is a stated desired measurable outcome that demonstrates the financial and employee value. He does not know what the baseline is now or what we are hoping to achieve. Employee satisfaction is challenging to measure, but what is the financial benefit, and the capability or skillset development improvements we expect to see over time?	
Renee replied that we looked at safety training, refresher training, and "Grow Your Own Driver". The biggest benefits are safety and long-term employee retention.	
Pam apologized that there was not more in her report about the financial benefits, and while we do not have a baseline in the report yet, Paul will review the financial data in his upcoming report.	
Board Member Ohrn added that it would be good to track if accidents rates are declining since implementation of the program. It is a little difficult to determine the measurables, but safety percentage, and attrition rates could be tracked.	

Board Chair Gibbons agreed with Board MemberBarney and appreciated that it would be beneficial tohave a baseline. Considering our strange currenteconomic environment, it is difficult to pin it down.
Board Member Bracken said accident and insurance rates are some of the things to look at annually, and at the three-year mark. If it is a good program and runs right, it would yield those results.
Board Member Ohrn added to Board Member Barney's point of identifying the desired results. The main point is retention.
Board Member Barney fully supports the creation of this team and wants to ensure they are set up for success from the beginning. As a learning professional, if you come into a role without a stated goal or objective, you do not know what success is supposed to look like, it will be a challenge to prove your efficacy or the teams contributions.
Board Member Barney recommends we think through the quantifiable objectives we can achieve with a learning and development program, the baseline before the program is launched, and then a report back to the Board of the program's success or lack thereof. The measurables can be found, and he suggested <i>Kirkpatrick's Four Levels of Training Evaluation</i> as a starting point.
Renee proposed creating a scorecard. Pam thanked everyone for their comments and will meet with the team to develop the baseline data and define goals.

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Board Member Stringham clarified that the key areas	
previously discussed are safety, retention, and another	
for consideration could be driver confidence levels.	
The time was turned over to Paul to review the budget	
and projected incremental increased costs:	
and projected meremental mereased costs.	
The projected costs for the Equipment Operator	
Apprentice Trainer for 4 months in 2023 at the	
Projected Hourly Pay Rate 50 Percentile of \$28.71	
with benefits total \$25,190.54. The Annualized	
projected costs total \$75,571.61.	
- Total Projected Incremental Costs for 4 months	
2 positions \$6,475.31	
- Total Projected Incremental Costs - Annualized	
2 positions \$19,425.93	
The projected costs for the Equipment Operator	
Training Coordinator for 4 months in 2023 at the	
Projected Hourly Pay Rate 50 Percentile of \$31.58	
with benefits total \$27,708.71. The Annualized	
projected costs total \$83,126.14.	
- Total Projected Incremental Costs for 4 months	
\$5,755.83	
- Total Projected Incremental Costs - Annualized	
\$17,267.49	
Total Projected Increased Costs based upon 2023	
wages and salary \$12,231.13 September-December,	
and Annualized - \$36,693.42. The 50 percentile is	
based on experience and may vary.	
Vice Chair Barbieri commented that it is an excellent	
investment, especially as tight as the job market is, that	
money easily comes back positively to WFWRD. Job	
well done. You could spend a lot of money to recruit	
and train people to find out that they may not be a	
good fit. This is a bargain.	

4.2 2023 2 <sup>nd</sup> Quarter Financial Report & Cash Projection Updates, Paul Korth, Finance Director, Pam Roberts (Acceptance Requested)	waste collection fees (fee increase), a \$133,000	Motion to Accept: Board Member Shelton Second: Board Member Piñon Vote: All in favor (no opposing or abstaining votes).	Accepted August 28, 2023
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<ul> <li>Operating Expenses Highlights: Total operating expenses increased \$746,000 in 2023 compared to 2022. There were increases in fuel expenses of \$63,000, maintenance expenses of \$101,000, landfill disposal fees of \$108,000, and vendor recycling fees of \$560,000. Truck lease expenses decreased \$60,000 due to fewer leased trucks (from 16 to 10), and other expenses decreased \$42,000.</li> <li>Total Expenses are \$12,320,355 through six months of 2023 vs. \$11,218,890 in 2022.</li> <li>Total Operating Expenses are a bit over, 51% of budget, \$7,855,014 in 2023 vs. \$7,109,491 in 2022. We paid some things at the first part of the year such as the building rent.</li> <li>Total Expenses of \$12,320,355 for 2023 are 47.5% of budget.</li> <li>Bottom line Revenues Less Expenses \$556,222 vs. \$(190,822) last year. The Board had no questions.</li> </ul>	
<b>Fuel Expense Highlights:</b> 13% increase in 2021, 12% increase in 2022, and 10.5% increase in 2023 YTD due to the price per gallon.	
Average Cost Per Gallon 2020 diesel=\$2.06 CNG=\$1.63 2022 diesel=\$4.76 CNG=\$1.91 YTD 2023* diesel=\$3.64 CNG=\$2.32 *Since the end of June, diesel is back on the rise.	
Gallons Purchased	
20202021202206.30.23Last YearDiesel60,67662,95148,11020,0597%8%CNG532,780529,697519,868254,76993%92%Total593,456592,648567,978274,828100%	

