



# Seasonal Container Reservation Program (SCRCP)

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2025 SUCCESSES & CHALLENGES

2026 PLANS & CONSIDERATIONS

# Presentation Outline

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- SCRP Overview
- SCRP Goals & Challenges
- 2025 Tiered Process Overview & Analysis
- 2023-2025 SCRP & Trailer Program Metrics
- 2026 SCRP Plans & Trailer Program Cessation
- 2026 Considerations

# SCRP Overview

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**The Seasonal Container Residential Program (SCRP) provides temporary container delivery services for bulky item removal to residential properties throughout the District's service area**

## **Operating Period**

- Second week of April through September 30th (approximately 120 days annually)
- One-day service window (exceptions for holidays and weekends)
- Postcard notifications mailed one month prior to reservation window

## **Reservation Process**

- Online reservation system
- Each City is designated a number of SCRП days based on population
- Rotates throughout the District's service area during SCRП season

## **Funding**

- SCRП funding is sourced from the base residential service fee
  - No additional charges are assessed to customers for SCRП services

# SCRP Goals, Challenges, & Opportunities

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**THEN**



## **GOALS**

- Provide a safe, efficient, and environmentally-sound program for the removal and disposition of unwanted bulk materials from residential properties throughout WFWRD's service areas
- Offers communities a cost-effective option that deters illegal dumping, reduces fire and code compliance risks, and promotes safe, clean, and attractive neighborhoods
- Meet service demand while ensuring an equitable reservation process

## **CHALLENGES & OPPORTUNITIES**

- Recruitment and retention of seasonal employees
- Historic capacity has not been able to meet service demand
- Challenging and confined properties for container placement
- Overloading, overflows, and unacceptable materials in containers
- Securing and covering/tarpping loaded containers
- Ensuring service equity across one-time and recurring customers
- Promotes landfilling over diversion



**NOW**

# 2025 Tiered Process Overview & Analysis



- **Objective:** Quantify the effect of the 2025-tiered reservation process on participant distribution and equity
- **Focus:** Examine year-over-year trends across the 2023–2025 program years
- **Data Source:** Internal SCRP reservation datasets (2023–2025)

# Overview of the 2025 Tiered Process

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Goal: Improve accessibility and equity in container distribution for all residents.

- **“Early Bird” Customers:** Customers who were on the prior year’s cancellation list and did not receive a container. Granted first access to make a reservation, with booking limited to a one-day window
- **“Early Access” Customers:** New or non-repeat participants from prior year who are given second access to the reservation calendar, also limited to a one-day booking window
- **“General Access” Customers:** All remaining eligible residents in the area. Any open reservation spots are made available to residents who previously had a container, were on the cancellation list, or did not participate in the prior year

City	% of Repeats 2023	% of Repeats 2024	% of Repeats 2025
4B Lane	100%	100%	50%
Copperton	35%	77%	64%
Cottonwood Heights	34%	38%	14%
Granite	57%	35%	25%
Herriman	36%	40%	33%
Holladay	25%	41%	30%
Kearns	38%	41%	23%
Magna	35%	40%	16%
Millcreek	39%	36%	11%
Murray	34%	43%	36%
Sandy City	17%	50%	5%
Sandy Hills	27%	21%	22%
Southwest	73%	21%	54%
Taylorsville	34%	34%	11%
White City	34%	37%	3%
Willow Canyon	60%	33%	44%
Willow Creek	38%	40%	35%
<b>Avg %</b>	<b>42%</b>	<b>43%</b>	<b>28%</b>

# Key Findings

- Repeat reservations dropped from 42% in 2023, 43% in 2024, to only 28% in 2025
- This drop indicates the tiered structure achieved its goal of diversifying participation by broadening access and limiting recurring user concentration

