



Wasatch Front Waste and Recycling District Report for the Cottonwood Heights City Council September 5, 2023



Our Mission: Provide sustainable quality integrated waste and recycling collection services for the health and safety of our community...because not everything fits in the can.

Our Vision: A sustainable organization that provides for the welfare of our communities.

Goals: Sustain a mid 90th percentile, Customer Satisfaction, Achieve a high 80th percentile of Employee Satisfaction, and Balance Environmental & Financial Stewardship.

WFWRD Annual Garbage Person Day Celebration - Employee Satisfaction



According to OSHA, the Waste and Recycling industry is ranked among the top six most dangerous jobs in the United States.

WFWRD goes the extra mile to recognize our dedicated team members for their exceptional work.

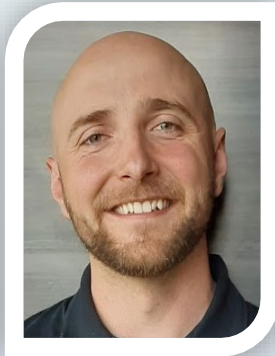


Striving for Employee Satisfaction, Development and Succession Planning

Positive Movement in the Organization – Developing our Employees:

- James Kelsey was promoted from a Lead Equipment Operator (EO) to the open Quality Assurance Inspector.
- Oliver Balanzar recently earned a promotion to the open Lead EO position vacated by James.
- Supervisor Rae Parry has taken the lead on partnering with the Public Works Safety Coordinator to help kick off the process of the formal training program for CDL permitting.
- 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.

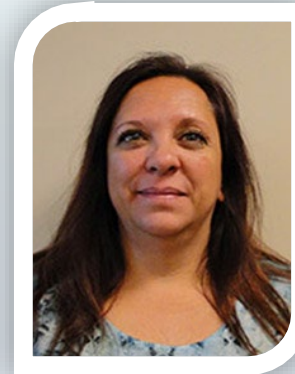
James Kelsey
Started as a container specialist, EO trainee, EO, Lead, now QA.



Oliver Balanzar
EO promoted to Lead EO-James' successor.



Rae Parry
Started as an EO, promoted to Lead, now Supervisor.



Alex Hoppus
Started on SCRP Ground Crew, hired as Colby's successor.

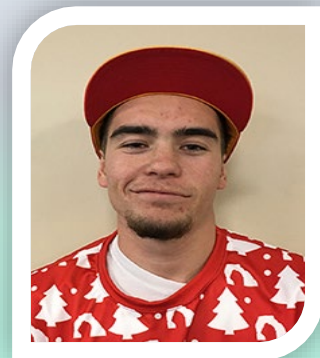


Colby Sylvester.



One CDL Equipment Operator on SCRP is filled by a merit employee, Colby Sylvester from the Container Team who is in training to become an EO. This is an EO onboarding practice we started 4 years ago with James Kelsey and more recently with Dellis Larrabee. Dellis is a side load EO and James has advanced from a Lead EO to a QA Inspector. **This practice is separate from the Apprentices Program.**

Dellis Larrabee



District Updates

Welcome Hazel Dunsmore, New HR Manager!

We are extremely blessed to have Hazel join our team. She brings over 20 years of HR Management experience mainly with municipal government. She served as Draper City's HR Officer and HR Director for a combined 12 years and moved into managing the Waste and Recycling Division for the past year and a half. Hazel has a Bachelor's Degree in Business with an HR emphasis.

Hazel has hit the ground running and has already assisted with recruitment and employee relations to boost retention.



Hazel is showing off her name plate outside of her WFWRD office.

Staffing Levels as of July 27, 2023:

1. Full Time Equipment Operators (EO):

- We have 7 EO vacancies with 55 positions filled out of the 65 FTEs. We use many avenues for recruitment including, signs on our trucks with a QR Code to ease the application process, KSL, social media, community newsletters, DWS, etc.
- **Due to staffing levels, we have postponed Trailer Rentals until the end of September.**
 - With the help from managers and supervisors, we will honor the rentals that have been booked through Mid-August, and ongoing special requests from cities for code enforcement issues.

2. SCRIP - Seasonal EO & Ground Crew:

- Four vacancies with six (6) positions filled out of the desired ten (10).
- Ground crew is full at 4 positions. Two of these employees have earned their CDL and they have a desire to hire on full-time. These are possible apprentices.

Customer Satisfaction

Landfill Vouchers - A newly recommended electronic/QR code process is in the final stages of being implemented with both landfills

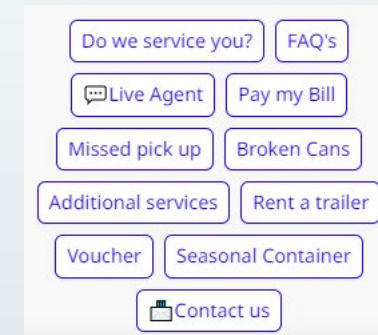
WFWRD Chat Bot

We are pleased to introduce the WFWRD Bot on our live chat!