Pam replied to Board Member Bracken that yes, some	
trucks refuel mid-day, especially green waste because	
they have a longer distance between cans. They are not	
stop-and-go like garbage and recycle. The majority of	
those drivers are out after hours.	
Maintenance Expense Highlights: We have seen	
increases in the last couple of years. Stable in 2021, up	
7% in 2022, and up 6% in 2023.	
2020 \$1,616,463	
2020 \$1,610,405	
2021 \$1,810,107 2022 \$1,727,420	
2022 \$1,727,420 2023 \$1,828,168	
Paul reported that the team met with Salt Lake County	
Fleet last week. They think things are getting a little	
better, but there is still a ways to go. The cost of parts	
seems to be coming down and availability has	
improved some. Fleet is projecting a 7-8% increase in	
labor rates for 2024 and they have had a difficult time	
recruiting and retaining mechanics.	
Board Member Ohrn said even with the Yellow	
Trucking bankruptcy, we think we will have more	
drivers, but it puts more pressure on the others, costs	
are not decreasing. Paul commented on how trucking	
and diesel affect everything we buy.	
Board Member Stringham asked if we were still	
having challenges getting parts. While Paul does not	
have specifics, he thinks it is improving somewhat.	
We were fortunate to have kept more older trucks	
which has helped us through the current scenario.	
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	Paul went on to report that refuse tons are holding		
	steady with 2020 being the highest tonnage in the last		
	four years. We delivered more loads to the transfer		
	station in the first quarter of 2023 due to safety and		
	driving conditions at the landfills.		
	• Trans-Jordan: \$37.00 per ton which increased		
	July 01 to \$39.00 per ton.		
	• Salt Lake Valley Landfill: \$27.00 per ton		
	• Transfer Station: \$35.00 per ton		
	Recycle tons have been decreasing, down 7% in 2021,		
	2.5% in 2022, and relatively level for 2023.		
	Our vendor recycling fees per ton are what we pay for		
	processing. The volatility is interesting, the first half of		
	2022 we felt good, then it shot up. It has stayed		
	relatively high, peaking at about \$80.00 per ton in		
	January 2023 and it was \$60.00 per ton at the end of		
	June. We budgeted \$40.00 per ton for 2023.		
	Paul explained that the cash and investment balances		
	for 2019-2023 seem to show that cash and investment		
	balances have remained relatively stable, however,		
	remember that in 2022 we did not buy any side load or		
	light-duty trucks because of vendors selling to other		
	buyers. We want and need trucks. Not buying them for		
	multiple years is not a great long-term strategy, nor is		
	it WFWRD's intent.		
	In reviewing the capital expenditures budget for 2023		
	the total budget was \$5,350,976, we purchased and		
	received a used hook lift truck, and recently we paid		
	Peterbilt for two chassis and engines which have been		
	sent to the next vendor for the cargo area*. We		
<u></u>	purchased and received light-duty trucks, so we are		

seeing some activity. We are hopeful to receive 10 side load trucks in November. 10 side load trucks x approximately \$415,000 (each) is over \$4m, which will affect our cash balances.	
*Pam added that the two truck bodies will carry over to 2024 which will help us a little this year, and she replied to Board Member Bracken that our last side load truck delivery was in 2021.	
Paul moved on to the certification balances as of June 30, 2023: As previously reported the outstanding balances for 2016-2018 are all one customer who received an extension from the County. We generally have approximately \$2.2m to send for certification in the fall, typically in September. The certification process does benefit the District.	
Customer refunds for the 2 <sup>nd</sup> quarter have increased some, there has been a lot of activity due to sending bills in April with the new rates which got a lot of resident's attention and questions. Some customers pay the incorrect amount. For example, during the 2 <sup>nd</sup> quarter one resident paid \$5,850.00 instead of \$58.50 which we returned immediately. We appreciate the ability to be responsive and promptly issue refunds. Total Customer Refunds for second quarter totaled \$ 27,066.	
Paul reported that he and Pam agreed to present these preliminary cash projections to show the Board where we are and he noted that it may change significantly in the next month once the preliminary budget is done.	