# 2025 Tiered Reservation Conclusions

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- **The 2025 tiered reservation process achieved its goals:**
  - Increased access for customers that were not able to get a container the year before.
  - Enhanced equity and distribution across service areas.
- **Recommendation: Continue refining tier definitions and communication for 2026**
  - **Reassess Tier Composition:** Consider whether three tiers remain optimal or if combining “Early Bird” and “Early Access” improves balance and reduces administrative complexity.
  - **City-Level Participation Heatmaps:** Use data visualization to identify under- or over-utilized zones for rebalancing access next year.
  - **Pre-Season Notices:** Send tier notifications earlier with the defined booking timelines and FAQs to reduce confusion.
  - **Reservation Window Alerts:** Utilize and promote current communication technology to automate text/email reminders during booking windows to reduce missed opportunities.
  - **Public Summary:** Publish a brief “What We Learned” recap to demonstrate responsiveness and transparency in community newsletters.



# 2023-2025 SCRIP Metrics

Historical	2023	2024	2025
<b>Seasonal</b> Budgeted Positions (Drivers/Ground Crew)	10 / 4	10 / 4	10 / 4
<b>Permanent</b> Budgeted Positions (Drivers)	NA	NA	NA
Total Budgeted Positions ( <b>Seasonal</b> & <b>Permanent</b> ) <sup>1</sup>	10 / 4	10 / 4	10 / 4
Actual Positions (Drivers/Ground Crew)	6 / 4	6 / 3	8 / 0
Trucks Leased / Owned	10 / 3	8 / 4	8 / 3
Days of Program	119	120	120
Total Containers Delivered	7,421	7,105	7,457
Containers Delivered per Day	62	59	62
Containers Delivered as a % of WFWRD Homes Serviced	9%	10%	9%
Total Tons Hauled	5,814	6,173	5,869
Tons per Container	0.78	0.87	0.79

<sup>1</sup> Does not include leads/supervisors/managers; 2025 no Ground Crew

# 2025 SCRCP by City Detail

Municipality/Area	# of Homes in WFWRD	# of SCRCP Days	# of Reservation Spots Available	# of Additional Waitlist Requests	Total Tracked Requests <sup>1</sup>	# of Containers Delivered	% Waitlist Fulfilled	Containers Serviced as a % of WFWRD Homes	Total Tons Collected	Avg. Tons per Container
Holladay	9,083	17	1020	680	1,700	859	36%	9%	549.04	0.64
Murray	2,865					210		7%	133.59	
Cottonwood Heights	9,974	16	960	725	1,685	929	29%	9%	582.20	0.63
Willow Creek	500					55		11%	230.23	
Granite	435	3	180	141	196	40	45%	9%	30.30	0.76
Sandy Hills/Sandy City	1,323					118		9%	89.37	
Willow Canyon	248					36		15%	27.27	
4B Lane (6 homes)	5					2		40%	1.51	
White City	1,826	3	180	164	344	193	34%	11%	139.12	0.72
Herriman, So West	11,056	15	900	460	1,360	898	61%	8%	498.00	0.55
Copperton	285	5	300	7	307	25	100%	9%	13.86	0.55
Magna	7,982	11	660	465	1,125	662	23%	8%	583.08	0.88
Kearns	10,023	15	900	608	1,508	930	25%	9%	765.00	0.82
Taylorsville	13,789	19	1140	895	2,035	1,194	13%	9%	1,130.83	0.95
Millcreek	15,742	21	1260	820	2,080	1,306	23%	8%	1,096	0.84
<b>Totals or Avg.</b>	<b>85,136</b>	<b>120</b>	<b>7,500</b>	<b>4,965</b>	<b>12,340</b>	<b>7,457</b>	<b>29%</b>	<b>9%</b>	<b>5,869</b>	<b>0.79</b>

In order of areas serviced

# 2023-2025 Trailer Program Metrics

Historical	2023	2024	2025 <sup>3</sup>
Budgeted Positions <b>(Permanent)</b> <sup>1</sup>	2	2	2
Actual Positions (Drivers)	2	2	2
Trucks Owned	3	3	3
Days of Program (Feb 1 thru Oct 15, minus Wednesday) <sup>2</sup>	104	143	133
Trailers Delivered	1,289	1,531	1,032
Trailers Delivered per Day	12	11	8
Containers Delivered as a % of WFWRD Homes Serviced	2%	2%	1%
Total Tons Hauled <sup>4</sup>	1,451	1,640	1,095
Tons per Trailer	1.13	1.07	1.06

