



WASATCH FRONT WASTE AND RECYCLING DISTRICT 2012 YEAR END REPORT FOR TAYLORSVILLE CITY

Presented February 6, 2013



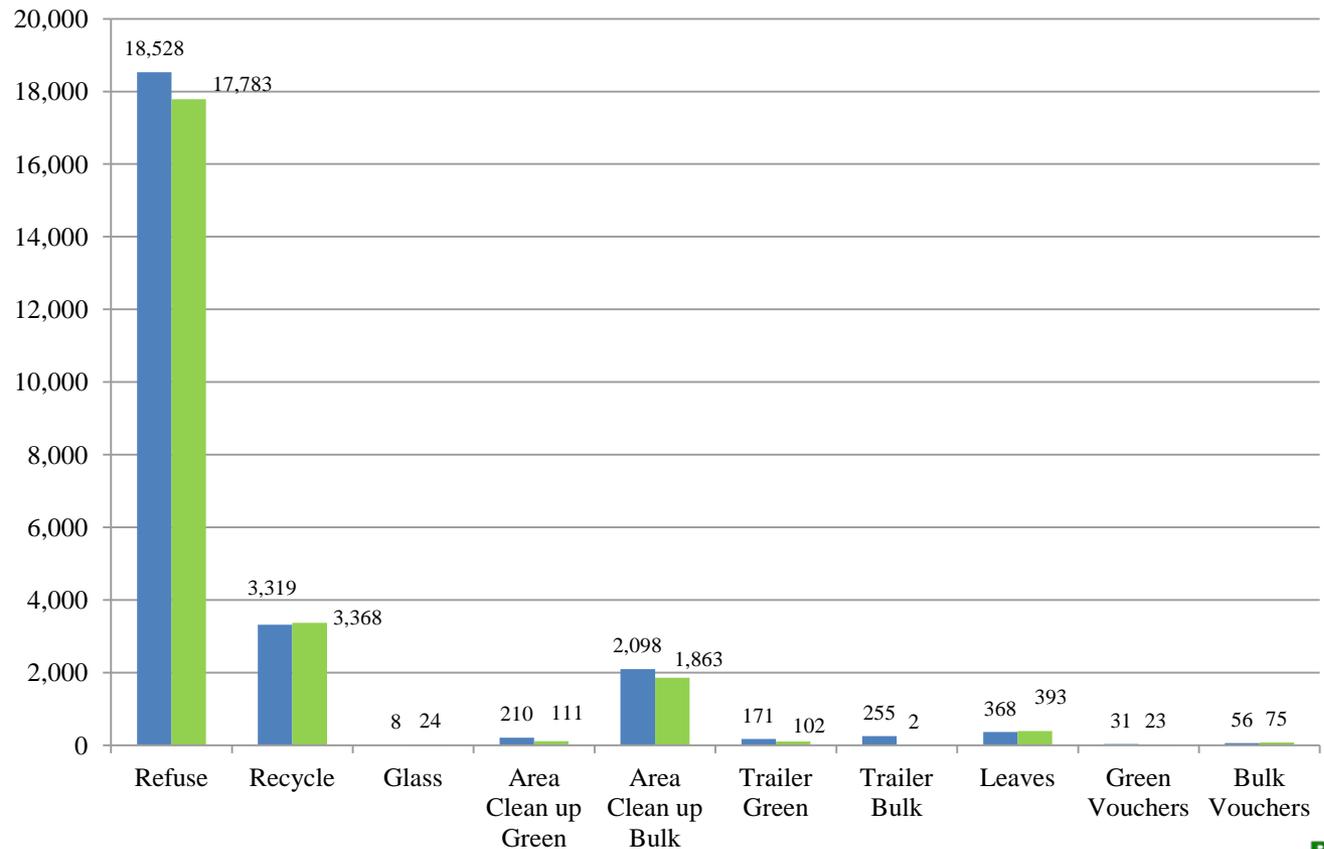
Our Mission is to provide sustainable integrated waste and recycling collection services for the health and safety of our community

...because not everything fits in the can.