He stated that in 2022 we spent \$682,000 on two front load trucks. Cash projections adjustments for 2023 decreased the 2023 beginning cash and investment balance \$471,821 due to 2022 increased operational expenses, which were approximately 2% higher than the 94% of the budgeted amounts that were previously projected In this new report, he has increased 2023 operational expenses \$399,216 to account for the higher expenses we are experiencing. Paul explained that there was a need to adjust 2023 year-end cash and investment balance due to the timing of cash receipting with \$637,500 less than previously reported. He had looked at it from an accounting standpoint, we book the revenues from the fee increase. However, from a cash perspective, we do not receive the fourth quarter revenues until the following year (in January & February). Therefore, he needed to make that
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adjustment to reflect more accurate cash projections
going forward.
Paul also explained that he decreased the 2023 capital
expenditures due to the timing on truck deliveries, for
a positive \$474,475. However, it is not really a
positive if we do not receive equipment.
Board Member Ohrn commented that we may have to
go for a rate increase much sooner than we had hoped.
She still thinks we made the right decision. Just the
burden on people right now, it could be a little smaller
simply because we are all feeling the pressure of the
economy.

	<ul> <li>Board Member Bracken added that we may need to do a rate increase in 2025. Pam said it is dependent on how this year ends and what the future holds. She hopes it will somehow improve.</li> <li>Paul commented that we will not have any side load truck sale proceeds this year if we get side load trucks in November, timing is important to remember in accounting, and we are feeling the increasing costs as well.</li> <li>Vice Chair Barbieri stated that truck buying has been a moving target since COVID. Buying, selling, parts, and pricing are all uncertain. Before 2020 it was much more predictable.</li> <li>Paul agreed and said it will be interesting when we start selling side load trucks that are a little older. On the secondary market you get smaller operating companies who are not set up for CNG. He reminded the Board that the vendor did a price increase last year that they approved, and then we did not get the trucks anyway.</li> </ul>	
42.0 INC 2. D ( 12024.D 1 (	There were no further comments or questions.	
4.3 General Manager's Report and 2024 Budget Priorities, Pam Roberts (Information/Direction Requested)	Pam began her report stating that we have some employees who have earned promotions and advanced through the ranks. Some of these folks have been part of an informal apprentice program.	
	She reviewed a few examples with James Kelsey starting as a container specialist with a desire to obtain a CDL. He was an EO trainee, EO, Lead EO, now a Quality Assurance Inspector. He wants to advance even more and understood the path was to get a CDL and other employees have followed the same career path	

such as Dellis Larabee and Colby Sylvester. This practice is separate from the formal Apprentice Program.
It is nice to have people with a desire to move up, develop skillsets, and are hungry to do that. We currently have five people taking advantage of our tuition reimbursement program. We strongly encourage continued education. Hazel has taken on WFWRD University, a platform for online training, and we also pay for work-related courses outside of the organization.
Pam also mentioned that Oliver Balanzar recently earned a promotion to the open Lead EO position vacated by James. Alex Hoppus was hired from part- time SCRP Ground Crew to full-time Container Specialist to fill Colby's spot. He has desires to be a side load EO.
Pam moved on to the customer satisfaction section and reported that the complimentary landfill voucher program is very popular, especially in the northwest areas of Magna and Kearns who are closer to the landfill. As expected, seasonal increase of voucher usage continues to happen starting in April.
She then stated that the electronic/QR code process is in the final stages of being implemented with both landfills. 3,461 vouchers have been redeemed through the end of month (EOM) July, with a cost to the District of \$53,823. This cost comes out of our landfill fees budget with the District paying for SL Valley: \$16 per truck or trailer load and Trans-Jordan: \$10.00 per truck or trailer load.

