

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

MONTHLY MEETING MINUTES

DATE/TIME	LOCATION	ATTENDEES
<p>March 28, 2022 9:00 a.m.</p> <hr/> <p>Next Board Meeting April 25, 2022 9:00 a.m.</p>	<p>Public Works Building 604 W 6960 S Midvale, UT 84047</p>	<p><u>Board members:</u> Anna Barbieri, Phil Cardenaz, Sherrie Ohrn, Diane Turner, Keith Zuspan <u>Participating electronically:</u> Eric Barney, Scott Bracken, Thom DeSirant, Daniel Gibbons, Patrick Shaeffer (until 10:40 a.m.), Cyndi Sharkey, Tessa Stitzer, Laurie Stringham <u>Excused:</u> Robert Piñon</p> <p><u>District & Support Staff:</u> Rachel Anderson, Ashely Ashton, Dustin Bradshaw, Matt Ferguson, David Ika, Yael Johnson, Paul Korth, Renee Plant, Pam Roberts, McKenna Tupa'i <u>Participating electronically:</u> Paul Korth</p> <p><u>Public:</u> Jim Bradley (Salt Lake County Council), Patrick Craig (Solid Waste at Salt Lake County), Justun Edwards (Herriman), Kyrene Gibb (Y2 Analytics), Emily Schill (Y2 Analytics),</p>

AGENDA

Call to Order: Sherrie Ohrn, Board Chair

1. Welcome to New Board Member, Laurie Stringham, Salt Lake County Council; Board Chair Ohrn

2. Consent Items: (Approval Requested)

2.1. February 28, 2022, Board Meeting Minutes (pp.# 3-16)

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

4. Business Items:

4.1. Recognition Resolution for Retiring Boardmember, Jim Bradley, County Council: Sherrie Ohrn, Board Chair **(Adoption Requested)** (p.#17)

4.2. 2021 Customer Satisfaction Survey Results and Employee Survey Results: Guests From Y2 Analytics: Kyrene Gibb and Emily Schill. **(Information)** (Separate Report)

4.3. Salt Lake County Council's Approval to Reorganize WFWRD as a Local District & Next Steps by the County and State: Rachel Anderson, Legal Counsel **(Information/Direction)**.

4.4. Revisions to District Policy 16.4. Abatement or Refund of Charged Service Fees: Pam Roberts, General Manager and Rachel Anderson **(Approval or Direction)** (p.#18)

4.5. Open & Public Meeting Act - Required Training: Rachel Anderson **(Information)**

4.6. Review the New Interlocal Agreement with the Town of Alta for Recycling Collections: Pam Roberts **(Information/Direction)** (pp.# 19-25)

4.7. Dates and Times for Boardmembers to Tour Waste Management Recycling Facility: Renee Plant, Administrative Manager and McKenna Tupa'i, Sustainability Coordinator (p.# 26) **(Information/Direction)**

5. 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 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, on Monday, April 25th, 2022

- 2022 1st Quarter Financial Report
- Report and Recommendations on Phase III of the Salary Adjustments Based on Experience
- Adoption of the Interlocal Agreement with the Town of Alta-Recycling Collections
- Status on WFWRD's Reorganization through the Lt Governor's Office

TOPICS/ OBJECTIVES	KEY POINTS/ DECISIONS	ACTION ITEMS WHO – WHAT – BY WHEN	STATUS
Call to Order			
	Board Chair Ohrn called the meeting to order at 9:00 a.m. Rachel Anderson took a roll call of board members.		
1. Welcome to New Board Member, Laurie Stringham, Salt Lake County Council; Board Chair Ohrn			
	Board Chair Ohrn welcomed new board member for Salt Lake County, Laurie Stringham. Board Member Stringham has not been sworn in yet.		
2. Consent Items			
2.1. February 28, 2022, Board Meeting Minutes (Motion & Approve)	No discussion.	Motion to Approve the Minutes by: Board Member Turner Seconded by: Board Member Barbieri Vote: All in favor (no opposing or abstaining votes)	Approved March 28, 2022
2. Meeting Open for Public Comments	(Comments are limited to 3 minutes)		
	No Public Comment		
4. Business Items			
4.1. Recognition Resolution for Retiring Boardmember, Jim Bradley, County Council: Sherrie Ohrn, Board Chair (Adoption Requested)	This agenda item was moved and was discussed after agenda item 4.2. Board Chair Ohrn read the recognition resolution into the record. Jim Bradley thanked the board. Pam thanked Jim personally, saying he's been dedicated to her and the team and the district. Board Member Stringham said that Jim has been fabulous to work with since she joined the Council. She asked this Board to come during the public meeting of		