<sup>1</sup> Does not include leads/supervisors/managers

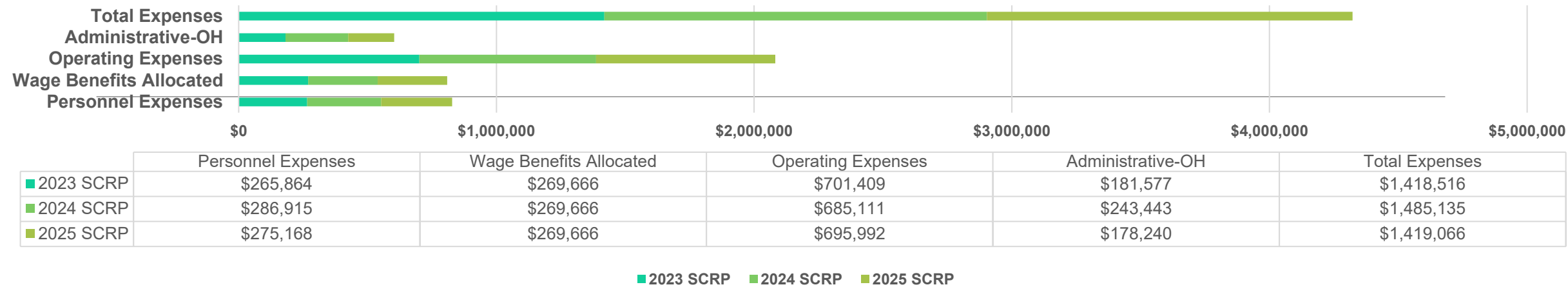
<sup>2</sup> Due to high vacancy in mandated services, in 2023, the trailer program had to be put on hold from 07/28-09/30

<sup>3</sup> Through end of Sept

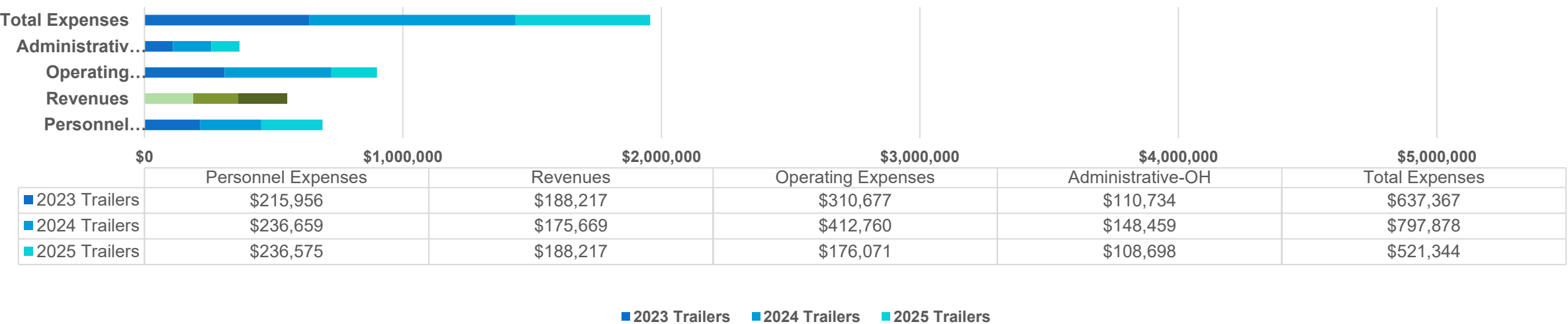
<sup>4</sup> Bulk & green tonnages combined

