

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

DATE/TIME	LOCATION	ATTENDEES
<p>April 27, 2020 9:00 a.m.</p> <hr/> <p>Next Board Meeting May 18, 2020 9:00 a.m.</p>	<p>Public Works Building 604 W 6960 S Midvale, UT 84047</p>	<p><u>Board Members:</u> Scott Bracken, Jim Bradley (via phone), Brad Christopherson (via phone), Kay Dickerson, Daniel Gibbons (via phone), Catherine Harris (via phone), Dwight Marchant (via phone), Kris Nicholl (via phone), Sherrie Ohrn (via phone), Brint Peel (via phone), Tessa Stitzer (via phone), Diane Turner (via phone), Keith Zuspan (via phone) <u>Excused:</u> Shireen Ghorbani, Patrick Schaeffer</p> <p><u>District Staff:</u> Anthony Adams, Rachel Anderson (via phone), Paul Korth, Andrea Murdock (via phone), Pam Roberts, Sione Tuione</p> <p><u>Public:</u> None</p>

AGENDA

Call to Order: Brad Christopherson, Board Chair

1. Consent Items:

1.1. March 23, 2019 Board Meeting Minutes (**Motion & Approve**)

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

3. Business Items

3.1. Annual Request from Salt Lake County Council-Tax Administration for Authorization to Release Properties from Tax Sale: Pam Roberts, General Manager (**Informational/Direction Requested**)

3.2. 2020 First Quarter Financial Report: Paul Korth, Financial Director (**Informational**)

3.3. Cost Analysis for Monthly Billing: Pam Roberts and Paul Korth (**Informational**)

3.4. General Manager’s Report: Pam Roberts (**Informational**)

- Updates Related to COVID-19 and Managing Workloads
- Year-to-Date Tonnage Comparisons, 2019 and 2020
- WFRWD Mobile Applications for Recycling Right and Other Information

3.5. 2020 Area Cleanup Plan: Pam Roberts and Sione Tuione, Collections Manager (Informational/Direction Requested)

3.6. Updates on WFWRD's Policy for Servicing Homes on Private Lanes and Roads: Pam Roberts and Rachel Anderson, Legal Counsel, Fabian VanCott (Informational/Direction Requested)

4. Closed Session (If Needed)

The Administrative Control Board 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 reasonable 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.

5. Other Board Business

This time is set aside to allow Board members to share and discuss topics.

6. Requested Items for the Next Board Meeting(s)

- WFWRD General Manager's Report
- 2019 Independent Financial Audit Report

TOPICS/ OBJECTIVES	KEY POINTS/ DECISIONS	ACTION ITEMS WHO – WHAT – BY WHEN	STATUS
1. Consent Items			
1.1 March 23, 2020 Board Meeting Minutes		Motion to Approve the Minutes by: Board Member Bradley Seconded by: Board Member Peel Vote: All in favor (of Board Members present)	Approved April 27, 2020
2. Meeting Open for Public Comments	(Comments are limited to 3 minutes)		
	No public comments		
3. Business Items			
3.1. Annual Request from Salt Lake County Council-Tax Administration for Authorization to Release Properties from Tax Sale: Pam Roberts, General Manager (Informational/ Direction Requested) 3.2. 2020 First Quarter Financial Report: Paul Korth, Finance Director (Informational)	Pam stated that this request is one that is sent to us each year identifying properties that are in delinquency for property taxes and WFRWD fees. After five years of delinquency, these properties go up for tax sale. This request to release these properties to allow the property owners to work out payments with the County without the property being up for tax sale. Pam clarified that WFWRD gets payment of the fees before money goes towards back tax payments. There is not currently a list of properties that will be on this list; the Tax Committee will meet with the Salt Lake County Council in May to discuss the properties. We do have a letter prepared, to be signed by the Board Chair, stating that this Board gives authorization for the properties to be released from tax sale. Paul indicated that the 1 st quarter ended on March 31, 2020. Our current total revenues have decreased compared to this time last year. This year is at \$4.9 million compared to \$5.2 million last year. This decrease is	Motion to Release 2020 Properties Identified by Salt Lake County Tax Commission by: Board Vice Chair Bracken Seconded by: Board Member Ohrn Vote: All in favor (of Board Members present)	