<p>4.2. 2021 Customer Satisfaction Survey Results and Employee Survey Results: Guests From Y2 Analytics: Kyrene Gibb and Emily Schill. (Information) (Separate Report)</p>	<p>the County Council to recognize Jim there as well. Board Chair Ohrn also thanked Jim personally.</p> <p>Kyrene Gibb from Y2 Analytics presented the 2021 customer satisfaction survey first, running through the highlights. The findings were included to board members via dropbox link, and are available to review as a public record. The overall customer satisfaction was remarkably high—94%. Specifically, it was 95% related to garbage, and 93% related to recycling.</p> <p>Drivers got very high marks as well as staff members. Area cleanup ratings were down slightly to 86%. This is related to changes made during the pandemic to the trailer reservation program. Change tends to cause a ripple in satisfaction. However, those who did reserve a container were very satisfied—86%. There is definitely still a sentiment that some people would like to see a return to the old way. For complete details, you can see the survey results.</p> <p>Kyrene then shifted to the employee survey results. Key findings were that the district received above 60% response rate and these employees said they would recommend WFWRD as a good place to work. About 52% of the employees have been employed for five or more years, which is a good retention rate. 90% employees agree that they are satisfied with their employment.</p> <p>Responses highlight the people and the team. A potential need for improvement that was indicated is communication, as well as doing better to help employees feel comfortable speaking up about issues</p>	<p>Motion to Approve the Recognition Resolution for Retiring Board Member Jim Bradley: Board Member DeSirant Seconded by: Board Member Gibbons</p> <p>Vote: All in favor (no opposing or abstaining votes)</p>	<p>Approved March 28, 2022</p>
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and recognizing employees for their work. Just under half (48%) have been vaccinated for COVID-19. Only 24% of unvaccinated employees are likely to take an incentive to become vaccinated. Again, these survey results were provided via dropbox to board members and is available as a public record.

Kyrene opened it up for questions. Board Chair Ohrn thanked her and then discussed the communication results. Ohrn noted that on the whole, the district is doing very well. She noted the issue on communication is something she's seen across the board at all boards she's been on. She attributes some of this to the pandemic and unavailability of having face to face communications. She asked Pam Roberts, though, what we were doing to increase communication scores. Roberts explained we stopped doing in-person recognition gatherings where we recognize and allow for comments. She noted that David Ika has started having morning meetings with the teams, along with Dustin Bradshaw. It's a good way to increase feedback, good and bad.

Board Member Turner asked the cost of the survey. Roberts said it was around 20k for both surveys. In the past, we hired a part-time person to do these surveys, but she and Anthony Adams ended up spending a lot of their time on it. They did a cost benefit analysis, and this was cheaper and also seen as a positive to have the survey come from a third party. Board Member Barbieri asked if this was an annual survey, and Roberts said that it is. Turner asked if we felt this was a "good bang for the buck," and Roberts replied that it is. Barbieri asked if the results end up being really consistent, would we want to move to every-other year? Roberts said she'd never thought about it, but that she really wants to do the employee feedback annually. But perhaps the customer survey could be moved to every other year.

Ohrn said any time there is change there are going to be some rough feelings, and that the area cleanup was that this year. Ohrn said she's not inclined to change anything on area cleanup, despite the feedback, because it makes most sense to us.

Board Member Barney said that anecdotally he heard about the dumpster program being the biggest dissatisfaction. He is glad the data reflects that. He asks if the dissatisfaction is not about how much time you get to have the trailer, but rather the time window of when you get to reserve the trailer for your community. Kyrene said they asked both questions. Both were areas of relative lower satisfaction. Barney asked if there is something we can do to address the community window, such as giving more than the one week per community. Roberts said that we could look at that. It is linked to the number of houses, Board Member Bracken said—how big the community is dictates how much time they get for reservations. Roberts explained that they have looked at whether we should have it district-wide for 6 months, rather than per community. The cost would go up due to loss of efficiencies. So we stuck to having a specific number of days based on number of homes serviced. The bigger community, the more days. We could evaluate again to see if we want to do it district wide.

Barney asked if the larger communities use the program more than the smaller areas. Roberts said every single area gets completely booked-up every single time. Barney asked to see how many requests we get versus how many we are able to fill. He wants us to fine tune and maximize the use and benefit. Roberts said we can bring back that data next month.

Board Member Stitzer wanted to echo comments made regarding area cleanup. The biggest problem for her is that they have narrow roads, and it makes it hard for emergency vehicles to get through. The second concern