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	The current ratio of vouchers per number of homes in the District is 5% and in 2023 we are seeing more usage than prior years and projections show a continued increase. It is a very beneficial public service for the communities. Pam explained that the District policy allows her to waive up to 2% of the homes in each city/area, which historically has been adequate. However, we may need to consider changing that policy, or limiting the use somehow. We now know that we will be able to control how many an individual uses with the QR Code option. Staff will evaluate if there is a need for a policy change to increase the percentage overall to allow more use in cities/areas.	
	Cost by Month S11,646.0 S13,196.0 S10,756.0 S10,756.0 S51, S2,869.0 January February March April May June July Month	



Pam replied to Board Member Bracken that Trans-Jordan is listed separately because they do not provide a breakout by location, and the Transfer Station does not accept residential truckloads. It is too dangerous to have residents around the heavy equipment, and the Landfills are open six days a week including Saturday. The SL Valley transfer cut back being open for South Salt Lake residents on Saturdays due to costs. They are allowed twice a month on Saturday's. The city and their residents do not pay a tipping fee.

Pam reviewed the goals and achievements related to risk management and loss prevention with our goal being 85% safe days. Shane Norris, Safety & Emergency Preparedness Coordinator (SEPC), joined the District in December 2022. Trends are going in the right direction. Claims have decreased, safe days have increased, and we achieved 79% safe days even with severe weather conditions and staffing challenges.

Pam stated that it is rare that we do not provide collection services during severe weather. Our team would prefer to have a late-start rather than work on a Saturday. However, if we have to cancel a day due to serious safety concerns, we will.	
There are three open claims, incurred dollars of \$62,374.00, paid dollars of \$17,726.04, and outstanding dollars of \$44,647.96.	
COVID affected everything, including safety and claims filed. These claims are managed and paid for through our policies with the Utah Local Governments Trust. Pam pointed out that our deductible is \$10,000.00 per property and auto claim so we paid \$43,871.21 out of pocket through July for small incidents such as mailboxes, fences, etc. with resident approval. This is much more cost effective vs. filing a claim.	
We measure claims filed, and TARP (Team Appreciation Recognition Program), and we recently received \$10,000.00 from the Trust for doing so well. We are also one of the first to roll-out the TARP and provide safety incentives. We award a \$25.00 Amazon gift card for teams that are accident and incident free (no claims filed) each month. We were 100% in July. This speaks highly of Shane's work and our team's efforts.	
Pam reviewed that the District met our long-standing Environmental Stewardship goal of 18% Landfill Diversion through recycling, green waste collections and glass collections with curbside and central sites.	

We have 11,123 current curbside green subscribers and since January, we have \$785,243 in accrued revenue from monthly collection fees of \$10.50 per month. We also saved \$20,008 in landfill tipping fees. (\$17.00 per ton vs \$35.00). Pam pointed out that our fees are designed in hopes to get people to recycle more and subscribe to the green	
program. For example, a green can is \$126.00 per year vs. a second garbage can which is \$230.00 per year. We have seven central glass collection and 2,034 current subscribers for curbside glass collections. She stated that from January through June, we have \$120,938 in accrued revenue from monthly glass subscriber fees and a total of \$18,700 was saved in landfill tipping fees.	
Pam stated that WFWRD tries to balance environmental stewardship with financial stewardship. It takes efforts to divert recycling from the landfills which can be expensive. The thoughts and considerations are the long-term costs of not diverting waste from landfills.	
Renee Plant, Administrative Manager, covered another area of customer service and explained that we have been looking at the financial benefits of the new website. Specifically, reviewing the Board recommendations to expand the chatbot, and the inbound phone call impact in response to new technology.	
We have seen a steady decline with inbound phone calls as the website rolled-out in July 2022 allowing customers to find the information they need easier on the site for self-service.	

