

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

DATE/TIME	LOCATION	ATTENDEES
<p>May 18, 2020 9:00 a.m.</p> <hr/> <p><b>Next Board Meeting</b> June 22, 2020 9:00 a.m.</p>	<p>Public Works Building 604 W 6960 S Midvale, UT 84047</p>	<p><u>Board Members:</u> Brad Christopherson,  <u>Participating via phone and electronically:</u> Scott Bracken, Jim Bradley (via phone starting with Agenda 3.1), Daniel Gibbons, Catherine Harris, Dwight Marchant, Kris Nicholl, Sherrie Ohrn, Patrick Schaeffer, Tessa Stitzer (via phone starting with Agenda 3.2), Diane Turner, Keith Zuspan  <u>Excused:</u> Kay Dickerson, Shireen Ghorbani, Brint Peel</p> <p><u>District Staff:</u> Anthony Adams, David Ika, Paul Korth, Pam Roberts, Sione Tuione  <u>Participating via phone and electronically:</u> Craig Adams, Rachel Anderson, Andrea Murdock</p> <p><u>Public via phone:</u> Justun Edwards, Mike Reberg, Ron Stewart</p>

**AGENDA**

- Call to Order:** Brad Christopherson, Board Chair
- 1. Consent Items:**
    - 1.1.** April 27, 2019 Board Meeting Minutes (**Motion & Approve**)
    - 1.2.** Ratify 2020 Area Cleanup Services (**Motion & Approve**)
  - 2. Meeting Open for Public Comments:** (Comments are limited to 3 minutes)
  - 3. Business Items**
    - 3.1.** 2019 Independent Financial Audit Report: Ron Stewart, Gilbert & Stewart CPAs; Paul Korth, Finance Director (**Informational**)
    - 3.2.** Follow-up on Board Inquiries on Residents Who pay Annually, and a Potential Discount for Annual Payments: Pam Roberts, General Manager and Paul Korth (**Informational/Direction Requested**)
    - 3.3.** General Manager’s Report: Pam Roberts (**Informational**)
      - Updates Related to COVID-19 and Managing Workloads
      - National Waste & Recycling Worker’s Week

- Area Cleanup

**3.4. Current District Private Lane Inventory: Pam Roberts (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
<b>1. Consent Items</b>			
1.1 March 23, 2020 Board Meeting Minutes  1.2 Ratify 2020 Area Cleanup Services		<b>Motion to Approve the Minutes and Ratify the 2020 Area Cleanup Services by:</b> Board Member Ohrn <b>Seconded by:</b> Board Member Nicholl  <b>Vote: All in favor (of Board Members present)</b>	<b>Approved May 18, 2020</b>
<b>2. Meeting Open for Public Comments</b>	(Comments are limited to 3 minutes)		
	No public comments		
<b>3. Business Items</b>			
3.1. 2019 Independent Financial Audit Report: Ron Stewart, Gilbert & Stewart CPAs; Paul Korth, Finance Director ( <b>Informational</b> )	<p>Paul thanked everyone who participated and assisted with the 2019 audit and CAFR (comprehensive annual financial report). He introduced Ron Stewart, who is a partner at Gilbert &amp; Stewart CPAs. This is the second year that this firm has performed our annual independent financial audit.</p> <p>Ron reviewed the tasks and responsibilities as auditors, including reviewing an organization’s financial statements and verifying they are materially accurate. He reviewed the audit report and indicated that WFWRD follows all generally accepted accounting principles.</p> <p>The internal controls are also looked at by the auditors. They review the controls to ensure that they are in place and are working. Ron stated that WFWRD has good controls in place.</p> <p>Additionally, state compliance is reviewed with the organization. The auditors’ opinion is that WFWRD</p>		

<p>3.2. Follow-up on Board Inquiries on Residents Who Pay Annually, and a Potential Discount for Annual Payments: Pam Roberts, General Manager; Paul Korth <b>(Informational/Direction Requested)</b></p>	<p>complies with all state requirements. Ron indicated that there was one compliance issue in regard to state retirement. There were three instances in which employees took unpaid leave and the Retirement Office was not notified. WFWRD is aware of this finding, and has already put steps in place to mitigate this issue.</p> <p>Pam reviewed the history of WFWRD accepting billing responsibilities upon separation from Salt Lake County. She explained why we currently bill quarterly, which helps keep WFWRD costs as low as possible. We bill in arrears due to residents' desire to be billed after services are delivered. Pam confirmed that all annual fees are listed on the billing statement in a box to the left on the front page of the bill.</p> <p>Paul indicated that while conducting this evaluation, he learned that a few years ago staff evaluated the billing and receipting upon the Board's request. At that time approximately 5%-6% of property owners paid their entire annual fee during the first quarter billing process. The billing due date for the 1<sup>st</sup> quarter of 2020 was last Friday (May 15<sup>th</sup>), so we have not yet analyzed how many residents paid their entire annual fee for 2020. He will report this information at a later date.</p> <p>Customers who have credit balances do not receive a billing statement after the first statement of the year. This is done to save money. We save approximately 56¢ for each billing statement we do not have to print and mail to customers. The first billing statement of the year (in April) is always sent to every customer. The purpose of the annual billing statements is to show if a resident has a credit or a past-due amount, and what is currently due.</p> <p>Our billing software prevents us from stating the remaining annual balance for customers who pay quarterly. It is a limitation of the software we use, and the</p>		
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