<p>4.3. Salt Lake County Council's Approval to Reorganize WFWRD as a Local District & Next Steps by the County and State: Rachel Anderson, Legal Counsel (Information/Direction)</p>	<p>is that they have a lot of shared driveways. She was able to coordinate with her shared driveway neighbor, but not all neighbors feel they can coordinate easily with their neighbors. Again, she just wants to encourage fine-tuning the details if possible. They are grateful for the program, though. Lastly, she brought up the issue of renters being able to reserve, when they aren't the land owner.</p> <p>Board Member Stringham was curious how we contact people to take these surveys. Kyrene said the survey invitation was sent out to all email addresses we have associated with accounts, and then also sent a random sample of 10,000 postcard invitations to residents of the district. Additionally, a link was provided on the website and posted on social media, for those who hadn't gotten a specific invite but heard about it and wanted to do it. Stringham said her experience with the area cleanup was interesting. By the time she got her post card, her area was already booked out. She was out of town 2 days so she got it later than everyone. She got on the wait list, and was able to get an opportunity from that wait list.</p> <p>Board Chair Ohrn did the same. She was out of town and booked late. She suggested stretching the time of getting the post card and being able to reserve. Board Member Cardenaz agreed and said it's great that people love it and are booking fast.</p> <p>Rachel Anderson said that the County Council met last week and voted to approve of the reorganization of WFWRD as a local district. The meeting, which was a public hearing, went smoothly, and no public comments were made. In advance of the meeting, we had several of the local community councils write letters in support to the County, which goes to supplement the approvals received by each municipal council last year. The next step is for the County to send a notice of the</p>	<p>Pam Roberts was given direction to bring back data of how many requests for trailers we get versus how many we are able to fill.</p>	
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	reorganization to the Lieutenant Governor, along with a copy of the Resolution approving the reorganization and a plat map that provides our boundaries, and then the Lieutenant Governor will provide her certification of the change, and that's when it will be final. Board Chair Ohrn passed on her thanks as well.		
4.4. Revisions to District Policy 16.4. Abatement or Refund of Charged Service Fees: Pam Roberts, General Manager and Rachel Anderson (Approval or Direction)	Pam Roberts presented the policy change request as introduced at the prior meeting. This allows Roberts to approve refunds all the way up to four years, as opposed to two years. There are about four steps that occur prior to it going to Roberts for sign-off. Board Member Stringham asked why is 4 years the number. Anderson explained it was the statute of limitations. Stringham asked if this will still be reported to the board periodically, even if not requested for approval. Paul Korth agreed to put it on his quarterly reports.	Motion to Approve the Changes to Policy 16.4 As Presented: Board Member Cardenaz Seconded by: Board Member Stitzer Vote: All in favor (no opposing or abstaining votes)	Approved March 28, 2022
4.5. Open & Public Meeting Act - Required Training: Rachel Anderson (Information)	Rachel Anderson gave a training presentation covering the Open and Public Meetings Act. Board Member Ohrn asked about sending text messages during the meeting to say you want to provide comment, and whether this is legal. Anderson said that was questionable but referred her to her attorney for those boards or councils where it happens. It does not happen in this meeting.		
4.6. Review the New Interlocal Agreement with the Town of Alta for Recycling Collections: Pam Roberts (Information/Direction)	Pam Roberts explained the history of our agreement with the Town of Alta. We first agreed to this back when we were part of the County. This is not in our service area, but we agree to provide some recycling services to Alta. The contract is made on the basis of covering our costs, so WFWRD is completely covered for its cost of providing these services. We are negotiating a new contract for 10 years. We also include a provision allowing us to raise rates above the stated 3% increases a least 60 days before the annual		

<p>4.7. Dates and Times for Boardmembers to Tour Waste Management Recycling Facility: Renee Plant, Administrative Manager and McKenna Tupa'i, Sustainability Coordinator (p.# 26) (Information/Direction)</p>	<p>increase. This will be brought back to the Board when it is ready for approval.</p> <p>Renee Plant talked about putting together dates to allow Board members to tour the Waste Management recycling facility. We have been given four dates. The tours start at 1:00 p.m. and last approximately 20 minutes, six people per tour. Board Chair Ohrn suggested that Plant e-mail out a poll of the dates. Pam Roberts said to send it to staff too, in case they want to go.</p> <p>Plant turned it over to McKenna Tupa'i to discuss our new recycling app. She provided the QR code to download our app. It gives your collection schedule. We can also send reminders, updates, and tips through the app. We can send specific tips of an area is struggling with something, or if snow is affecting collections. We don't do reminders for container rentals, but we can do that going forward. Board Member Zuspan asked how the app is built, because in Brighton they only have a central recycling location. Can the app give info on other options to the customers? Tupa'i says it includes the "recycle right" tool and it tells you what you can do with each item, as well as alternative options for disposal. It gives alternative places where you can recycle certain items. Roberts said the vision for Brighton is to have a specific part of the app for them in the future because of the unique situation.</p>	<p>Renee Plant will e-mail a poll of tour dates and times to Board Members and staff.</p>	
<p>5. Closed Session</p>			
	<p>No Closed Session</p>		
<p>6. Other Board Business</p>			
	<p>No Other Board Business</p>		

7. Requested Items for the Next Board Meeting			
	<ul style="list-style-type: none"> • 2022 1st Quarter Financial Report • Report and Recommendations on Phase III of the Salary Adjustments Based on • Experience • Adoption of the Interlocal Agreement with the Town of Alta-Recycling Collections • Status on WFWRD's Reorganization through the Lt Governor's Office • Follow up on survey questions • Follow up on open meeting policy to make sure we're in compliance 		
ADJOURN		<p>Motion to Adjourn at 11:06 a.m.: Board Member Barbieri Seconded by Board Member Turner</p> <p>Vote: All in favor (no opposing or abstaining votes)</p>	<p>Approved March 28, 2022</p>