primarily due to a loss of \$186,000 on the sale of four of our collection vehicles, and an investment loss of \$150,000 in March. We do have conservative investments, but in the current world economy, we are still feeling that impact. Our residential collections are actually up 1.5% compared to 2019. This is where the majority of our revenues come. Paul further clarified how the accounting book value of the vehicles contribute to the gain or loss on the sale; and if the sales price is below the accounting book value, then it is considered a loss on the sale of the vehicle. Each of the vehicle's accounting book value for the four vehicles that were sold was listed at \$127,000, and we received just over \$80,000 for each vehicle. Paul clarified that in the future we are no longer using salvage value for our vehicles, so depreciation expense will go up which will decrease the recognized losses on the sale of the vehicles. After discussion with our auditors, salvage values of our vehicles, in the future, will be \$0.

Personnel expenses are up approximately \$159,000 compared to the same time period from 2019. This was expected and budgeted due to the wage/salary market adjustment that was approved last year for almost all employees.

For our operating expenses, disposal fees went up approximately 7%. This coincides to a 6.5% increase in tonnages that we have collected from residents. Pam added that drivers are recognizing the increase. Paul indicated this is likely due to more people staying home due to the pandemic. Recycling fees are also up approximately \$20,000 from last year. Depreciation expenses are up \$124,000 compared to last year, and this is directly related to the adjustments on vehicle salvage values. The overall operating expenses are up \$100,000. Revenues minus expenses show a negative of \$253,000 compared to a positive of \$273,000 last year.

Fuel expenses remained steady compared to last year, and we experienced fewer miles driven in 2019 Pam

<p>3.3 Cost Analysis for Monthly Billing: Pam Roberts and Paul Korth (Informational)</p>	<p>confirmed that our compressed natural gas (CNG) fuel costs do fluctuate with the market, but it has been fairly steady through the years. Maintenance fees increased 5.8% compared to last year. Some of the increased expenses have been due to some containers that needed repairs. The majority of the increase was expected since Salt Lake County Fleet increased their wages by 3% and that is passed along to WFWRD and other customers.</p> <p>In 2019, we started increasing the tonnage directly to the Landfill and less to the Transfer Station. This is due to the tiered pricing offered by the Landfill for tonnages taken directly to that site. Recycle tonnages have been consistently dropping over the past several years. This is due to cleaner recycling and less contamination as a result of outreach and education efforts. Overall recycling disposal costs have dropped from \$65-\$70 per ton to around \$50 per ton in February and March 2020</p> <p>Paul reviewed the capital expenditures including eight collection trucks and one light-duty truck that are being purchased this year. These have all be planned for and included in our budget.</p> <p>As of March 31, we have \$224,000 in account certifications. WFWRD certifies accounts every year, and this is a great benefit that allows us to obtain unpaid fees from residents. We will be monitoring collections this year, especially with the economic events currently happening, to see if we have more certified accounts than usual. Board Chair Christopherson added that Xpress Bill Pay has been down for a few weeks, which has impeded how some residents pay their bills. Pam indicated that Xpress Bill Pay has been waiving some processing fees due to their website being down.</p> <p>Pam reviewed the analysis, conducted by WFWRD staff, for implementing monthly billing. She reviewed the customer survey from 2013 which addressed this question.</p>		
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The most common preference was for annual billing. The second highest preference was for monthly billing. However, due to the added expenses for monthly billing, the Board elected to implement a quarterly billing cycle.

Paul compared our current expenses with printing, postage, processing fees and staff labor. Currently we are paying approximately \$513,000 for billing and receipting of cash each year. Switching from quarterly to monthly billing would add eight additional billing cycles and the estimated cost of \$637,599. For monthly billings, the total estimated cost would be \$1,150,666. This includes two additional staff to process the additional payments each month, as well as the additional customer service needs for our customers.

Board Member Ohrm recognized benefits to customers for a monthly billing cycle, but she indicated that she does not think the additional expense would be worth the benefits. Board Member Bradley concurred while adding that there are other costs that may not have been identified, including lease space for needed additional staff.