specialized programing would drive up the current costs of billing.

Paul reviewed the savings WFWRD receives from customers who pay their annual fee, rather than the quarterly fees. The savings equates to \$2.73 in printing, postage, and processing fees, and 77¢ in interest income, based on a 1% interest rate. If WFWRD was to offer a discount to customers who paid their bill annually, there would be a savings in billing costs, but there would be an additional administrative cost to manually input a savings or credit to the accounts of those customers. This could exacerbate our billing process and have additional unknown administrative costs. Also, there would be a decrease in revenue.

Paul recommended that we do not change our current billing procedures. He suggested options to inform residents of the annual payment option. Board Member Harris suggested we accept the staff-proposed recommendations and add a notification on the annual statement emphasizing the annual payment option. Vice Chair Bracken concurred.

Board Member Zuspan inquired how many customers receive their billing electronically. Paul confirmed that all billing is sent through the mail. We do not have email addresses for all of our customers, and many of our customers depend upon the mail for their information. Craig Adams, District Controller, confirmed that the billing statements include instructions on paying electronically through Xpress Bill Pay. Board Chair Christopherson confirmed that staff should continue our current billing processes. Pam added that there is a cost to the District for every time customers pay electronically, and it is established as a convenience for customers.

**Pam will provide the percent of residents who pay a lump sum annual payment, and how many email addresses WFWRD has for residents prior to the June ACB meeting.**

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

<ul style="list-style-type: none"> <li>• Updates Related to COVID-19 and Managing Workloads</li> </ul>	<p>Pam confirmed that there are no confirmed cases of COVID-19 among WFWRD staff. We have been able to cover all curbside routes. Some of our Equipment Operators come in on their scheduled days off to help cover any needed routes due to drivers being out for illness that is not confirmed COVID.</p> <p>She identified some job categories that are classified as a higher risk, due to their potential for personally interacting with the public: Customer Service Representatives and Manager, Trailer Rental Drivers, Area Cleanup employees, Container Specialists, Quality Assurance Inspectors, Supervisors, and the Fleet Coordinator. Individuals in these job classifications are required to wear a face mask/covering when leaving their vehicle or approaching/interacting with the public. Additionally, all employees have been referred to the Utah State website to order free facemasks from the Governor’s initiative.</p>		
<ul style="list-style-type: none"> <li>• National Waste &amp; Recycling Worker’s Week</li> </ul>	<p>Pam announced that the National Waste &amp; Recycling Worker’s Week is an annual celebration, held during the third week in June. We hold a celebration on the Thursday of that week – this year will be June 18<sup>th</sup>. We typically provide breakfast for staff and distribute awards. This year, a food truck will be onsite, and we will be outside to help with current physical distancing requirements. She invited all Board Members to this event, which will begin at 6:30 a.m. on Thursday, June 18<sup>th</sup>, at our Administration Building.</p>		
<ul style="list-style-type: none"> <li>• Area Cleanup (ACUP)</li> </ul>	<p>Pam reminded Board Members that this year is a modified way of providing the ACUP service. COVID-19 was the catalyst to initiate the changes this year, and that there is a strong desire to use an alternative going forward. The core reasons for a needed change is due to the inability to adequately staff the traditional program.</p>		

So far, this year, the program is going well, and we are receiving positive comments from some residents. It has been much easier to manage, compared to previous years. There is far less debris in the roads and to the side of the containers. We are adjusting how we manage the program, as we encounter complications and learning situations.

Some residents voiced concern about damage to their driveways. ACUP staff have reported that no damage is happening. There are occasions when scuffs appear on the driveways, which can be washed off. Another concern is that there are not enough containers. Pam restated that this is a first come, first served reservation system.

David Ika, Operations Manager, indicated that with residents having a container in their driveway, it has eliminated the complaints received in past years that there is no room in the container when those residents get home from work. Board Chair Christopherson requested a report on the program's performance with a focus on "lessons learned."