We had even fewer inbound calls related to rolling out the new chatbot service in June. We have benefited from a slight decrease of \$.04 per customer interaction. This includes emails, chats, and phone calls. Customers can go on the chat even after hours and have their questions answered. Customer Service Reps answer chat questions personally each morning. The cost per customer interaction in 2022 was \$4.08 and \$4.04 in 2023. We are forecasting a potential \$.05 additional decrease, even with inflationary impacts on salaries.	
<ul> <li>Pam briefly reviewed the following accomplishments:</li> <li>Delivered 12,464 tons directly to the SL Valley Landfill at a lower fee saving \$74,784.</li> <li>New route accuracy Key Performance Indicator (KPI) introduced: <ul> <li>This KPI shows that out of the 1,354,505 homes serviced year-to-date (all commodities), our drivers have only missed 2,204 homes as reported by our residents at a given time.</li> <li>This equates to a 99% route accuracy rate year- to-date.</li> </ul> </li> <li>Herriman route restructure initiative currently taking place where these routes will become more efficient. Savings will be reported in the 4<sup>th</sup> quarter report.</li> </ul>	
Pam continued on to the Seasonal Container Reservation Program (SCRP) information through July 2023 with 77 delivery days. The information does not include Kearns and Magna, which will wrap up at the end of September.	

a c	We will have 119 delivery day overage of 60 containers per d containers. So far, we have co 9,953 containers.	ay for a target of 7,140	
c	n 2022 there were 120 days w containers per day for a total o verage of 11% ratio for home	of 9,600 containers. An	
ti c	We anticipate that there will b han 2022 due to staffing short concerns about safety when we what is realistic with the staffi	tages. Pam also has e try to deliver more than	
h	Millcreek has just over 15,000 has just over 13,000 homes what has and containers in those and humbers per city/area. - Millcreek	nich is why there are more	
	<ul> <li>Taylorsville</li> <li>Cottonwood Heights</li> <li>Holladay</li> <li>Murray</li> </ul>	1,211 1,007 929 233	
τ	Jnincorporated County: - Sandy Hills	166 48 31	
Г	- Willow Canyon	15 15	
	- April - May - June	933 1,396 1,412	
	Total Deliveries:	1,222 4,953 9%	

There is a definite public benefit to SCRP and having containers available for bulky waste. We want to sustain the service level for 2024, and we hope to be able to continue with 60 containers per day.         SCRP Tonnage Information through July 2023: <ul> <li>April 652</li> <li>May 1,196</li> <li>June 1,036</li> <li>July 918</li> </ul> Total Tons 3,802       Costs (Tipping Fees) by Month: <ul> <li>April 552</li> <li>June 43,088</li> <li>July 539,314</li> <li>Total Costs \$159,161</li> </ul> <li>Count of Items by Month (refrigerators, tires, and mattresses):         <ul> <li>April 278</li> <li>May 264</li> <li>July 314</li> </ul> </li> <li>Pam explained that she will gather more information from 2023 and send it to the Board with next month's packet. We are looking at the number of residents who are on the waitlist.</li>
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	Pam opened the discussions for the 2024 plan for SCRP stating that she knows it was not popular to request a fee for this program last year. However, she feels it is her due diligence to propose it once again for 2024. She reviewed that we would need to keep the same number of containers at 60 per day. She would like the Board to consider charging a \$50.00 or \$75.00 fee per reservation. She noted that the container size is 14 yards.	
	<ul> <li>Pam gave a list of pros and cons.</li> <li>Pros: <ul> <li>Helps to off-set the costs and reduces the financial burden on the monthly fees. Keeping in mind that the monthly fees do not cover all the costs for this service.</li> <li>Reduces some of the demand and makes this service more manageable, so the service goes to those in need and are willing to pay. Other needs for code enforcement are handled with trailer rentals or roll-offs. We know this is good for our communities and we do not want to end the program.</li> <li>Reduces the sense of entitlement based on "my monthly fees pay for this, so I am entitled to get a container."</li> <li>We charge a fee for Trailer Rentals: \$190.00 for bulk and \$55.00 for green. The container size is 18 yards.</li> </ul> </li> <li>She then reviewed the 2024 rotation that would start in Millcreek and end in Taylorsville.</li> </ul>	

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Board Member Barney commented that while he		
understands the finances behind proposing a fee, he is		
unsure that our constituents understand it. His only request is that there be total and utter financial		
transparency communicated to them. The SCRP has		
become non-feasible from a current fee standpoint.		
become non-reasible from a current ree standpoint.		
Pam thanked Board Member Barney for his comment		
and said that we can certainly gather more information		
for the Board's input because they all have great		
perspectives.		
Board Member Stringham added that many entities		
offer a priority service to pay an extra fee to get a		
container earlier, for a date of the resident's choosing.		
Weekends are priority times, and some people would		
be willing to pay for them.		
Pam replied to Board Member Bracken that trailer		
rentals are for three to four days. He said for the		
\$190.00 trailer rental, a \$50.00 fee would come close		
to that.		
Board Member Stringham said she did not get a		
container when she needed it, it came a day later, and		
she was not prepared. She would pay to get a container		
for a weekend she knew she would get it. They have		
had a lot of discussions in her neighborhood and		
people like to pay for priority service.		
Wine Chair Dephini and take second thete to the		
Vice Chair Barbieri said she would hate to see the		
program turn into something that the people who really need it cannot afford it. The trailer rental would		
come in handy for disaster situations, and \$190.00 for		
four days is very reasonable. Taylorsville feedback is		
that they know they are getting a container and are		
that they know they are getting a container and are		