Benefits:

- Helps answer general questions and provides guidance throughout the website
- Can also help our customers afterhours
- We have had even fewer inbound calls since the new “Chat-Bot” service was implemented in June

Visit us at www.wasatchfrontwaste.org to try it out!



Still experiencing benefits from new website rollout mid-2022:

- Steady decline in 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

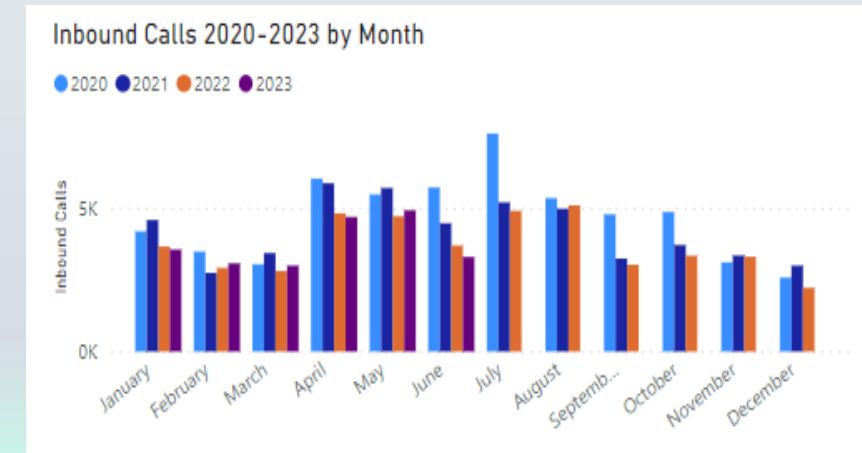
New Key Performance Indicator's (KPI's) Introduced:

- *Cost per Customer Interaction:*
 - Looks at the total number of all phone calls, emails and chats for a time-period in relation to the fully-loaded employee cost to care for those customers - \$.04 per customer interaction decline so far since 2022.
 - Forecasting a potential \$.05 additional decrease, even with inflationary impacts to salaries

<i>Cost per Customer Interaction:</i>	
2022	\$4.08
2023	\$4.04

- *Route Accuracy Rate:*

- Looks at the total number of homes serviced year-to-date, all commodities (1,354,505), and the number of homes missed, as reported by our residents during a period of time (2,204). – **We are at a 99% route accuracy rate 2023, YTD**



January – July 2023 Tonnage and Service 2022 Comparisons for Cottonwood Heights and District-wide



- ✓ 292 Landfill Vouchers redeemed by Cottonwood Heights residents totaling \$4,671 in customer savings
- ✓ 3,461 Landfill Vouchers redeemed by WFWRD customers at the Trans-Jordan & Salt Lake County Sites totaling \$53,823 in customer savings



- ✓ 152 Landfill Vouchers redeemed by Cottonwood Heights residents totaling \$2,280 in customer savings
- ✓ 2,940 Landfill Vouchers redeemed by WFWRD customers at the Trans-Jordan & Salt Lake County Sites totaling \$42,818 in customer savings

January-July 2023 Seasonal Container Reservation Program (SCRP)

Cottonwood Heights:

With the staffing available, we delivered 1,007 containers during the 15 days in Cottonwood Heights, which is 10% of the 9,964 total number of homes serviced in the City.

We collected 750 tons of waste, which is .74 tons per container. We also collected 177 mattresses, 17 fridges and 34 tires from resident's properties. The District covers the fees for all items and tons collected.