# 2023-2025 SCRP-Trailer Expenditure Revenues

2023-2025 SCRP Program Expenditures



2023-2025 Trailer Program Revenues-Expenditures



# 2026 Trailer Program Cessation

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- Fee-based trailer program will be unavailable in 2026 per Board direction with a shift of resources to support SCRP
  - Currently, there are two (2) regular employees that support the trailer program → SCRP
- The majority of trailers will be sold as excess with an estimated revenue of \$3,500 per unit
  - 25 of 45 units will be listed for sale in 2026 with an estimated gain of \$87,500 from the sale of these assets
- The remaining trailers will be retained in 2026 for SCRP use in confined, less accessible areas (e.g., Big Cottonwood Canyon)
  - Some trailers will also be used to support special cleanup requests and seasonal programs
- Trailer towing truck replacements have been cancelled in 2026
  - One replacement was previously included in the 2026 preliminary budget
- It is anticipated that SCRP requests will increase as a result of the trailer program discontinuation or that the private sector will take on additional services
  - Historical information suggest that illegal dumping may inadvertently increase (presented during July and August 2025 Board meetings)

# 2026 SCRP Plans

- District staff will strategize seasonal staff recruitment in early-2026
- The overall goal is to increase service capacity to meet demand
- The tiered reservation system will continue to be refined and optimized
- Salt Lake County hook-lift leases and the number of seasonal and regular employees have been increased
  - Regular employees have been reallocated from the trailer program (“cost shift”)
- Throughout 2026, the District will continue to evaluate the efficiency and effectiveness of its overall bulk waste program

Historical & Projected - ( <i>SCRP &amp; Trailers Combined for projections</i> )	2023	2024	2025	2026
<b>Seasonal</b> Budgeted Positions (Drivers/Ground Crew)	10 / 4	10 / 4	10 / 4	<b>12 / 2</b>
<b>Permanent</b> Budgeted Positions (Drivers)	NA	NA	NA	<b>2</b>
Total Budgeted Positions ( <b>Seasonal</b> & <b>Permanent</b> ) <sup>1</sup>	10 / 4	10 / 4	10 / 4	<b>14 / 2</b>
Actual Positions (Drivers/Ground Crew)	6 / 3	6 / 3	8 / 0	<b>TBD</b>
Trucks Leased / Owned	10 / 3	8 / 4	8 / 3	<b>10 / 5</b>
Days of Program	119	120	120	<b>TBD</b>
Total Containers Delivered	7,421	7,105	7,457	<b>TBD</b>
Containers Delivered per Day	62	59	62	<b>72-84</b>

# 2026 Considerations

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- Provide limited SCRP services in the “off-season” to service unfulfilled requests and reasonable repeat requests
  - Use of District-owned hook-lift trucks
  - Regular (not seasonal) employees
- Offer a fee-based container service in the “off season”
  - Use of District-owned hook-lift trucks
  - Regular (not seasonal) employees
- Consider community clean-up events in lieu of SCRP services within the District’s less densely populated and more distant communities
  - Central, staffed drop locations with containers and rear-load trucks on rotation
  - Emigration Canyon, Brighton, and Big Cottonwood Canyon

# Appendix

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MORE DETAILED INFORMATION



# Year over Year Repeat Reservation Data by City

City	Repeat Deliveries 2023	% of Repeats 2023	Repeat Deliveries 2024	% of Repeats 2024	Repeat Deliveries 2025	% of Repeats 2025
4B Lane	2	100%	1	100%	1	50%
Copperton	13	35%	23	77%	16	64%
Cottonwood Heights	336	34%	368	38%	128	14%
Granite	21	57%	15	35%	10	25%
Herriman	313	36%	348	40%	287	33%
Holladay	226	25%	348	41%	263	30%
Kearns	373	38%	390	41%	212	23%
Magna	255	35%	277	40%	104	16%
Millcreek	514	39%	491	36%	149	11%
Murray	96	34%	107	43%	78	36%
Sandy City	3	17%	3	50%	1	5%
Sandy Hills	15	27%	21	21%	22	22%
Southwest	8	73%	6	21%	13	54%
Taylorsville	429	34%	413	34%	138	11%
White City	69	34%	68	37%	5	3%
Willow Canyon	15	60%	13	33%	16	44%
Willow Creek	21	38%	21	40%	19	35%
Totals-Avg %	2709	42%	2913	43%	1462	28%