prepared to load it. They have also had success with residents sharing containers.	
Board Member Ohrn added that she was definitely one person that pushed back on charging a fee. Historically, one of the first items when she joined the Board was the value of staying with WFWRD. They compared WFWRD's value to other providers and the SCRP was one of the big highlights. It was a big adjustment to not having containers on the street. Some were happy, some were not. In many people's minds it was a reduction in service while still paying the same fee.	
Board Member Ohrn continued that this year, for reasons we all understand, it was reduced even more due to needing to deliver fewer containers. This is the general perception. Residents do not understand the finances. If we say we will still have a reduced number of containers plus charge a \$50.00 fee then do a fee increase the following year, everyone will wonder who is on the Board and what they are doing.	
Board Member Ohrn agreed with Board Member Barney that if we are going to make changes, our campaign must be such that people understand the reasoning behind it. Many people will not pay attention to a campaign until they realize there is a fee then ask what WFWRD is doing with resident's money. It feels that we continue to increase costs and decrease services.	

At this point in the meeting, audio and video were lost unexpectedly and members participating electronically dropped off the call. Once discovered after several minutes, Renee Plant turned her laptop to capture as much audio as possible.	
Board Member Shelton was commenting on not taking away the SCRP for those who desperately need it and can not necessarily afford it.	
Audio was lost again, however, Catarina, Board Clerk, captured the following in handwritten minutes and used data from the reports:	
Board Chair Gibbons said it is worth having further discussions.	
Vice Chair Barbieri commented that there has been so many wonderful changes.	
Board Chair Gibbons recommended using the 2023 data to analyze at year-end review.	
Pam continued on with the second part of her report calling it the Deja Vue of the Recycling Dilemma.	
She stated that the Déjà vu is due to the same scenarios we experienced in 2018 and 2019 with recycling processing fees being higher than landfill fees. The same situation with just raising monthly fees and sustaining service levels.	
She reported that staff reviewed the State of Recycling and the history of service levels, tonnages and 2019 recycling survey results during the February 27, 2023, Board meeting.	

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	At that time, we told the Board we would bring back additional information after gathering data and conducting route audits. This information is to gather Board input about recycling services, service levels, and an upcoming recycling survey for our residents.	
	<ul> <li>Pam reviewed the current conditions.</li> <li>YTD Average for Landfilling: \$34.00 per ton. (\$27 - \$39 per ton)</li> <li>YTD Average for Recycling: \$68.71 per ton. \$34.71 difference per ton = \$694,200 annually.</li> </ul>	
	<ul> <li>The fee increase would be \$0.68 per home/per month to cover this difference if recycling fees remain.</li> <li>The annual cost for recycling processing is</li> </ul>	
	<ul> <li>estimated to reach approximately \$1.3 million in 2023. We budgeted \$840,000.</li> <li>Markets suggest that the trends will average \$60.00 per ton in 2024.</li> <li>Recycling tonnages have trended down after</li> </ul>	
	<ul> <li>reaching an all-time high in 2016 with 24,000 tons when markets were rich. However, year-to-date 2023 seems comparable to 2022 at less than 20,000 tons.</li> <li>There are close to 2,500 (3%) second recycling</li> </ul>	
	cans in the District. Not everyone who may need or want a second can for bi-weekly service will want to store one. Recycling will go into the landfill.	
	Pam went on to state that the Board has always been supportive of recycling collections and diverting commodities away from the landfills for reuse and recycling. She shard that the Board approved weekly recycling to roll out September 2011. The Board also approved fee increases in 2018 and 2023 to sustain	