2011 AND 2012 TONNAGE COMPARISON FOR TAYLORSVILLE

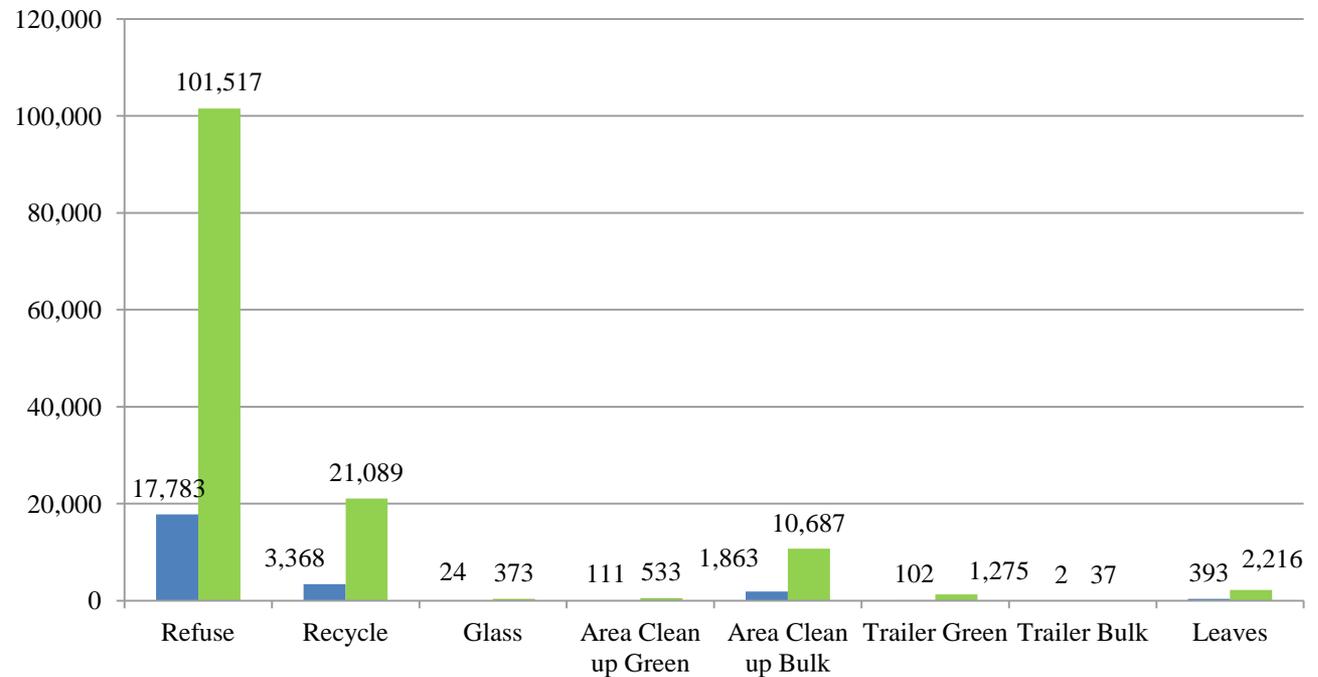
■ 2011 ■ 2012





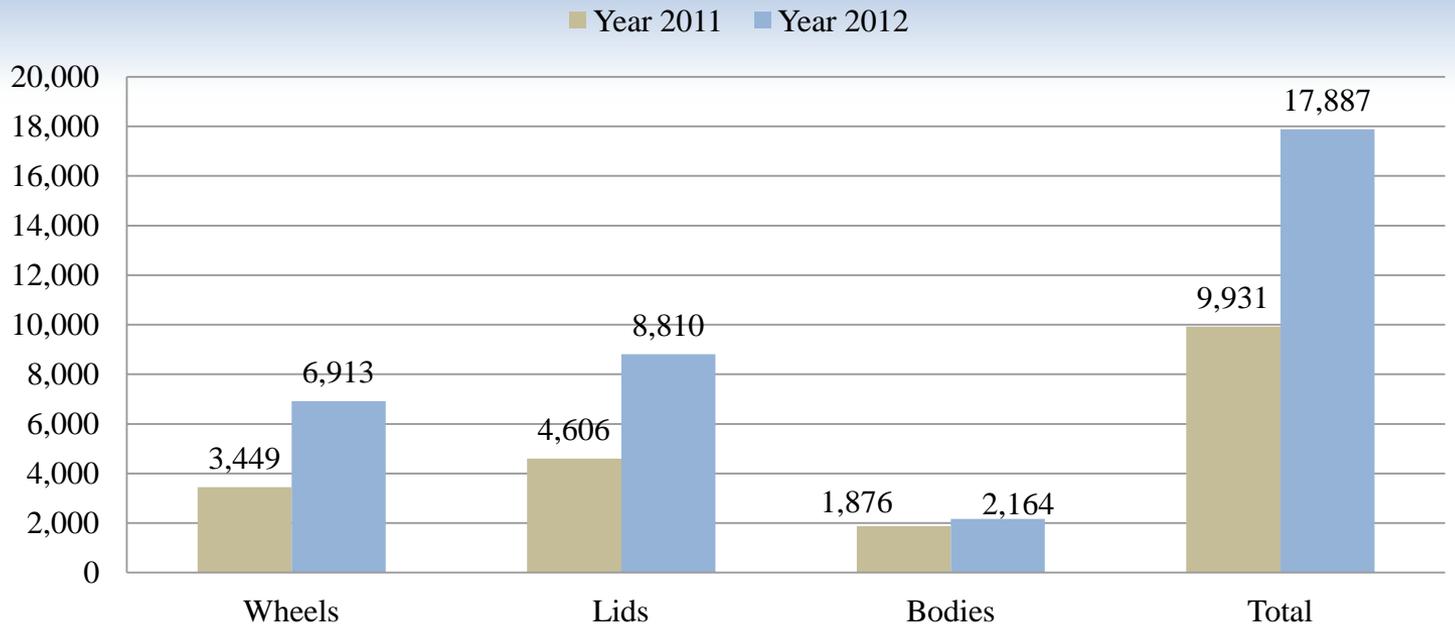
2012 TONNAGE COMPARISON FOR TAYLORSVILLE AND DISTRICT-WIDE

■ Taylorsville - 15.25% Diversion
 ■ District-Wide - 17.46% Diversion





2011 AND 2012 CART REPAIRS DISTRICT-WIDE



Repairs and replacements due to normal wear and tear are part of your monthly fee.