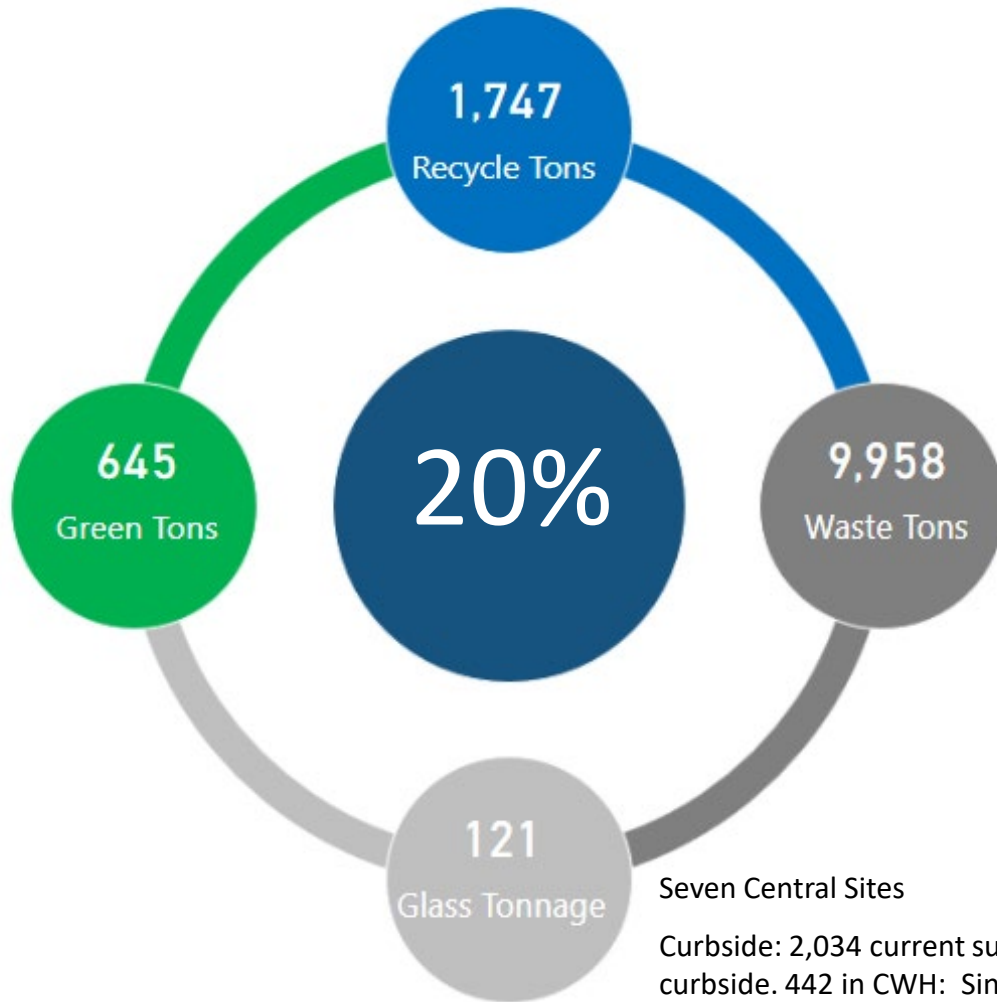


District-Wide Services:

We offer 60 deliveries each day with a year-to-date tonnage of 3,802 tons collected and 4,890 containers delivered. (9% average of homes for each city). The program wraps up in Kearns on September 28th.



January-July Tonnages and Diversion Rate for Cottonwood Heights



Curbside Subscriptions: 11,123 current subscribers for curbside. 1,563 in CWH. Since January, we have \$785,243 in accrued revenue from monthly collection fees District-wide and saved \$11,610 in landfill tipping fees for CWH. (\$17.00 per ton vs \$35.00)

Seven Central Sites

Curbside: 2,034 current subscribers for curbside. 442 in CWH: Since January - July, we have \$120,938 in accrued revenue from monthly collection fees District-wide. And a total of \$4,235 saved in landfill tipping fees for CWH.

SCRIP: 750 tons from 1,007 containers. 0.74tons/container.



Recycling Updates

New



RECYCLE/RECICLAJE

Please ONLY place the items in the green boxes inside of your curbside recycle can.
All items must be EMPTY, DRY, and UNBAGGED/Todos los artículos deben estar VACÍOS, SECOS y NO en bolsas!

Plastic Tubs, Jugs, & Plastic Containers
Botellas de Plástico
Contenedores y tapas de plástico

Metal & Aluminum Cans & Empty Aerosol Cans
Metal y latas de aluminio
Aerosoles Vacíos

Cardboard, Mixed Paper, Paperboard, & Paper Bags
Cartón
Papelo Mixto
Cajas de Cartón
Bolsas de Papel

NO Plastic Bags or Garbage Bags
NO Bolsas de Plástico

NO Food/Yard Waste
NO Desperdicios de Comida/Jardín

NO Plastic Packaging/Styrofoam
Sin Paquetes de plástico o Espuma de poliestireno/Unicel

*Clean Pizza Boxes ONLY
*Cajas de pizza limpias SOLAMENTE

Please regularly check www.wasatchfrontwaste.org for updates on what can be recycled or call us at (385) 468-6325.

New “Clean Recycling” Guide

- Evolution of the recycling guide and the recycling can lids
- The new guide helps visualize items that are accepted in the blue recycle can (*Notice that pizza boxes are accepted in your blue recycle can if they are CLEAN and free of food and grease*).
- It will be embossed on the lids of new recycling cans.