Board Member Harris asked if there could be a nominal discount offered to residents who pay their fees on an annual basis, since this format would save on transaction fees for the District and was the most preferred method of billing by residents. Paul indicated that we could look into that option for the future. Pam concurred and offered to bring back data on how many residents pay for the entire year.

Board Member Stitzer, requested that the billing list the annual rate and the remaining annual amount listed on each quarter's bill if the resident wanted to pay the remainder of the year after the first quarter. Pam will have staff review with our billing software provider to determine if this option is available.

Staff will bring back statistics on how many customers pay their fees on an annual basis.

Staff will determine if remaining annual balances can be printed on the quarterly billing statement.

3.4 General Manager's Report: Pam Roberts (**Informational**)

- Updates Related to COVID-19 and Managing Workloads

Pam announced that WFWRD has been able to continue providing all services during this current pandemic, with no interruption of services. She confirmed that there are no confirmed COVID-19 cases among WFWRD staff. There are 15 staff members who have utilized the COVID leave. Some of the employees who needed the leave for illness, were tested for the virus with negative results. For employees showing symptoms, they have used the full two weeks leave. Other employees have used intermittent leave due to daycare and other family needs related to COVID-19. Hours used, costs, and related purchases, are being tracked and recorded in case reimbursements can be given to WFWRD based on the CARES (Coronavirus Aid, Relief, and Economic Security) Act.

WFWRD has not changed our hygiene protocols that include standards that have been implemented in the office, including no more than one visitor in an office at a time, and for no longer than five minutes; maintaining the six-foot recommended physical distancing; and utilizing technology for work-at-home and meeting options. We have three Customer Service Representatives who are working from home, but they cannot take payments offsite. Those calls would be redirected back to our office or directly to Xpress Bill Pay.

- Year-to-Date Tonnage Comparisons, 2019 and 2020

Pam expounded on collected tonnages, specifically for the month of March 2020, compared to March 2019. Tonnages increased in March 2020, with more residents staying at home and generating more waste. We paid under \$50 per ton for recycling to Rocky Mountain Recycling in February and March due to improved markets and cleaner recycling.

She also let the Board know that Rocky Mountain Recycling will honor the recycling clean rates that were

<ul style="list-style-type: none"> WFWRD Mobile Application for Recycling Right and Other Information <p>3.5 2020 Area Cleanup (ACUP) Plan: Pam Roberts and Sione Tuione, Collections Manager (Informational/ Direction Requested)</p>	<p>measured in February and March. March showed a 22% contamination rate, which is a reduction from February. These reductions in contamination show that staff’s education efforts are working.</p> <p>Pam announced the new WFWRD mobile application that is available to residents. It includes a “Recycle Right” tool to help identify where a material needs to be placed. The app also includes a tool to remind users when their collection day is, and to take their cans out. The app can be downloaded from WFWRD’s website or from the mobile app stores. She encouraged all Board members to download and use the app. The company that created the app is called ReCollect. This is their proprietary app that they customized for our use.</p> <p>Board Chair Christopherson indicated that some residents are under the impression that ACUP was cancelled for 2020. He requested a notification be resent to all of the mayors and city managers to notify them of the change. Pam indicated that a notification went out to our community Public Information Office (PIO) contacts explaining that the updated program is explained on our website. The notice was also posted on social media.</p> <p>Pam thanked all Board members for their consent to adjust this year’s ACUP. She clarified that we will deliver containers to residents who reserve them, and the containers will be placed in the resident’s driveway and not in the street. Reservations will be first-come, first-served. We have over 86,000 households within the District. It is not possible to deliver a container to every household. We are also very hopeful that residents will share the container with their neighbors, since it is not expected one household will need the entire container. Sione confirmed that this information is on the ACUP postcards.</p>	<p>Staff will create and release an announcement to all municipal mayors, city managers, and ACB members about the change to the ACUP.</p>	
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Board Vice Chair Bracken suggested to increase the size of the notice to share with their neighbors on the postcards.

Pam clarified that we offered, on average, one container per every seven households in the past. With 80 containers available and delivered each day, the average this year is one container for every nine to 10 homes. She expressed her appreciation to Sione for his adaptability to the needed changes to this program while still providing as much as we can to residents.