COST SAVINGS THROUGH INNOVATION COMPARISONS FROM 2011 TO 2012

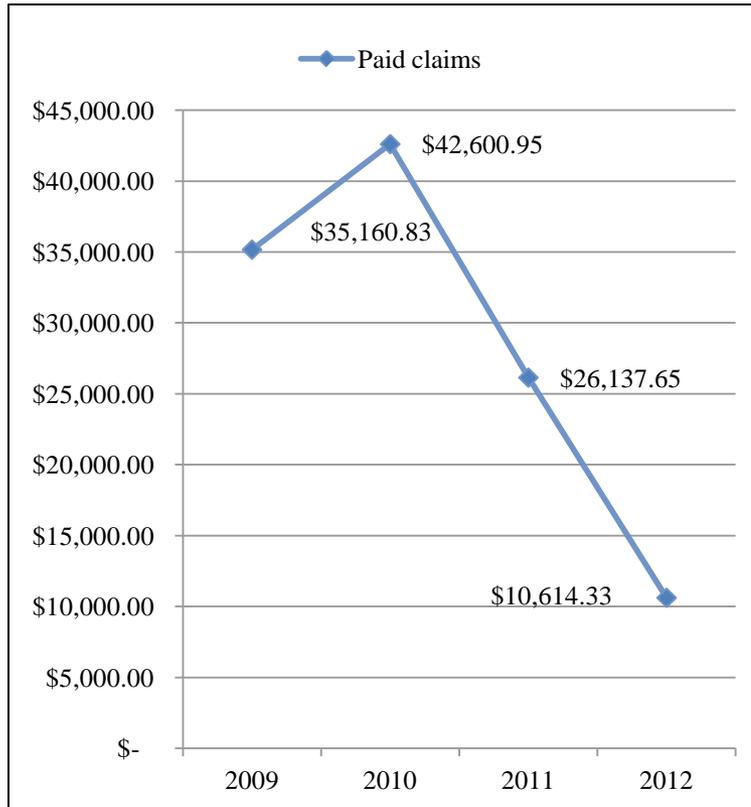
Eco-Driving initiative reducing idle time (carts and trailers)	\$6,732
Go-back procedure improvements (office, refuse, and recycling)	\$20,484
Leaf bag program improvements. Researched and found another vendor to accept leaves for composting and reduced dumping fees and labor costs.	\$40,000
Equipment modifications to reduce cart replacement (refuse and recycling). Reducing the wear and tear on carts and reducing the need for replacement.	\$32,000
Total	\$99,216