service levels even with volatile recycling commodity
markets, rising costs with labor and etc.
She stated that prior to weekly collections, tonnages
were around 19,800. With weekly collections,
tonnages increased over time with an all-time high of
24,000 tons of recycling in 2016 when the commodity
markets were rich, China accepted all of the U.S.
recycling, and we received a revenue to help off-set
the operational costs.
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The Board was also supportive when recycling
processing fees increased, and we started paying more
for recycling to be recycled than being landfilled.
Pam reviewed that in 2019 we surveyed residents to
gain insight on their support for recycling services and
a possible fee increase to cover the increased costs for
processing. 79.1% supported a fee increase up to \$1.50
per home/per month to maintain weekly recycling
services.
Currently, recycling tonnages have decreased to levels
similar to when bi-weekly collections were in place.
The data shows that we could collect the same
tonnages with bi-weekly collections, however, any
chance of increasing recycling tonnages and increasing
diversion is removed. Pam stated that even without a
waste audit, she and our team have seen recycling in
the garbage cans now. Confusion about what is and is
not accepted in the recycling can plays a big part.
Cl - then mariane 1 that WW - and an ent a set hat at what
She then reviewed that "We can cut costs, but at what
price?" Price being Customer service, eliminating the
avenue to increase recycling, and recycling going into the landfill.

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<ul> <li>More recycling will go into the landfill if we reduce services. We just don't know how much.</li> <li>A reduction in services is a regression in efforts to divert waste away from landfilling.</li> <li>She gave the Board the following for consideration:</li> <li>The Utah Recycling Alliance (URA) 2022 survey showed that 22% of the respondents would recycle more, but they are confused about what is recyclable.</li> <li>Consumer confidence is bouncing back related to recycling being recycled and not landfilled. Recycling Coalition of Utah (RCU)</li> <li>Would tonnages increase over time with keeping weekly service available?</li> <li>Education efforts have increased with COVID restrictions lifting.</li> <li>It is proven that personal contact is the best avenue for education.</li> <li>We increased fees in 2023 to sustain service levels of weekly waste and recycling collections, trailer rentals, curbside Christmas tree collections.</li> <li>WFWRD's fee structures are designed to</li> </ul>		
<ul> <li>It is proven that personal contact is the best avenue for education.</li> <li>We increased fees in 2023 to sustain service levels of weekly waste and recycling collections, trailer rentals, curbside Christmas tree collections, SCRP</li> </ul>		

• Different ways to measure operational costs for	
recycling collections:	
- Costs per can type are very close to the same	
for garbage, green and recycling.	
- Costs <u>per ton</u> : Recycling is 4 to 5 times higher	
than garbage.	
- <u>Overall costs:</u> Weekly recycling collections are	
less than half the overall costs for weekly	
garbage collections.	
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Pam also shared that education efforts were suspended	
during COVID and reinstated mid-year 2021 using	
virtual contact. There have been more personal	
contacts in mid-2022 and all of 2023.	
contacts in iniu-2022 and an 01 2023.	
The Systemahility Team maliminant route audit	
The Sustainability Team preliminary route audit $f_{100}$ This is a set of the set of t	
results of 8,464 cans (10%): This is a good sample for	
the number of homes we service. However, city's	
sample sizes vary. For example, Emigration Canyon is	
49%, Copperton, White City, and Sandy are in the	
30+%, Taylorsville and Murray are 18%, Millcreek	
and Herriman are roughly 4%. Kearns and Magna	
12%, Holladay 10%, Cottonwood Heights 8%.	
Recycling can volumes average	
Recycling can set-out rates for weekly collections are	
71.33%, which indicates a high utilization of weekly	
services.	
Pam stated the staff's next steps and staff	
recommendations are to continue educational efforts to	
work to increase recycling efforts. We believe that	
tonnages will increase with time to allow "bounce	
back" on consumer confidence and the learning curve.	

Also, we would like to gather more information with continued waste audits, recycling audits and volume audits. Staff will conduct a recycling survey this year to gather information from our residents.	
We certainly could ask if residents are willing to pay an additional fee to keep recycling services. This is a similar question asked in both the 2018 and 2019 recycling surveys, but she and the team are not sure what the magic question is, or how much to ask. If it's based on the difference between landfilling and recycling, we'd have \$.68 per month.	
Board Chair Gibbons asked the Board to answer questions about the service level and resident survey.	
Mayor Brett Hales said that Channel 2 did a special on recycling pizza boxes. There is confusion, and he asked about the protocol.	
Pam replied that WFWRD has a sticker campaign and recycle guide on the website that includes pizza boxes are acceptable if there is no grease or oils. The same confusion trickles back to our District.	
She recently had a conversation at the Southeast Township Days with a gentleman about green waste. Trans-Jordan recently announced they are no longer accepting green waste and he asked if WFWRD was discontinuing our green waste service. She assured him we were keeping the service and taking green waste to Salt Laka Vallay. She also shared that another	
waste to Salt Lake Valley. She also shared that another person asked if they could place an empty soup can in recycling. "Yes, please." She continued that WFWRD needs to keep the education going and there is a lot to be captured for increasing diversion.	