Sione reported that we already have around 500 reservations for Magna, with four days fully booked. Sione added that residents can schedule a container the day before as long as there is an available container to be delivered on the reservation schedule. He also added that the reservations do not have a time during the day for the pickups or deliveries. Only available days will show on the website's reservation calendar.

Board Vice Chair Bracken suggested additional outreach if there are consistent vacancies on the reservation calendar to utilize the program, especially those areas in Magna that may have been harder hit by the recent earthquake. Pam added that WFRWD is ready to help with needed cleanup containers in Magna based on the needs determined by the Metro Township's Council. Pam also confirmed that municipalities cannot reserve a container until the notification postcards go out to residents – approximately three weeks beforehand. We also have contingency plans being implemented for situations where waste is left in the streets.

Board Chair Christopherson voiced concerns from residents regarding potential damage to driveways from the containers. Sione confirmed that the containers are rolled in to the driveways. The trucks will only go as far as the sidewalk so that the truck's weight will not also impact the driveways. Based on the grade of the driveway,

<p>3.6 Updates on WFWRD’s Policy for Servicing Homes on Private Lanes and Roads: Pam Roberts & Rachel Anderson, Legal Counsel, Fabian VanCott (Informational/ Direction Requested)</p>	<p>the metal wheels on the container may leave marks on the driveway, but the drivers will go through extra training to ensure that is minimized. There is also a liability waiver form on the container reservation to which residents must agree. Board Chair Christopherson added that the ACUP containers are very similar to the containers placed in driveways when a home is remodeled, so this is not a new situation in communities.</p> <p>Board Member Gibbons asked why we could not keep the containers in the street while still utilizing the reservation system. Board Member Peel confirmed that it would result in a “mess.” If the homeowner does not get home until after 5:00, that container will be full before the resident can use it. It is a fight that we have encountered every year, so far, with this program. Board Chair Christopherson added that an additional factor in this change is to reduce the risk of our drivers directly handling residents’ waste. Not only is the safety a concern, but we do not have the manpower to clean up waste left on the street or to the side of the container.</p> <p>Rachel informed the Board of the updates that were requested from last month’s meeting, clarifying that WFWRD can enter into a private lane agreement if a private company is not available to provide the service. There was also an additional section added that addresses homes within a homeowner association (HOA) that are still on a public road, and that WFWRD is still obligated to provide collection services to those homes. The policy clarifies that we will service all homes up to a four-plex on public roads within our boundaries. Pam echoed that we want to retain our domain of collections and billing on public roads, and if those homes are within an HOA, then that HOA will need to figure out how to adjust their association billing.</p>	<p>Staff will provide a status report at next month’s ACB Meeting.</p>	
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	<p>Board Vice Chair Bracken confirmed that public and private homes are based on their address and configuration to the public/private roads.</p> <p>Board Chair Christopherson stated that we wanted to keep this policy simple, without getting too much into the weeds or creating an administrative problem. Rachel confirmed that the definition of an HOA is broad enough to accommodate similar association structures under different names. Board Chair Christopherson stated that this is more directed to the public or private road designation rather than if the home is in an association. Rachel added that the policy is worded to allow WFWRD to use its discretion in situations that may not fully apply.</p> <p>Board Member Harris requested an inventory of private roads in Emigration Canyon, and whether there are existing contracts for them. Pam indicated that this task was delayed due to needed staff being out due to illness. She stated that the planned inventory listing would include homes on a private road, those in an HOA, and whether an agreement exists with the HOA or the homeowner. There will be continued discussion, next month, on how to approach current private road homeowners and/or associations which we are currently servicing without a contract.</p>	<p>A Private Road inventory will be provided at next month's meeting.</p>	
4. Closed Session			
	No Closed Session		
5. Other Board Business			
	No Other Board Business		
6. Requested Items for the Next Board Meeting			
	<ul style="list-style-type: none"> • WFWRD General Manager's Report • 2019 Independent Financial Audit 		

	<ul style="list-style-type: none"> • Inventory of Existing Private Road/Lanes Serviced by WFWRD • Area Cleanup Progress/Status 		
<p>ADJOURN</p>		<p>Motion to Adjourn: Board Member Peel Seconded by Board Member Bradley</p> <p>Vote: All in favor (of Board Members present)</p>	<p>Approved April 27, 2020</p>