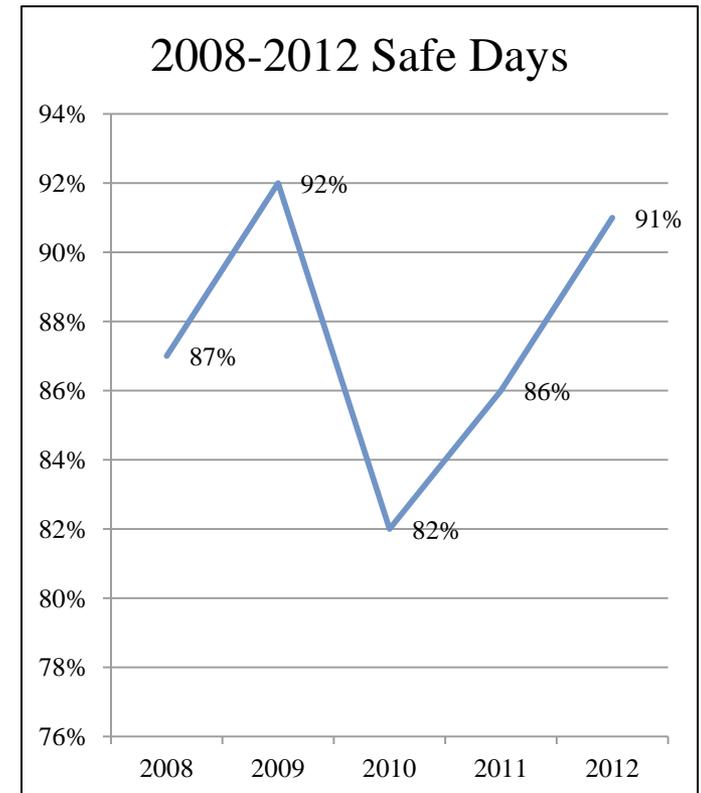


PAID CLAIMS AND SAFE DAYS

Over \$30,000 saving annually since 2010

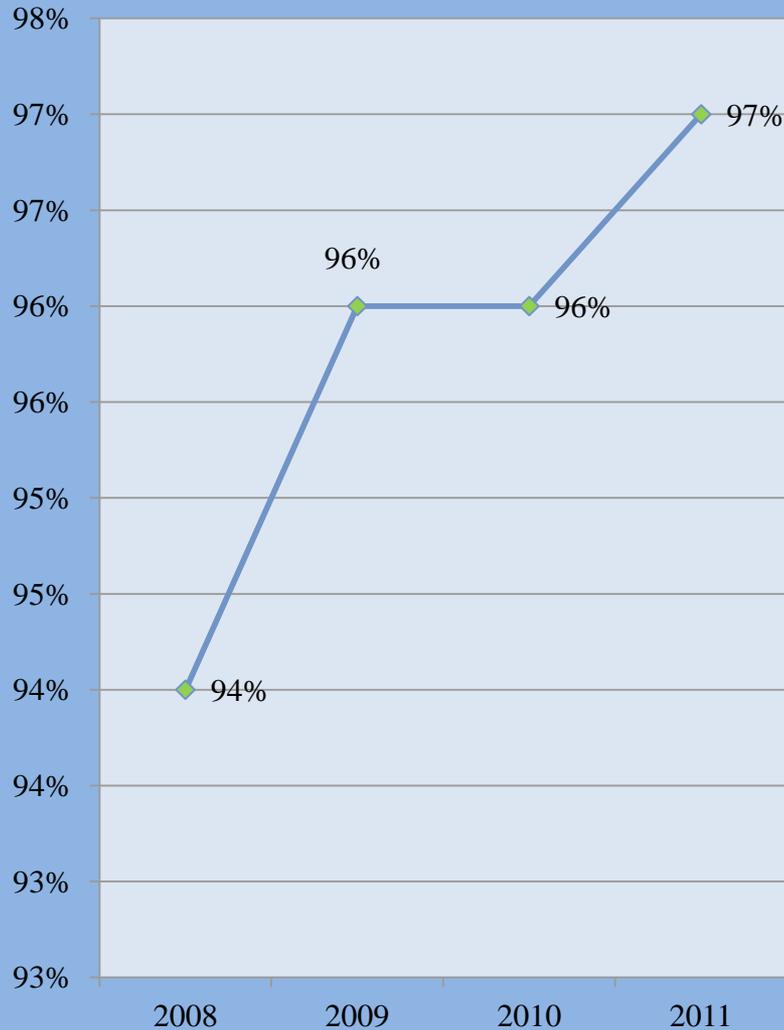


In 2012 we met our goal of 90% safe days with 91% safe days





WORLD CLASS CUSTOMER SERVICE

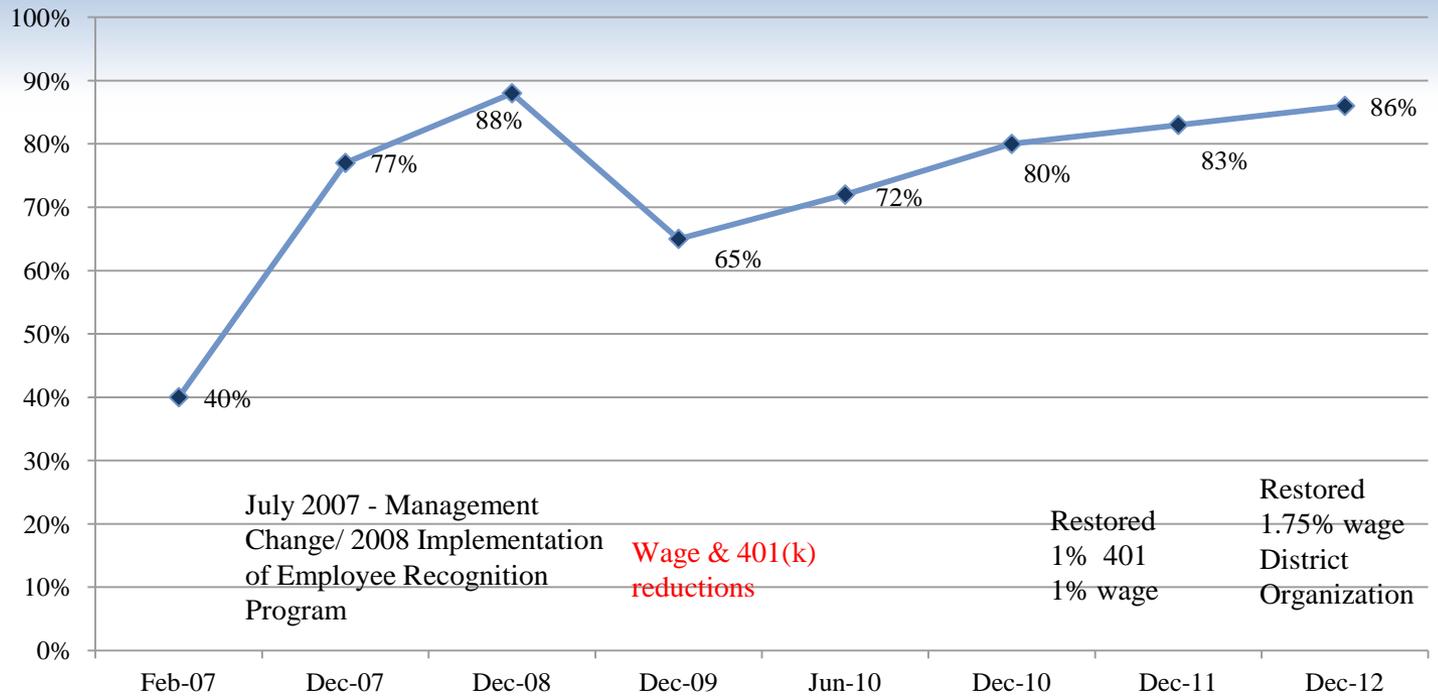


The 2012 customer service results are currently being calculated and will be available soon.





EXCELLENT EMPLOYEE SATISFACTION



July 2007 - Management
Change/ 2008 Implementation
of Employee Recognition
Program

Wage & 401(k)
reductions

Restored
1% 401
1% wage

Restored
1.75% wage
District
Organization



Same Great Service, Different Way to Pay

There are two components for the billing change as follows:

- 1. Announcements for Customer Information/Education:** The District is contracting with a communication firm, Figco to assist with customer education, billing statements, newsletters, webpage and etc. (Sample below)



Wasatch Front Waste and Recycling District Update (Formerly known as Salt Lake County Sanitation)

NEW BILLING FOR SANITATION SERVICES

As of January 1, there are some changes. The name has changed from Salt Lake County Sanitation to Wasatch Front Waste & Recycling District (WFWRD) and you will receive a bill in the mail rather than paying your waste and recycling fee with your property taxes.