Board Member Bracken commented that weekly		
recycling is a great benefit.		
Board Chair Gibbons would rather pay more for		
weekly recycling due to his book-buying habits and		
the boxes they come in.		
Board Member Ohrn said that she would often lose		
track of the on and off weeks. She believes people will		
adjust to bi-weekly services if that is what the Board		
chooses to do. The Herriman Youth Council had a		
retreat last weekend, and they are very passionate		
about cleaning up their city. They are young and		
possibly do not understand all of the District's		
programs, their parents may not either. She feels it		
would be beneficial to get younger people educated		
and understand the recycling processes.		
Board Member Sharkey said Sandy went to bi-weekly		
recycling two years ago and they are still hearing		
complaints. It remains one of the top five complaints.		
People are mad about it. 81% of their survey		
respondents said they wanted to keep weekly recycling		
services. By majority the Council made the decision to	Staff will fine tune the	
go bi-weekly.	2023 Recycling Survey	
	and send out during	
Board Member Ohrn added that an important survey	September.	
question is if residents are willing to pay more and		
include educational material about what can and	Staff will prepare the	
cannot be recycled. If she just read the survey, she	2024 Proposed Budget to	
would wonder why WFWRD wanted to increase fees	be presented during the	
again.	September meeting with	
ugum.	the same service levels	
Vice Chair Barbieri echoed Board Member Ohrn's	including weekly	
	<b>U</b>	
recommendation to include educational information on	•	
what can and cannot be recycled.	a fee.	

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	Board Member Piñon also recommended including a	
	question about frequency of visiting the WFWRD	
	website and Board Member Stringham said we could	
	educate towards the end of the survey.	
	educate to wards the ond of the survey.	
	There were no further comments or questions.	
	There were no further comments of questions.	
	Pam thanked the Board and stated that she has the	
	Board's direction for the 2024 budget.	 
4.4 Continued Discussions on Audit Review	This topic was moved to the next meeting in the interest	
Committee, Board Chair Gibbons	of time.	
(Discussion/Direction)		 
4.5 The Utah Association of Special Districts	Catarina announced that the UASD will hold its annual	
(UASD) Convention, November $8^{th} - 10^{th}$	conference on November 08 through November 10.	
2023, Catarina Garcia, Board Clerk	Specific training and certification for Board Members is	
(Information/Direction)	available on November 08 with some topics still to be	
(,	announced.	
	She confirmed that WFWRD would again cover	
	registration costs for any Board Member wanting to	
	attend the convention and requested that interested	
	•	
	Board Members contact her or Pam by Friday,	
	September 08 to utilize the reduced "early-bird"	
	registration fee and process the registration forms.	
	Board Member Stringham commented that the training	
	the UASD provides is amazing and encouraged	
	everyone to attend. She asked Catarina to add her to	
	the list as did board member Shelton.	
5. Closed Session (if needed)		
()	No closed session needed.	
6. Other Board Business		
C. Cher Dourd Dusiness	There was no other Board business.	
	There was no other board ousiness.	

7. Requested Items for the Next Board Meeting on Monday, September 25, 2023, at 9:00 a.m.			
	<ul> <li>Board Chair Gibbons reviewed the items for the September Board Meeting:</li> <li>Proposed 2024 Budget and Capital Expenditures</li> <li>General Manager's Report</li> <li>Follow-up on 2023 Recycling Survey</li> <li>YTD SCRP Report</li> <li>Continued Discussions on Audit Review Committee</li> </ul>		
Adjourn	1	1	1
	Board Chair Gibbons then entertained a motion to adjourn.	Motion to Adjourn: Board Member Shelton Second: Board Member Markham Vote: All in favor (no opposing or abstaining votes).	Approved August 28, 2023