Sione Tuione, ACUP Manager, reminded Board Members that postcards will be sent to their communities approximately three weeks before their available dates for the program. Pam confirmed that the website link for reserving a container is on the postcard. She also clarified that we did not publish the communities' dates of service deliberately, in an attempt to eliminate illegal dumping by non-customers and commercial entities. She added that all program information is on our website.

Board Member Marchant asked about preventing multiple containers on the same street. Sione stated that we do not regulate the needs of a street to the number of containers reserved. He added that he has seen this situation occur in Magna, already, but all of the containers were full. Pam added that we encourage residents to talk to their neighbors to coordinate these containers, and if they only have a small amount of waste, we have landfill vouchers

<p>3.4 Current District Private Lane Inventory: Pam Roberts <b>(Informational/ Direction Requested)</b></p>	<p>available. WFWRD offers the Trailer Rental Program for larger projects.</p> <p>Pam reviewed the size of our ACUP containers and trailers, and compared them to the size of containers from other haulers. Private haulers' containers are approximately the same width and height, but their length and weight are much greater than WFWRD's containers. She showed a photo of the 30-yard container, provided by West Jordan City, for their neighborhood container program. The container is parked in the resident's driveway. David Ika confirmed that West Jordan had a similar program for their residents, and they moved the containers from the street to the residents' driveways due to overloading of the containers and debris being on the ground. He reported that West Jordan City had to use their own public works staff and equipment to clean up the debris.</p> <p>Pam expressed her desire and reasonings to continue providing this program in this way in the future years. Board Vice Chair Bracken recommended that we evaluate how the program performed this year, in October, to determine how it should be conducted next year.</p> <p>Pam confirmed that we have not taken on any additional private lanes recently. She provided a draft listing of private lane properties in which WFWRD is currently servicing, and emphasized that it is not a complete listing. The effort to identify properties, and evaluate and cross-reference city and county records, is very time consuming and labor intensive. Some communities have been serviced for many years. Newer communities (within the past three to four years) will be those who are evaluated first.</p> <p>Rachel Anderson confirmed that we will evaluate, on a case-by-case basis, those areas which have been serviced for a long period of time and determine if it makes sense</p>	<p><b>Pam will continue to provide updates and briefings of the ACUP Program.</b></p>	
-----------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------	--

	<p>for WFWRD to continue servicing those properties. If a community is identified to be transitioned to a private hauler, we will give the residents plenty of notice and work with them to identify alternative arrangements. There are situations in which we would want to continue servicing identified properties, but we would need to have active contracts in place for all private road communities. Pam confirmed that there are private lanes in all our communities, except Copperton, which will be evaluated.</p> <p>Rachel requested that the Board give Pam Roberts the authority to go forward and conduct the needed analysis to determine the communities that should be kept or transferred to private service. There was discussion regarding a need for a more complete listing before moving forward. Pam indicated that it would take at least a year to get a complete listing of private lanes throughout the District due to limited administrative staff to dedicate to this project. She added that gated communities would be among the first to be evaluated and transitioned, due to the risk the gates and narrow streets have to our equipment. Board Chair Christopherson requested an official policy to vote on before decisions are made to existing properties. Rachel cautioned against a policy that would restrict the District's ability to be flexible and not be allowed to consider on a case-by-case basis. Board Chair Christopherson added that the administrative burden on the District should also be considered. Board Vice Chair Bracken concurred and suggested the Board review currently serviced communities above a certain number of homes, such as more than 50 homes. He also emphasized that we must follow whatever is adopted in policy.</p>	<p><b>Rachel will prepare a policy based on the recommendations reviewed during this meeting.</b></p>	
<p><b>4. Closed Session</b></p>			
	<p>No Closed Session</p>		

<b>5. Other Board Business</b>			
	Board Vice Chair Bracken expressed his gratitude to Pam and the WFWRD staff for their work and service keeping the neighborhoods clean. Board Chair Christopherson and Board Member Bradley echoed Vice Chair Bracken's tribute.		
<b>6. Requested Items for the Next Board Meeting</b>			
	<ul style="list-style-type: none"> <li>• WFWRD General Manager's Report</li> <li>• Utah State Auditor's 2020 Annual Fraud Risk Assessment Report</li> <li>• Private Lane Policy</li> <li>• </li> <li>• Area Cleanup Progress/Status</li> </ul>		
<b>ADJOURN</b>		<b>Motion to Adjourn:</b> Board Vice Chair Bracken <b>Seconded by</b> Board Member Bradley  <b>Vote: All in favor (of Board Members present)</b>	<b>Approved  May 18, 2020</b>