The fee will remain the same, but you will receive a separate bill and the fee will be removed from your property tax notice. This is a more transparent way for you to see the actual cost of your sanitation services. The rate for a residential property is \$153 per year for your collection services. A second garbage can is an additional \$180. Recycling cans are part of the base fee and there is no additional charge. Again, there is no fee increase for 2013.

WFWRD will be mailing the annual bill with payment options during the first quarter of 2013. Billing options include your annual bill being divided into one, two or six payments. Please note that all payments are due by August 15th. Residents will have the option to pay online, in person or through the mail.

If you have any questions, please contact the Sanitation office at 385-468-6325.

- 2. Actual Billing Process:** We have restrictions related to the new customer database implementation for February, the deadline of August 30th, to pass on information to the Treasurer's Office to apply delinquent fees to the Property Tax Notice and the 2013 budget.
 - Fliers on cans during the months of February and March announcing the change.
 - 2 times for mailing billing notices:
 - 1st round: February 20th, test run for 3,000 customers, March 15th: 39,000 customers and March 29th: Remaining customers
 - 2nd Round: May 1st: 39,000 customers who have not selected payment type nor paid 2013 bill and May 15th, remaining customers.
 - Zion's Lockbox will process payments and Express bill pay (on-line) can be used for payment options. If a customer elects the six payment option, express bill pay is the only payment option.