***2023 Recycling Survey to rollout in September. We want to hear from you! ***

Glass Recycling Reminders

- Cardboard, plastic, and paper bags are not accepted in WFWRD's community glass containers.
- The community drop-off glass container is temporarily located at the Hillside Plaza (2378 Fort Union Blvd – North parking lot)

Old



RECYCLE / RECICLAJE

All items must be EMPTY, DRY, and UNBAGGED

Plastic Bottles & Plastic Containers
Botellas de Plástico
Contenedores y tapas de plástico

Metal, Aluminum, & Empty Aerosol Cans
Acero
Aluminio
Aerosoles Vacíos

Cardboard, Mixed Paper, Paperboard, & Paper Bags
Cartón
Papelo Mixto
Cajas de Cartón
Bolsas de Papel

NO Plastic/Garbage Bags
NO Food/Yard Waste
NO Plastic Packaging

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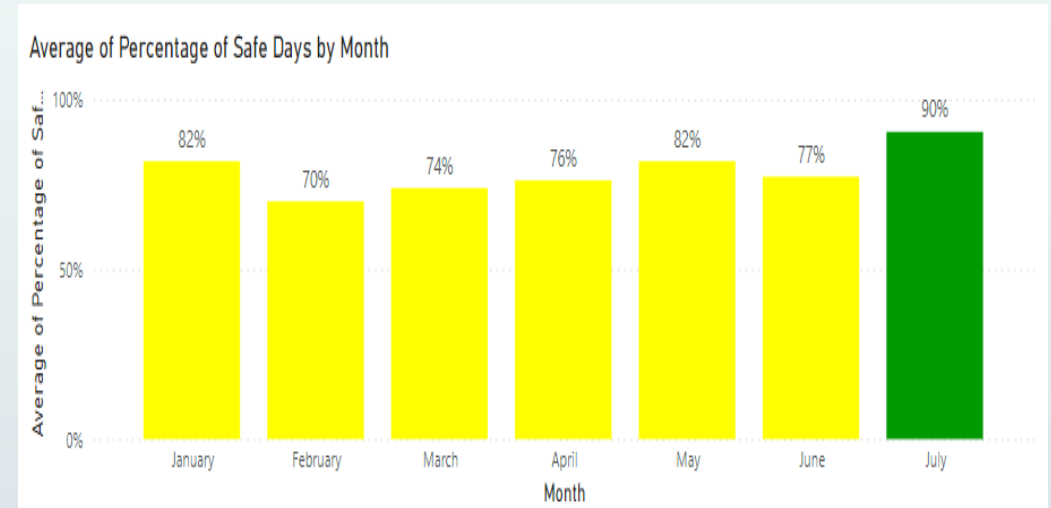
Risk Management & Loss Prevention – Goal: 85% Safe Days

2023, January through July Results:

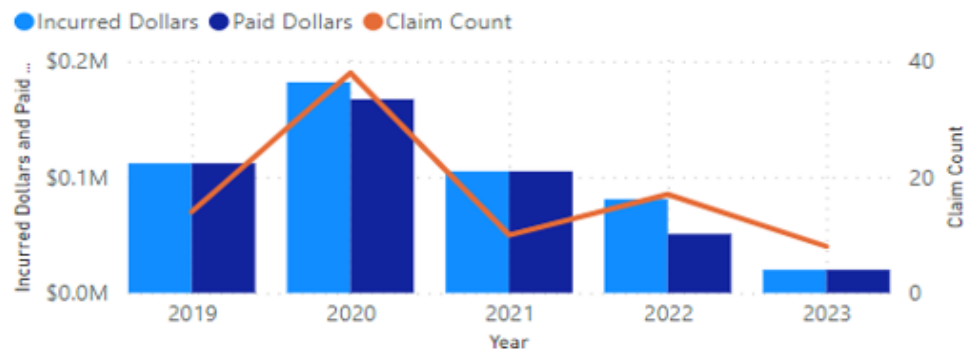
- We are trending in the right direction with claims and safety.
- Through July, 79% safe days even with severe weather conditions and staffing challenges.
- 100% Team Appreciation and Recognition with no claims filed in July.

Topics Reviewed by Safety Coordinator:

- Health & Hydration
- Emergency Response & First Aid
- Safety trainings have expanded to office personnel on a monthly basis.



Incurred Dollars, Paid Dollars and Claim Count by Year



Year	Claim Count	Incurred Dollars	Paid Dollars
2019	14	\$111,883	\$111,883
2020	38	\$181,849	\$167,200
2021	10	\$104,924	\$104,924
2022	17	\$80,785	\$50,785
2023	8	\$19,901	\$19,900
Total	87	\$499,342	\$454,692

Open Claims

3

\$62,374.00

Incurred Dollars

\$17,726.04

Paid Dollars

\$44,647.96

Outstanding Dollars

These claims are managed and paid through our policies with the Utah Local Governments Trust. Out of pocket \$43,871.21 through July for small incidents such as mailboxes, fences, etc.



Thank you!
Any Questions?

