



# Wasatch Front Waste and Recycling District



## Report for Millcreek

Presented: March 9, 2020



**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 Goals**

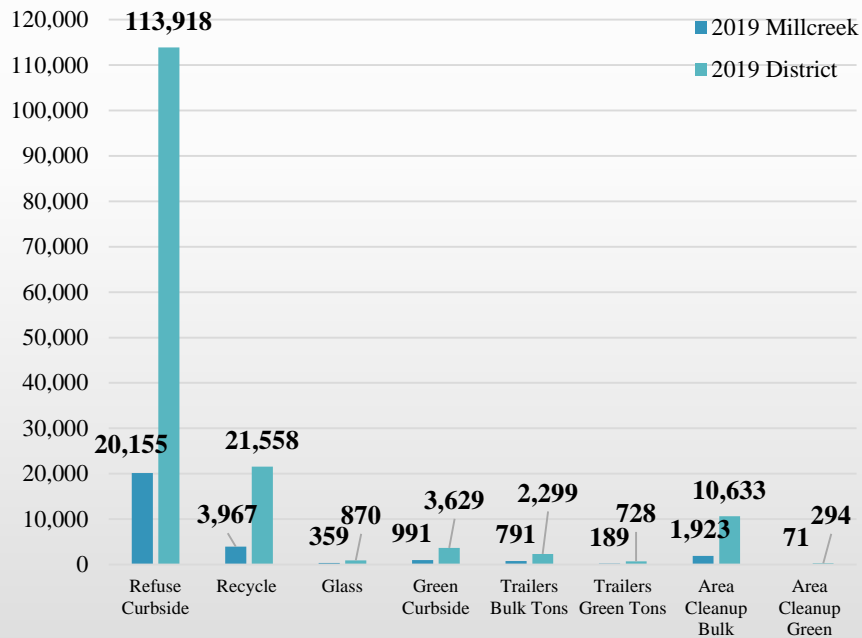
Provide World Class Customer Service,  
Achieve Excellent Employee Satisfaction,  
Environmental Stewardship and  
Financial Stewardship.

# 2019 and 2018 Comparisons for Millcreek and District-wide

The 15,772 Homes in Millcreek are almost 18.4% of the approximately 85,849 homes in the District Boundaries.

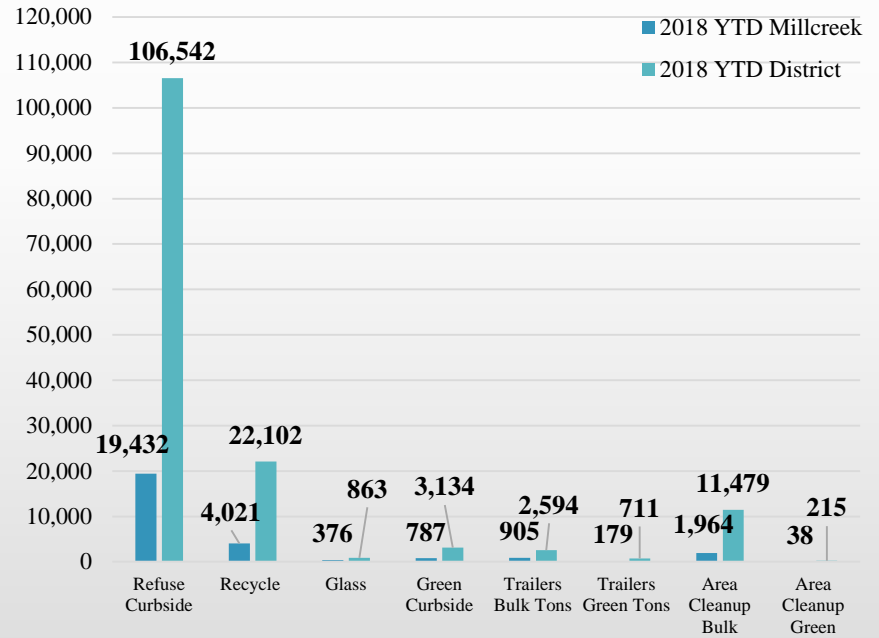
Residents of Millcreek diverted approximately 23.6% of waste away from the landfill in 2019 compared to a District-wide total diversion rate of 21.42%.

### Millcreek Tonnages: 2019



2019 Landfill Vouchers: Millcreek 119 / District 2,835

### Millcreek Tonnages: 2018



2018 Landfill Vouchers: Millcreek 86 / District 1,951

# Curbside Recycling Tonnages & Recycling Rates per Area

<b>Tonnages and Recycling Rates per Area/City</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Millcreek tonnages:	Recorded with the unincorporated areas	4,283.43	4,020.90	3,967.14
Recycling Rate	Not Tracked	Not Tracked	Not Tracked	74%
District Tonnage	23,332.06	22,703.83	21,853.24	21,622.31
District Recycling Rate (average)				72%

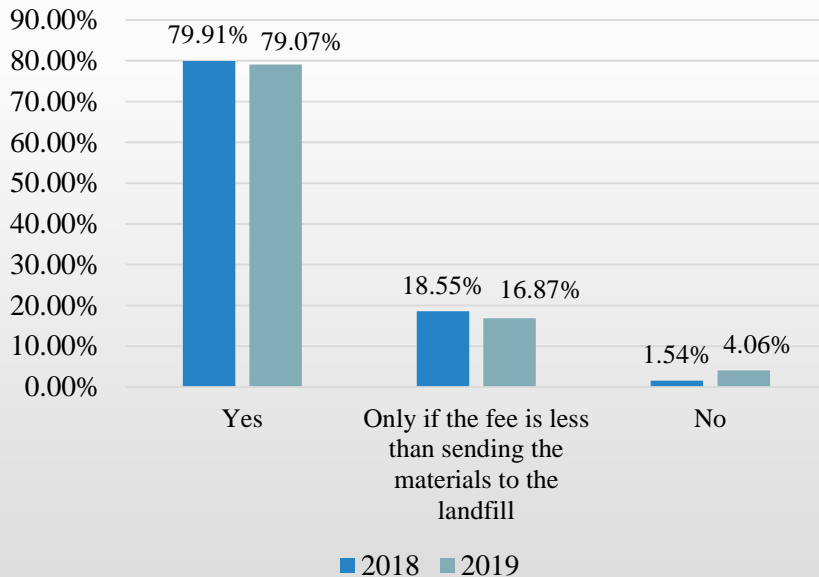


# Recycling Survey Results 2018 and 2019

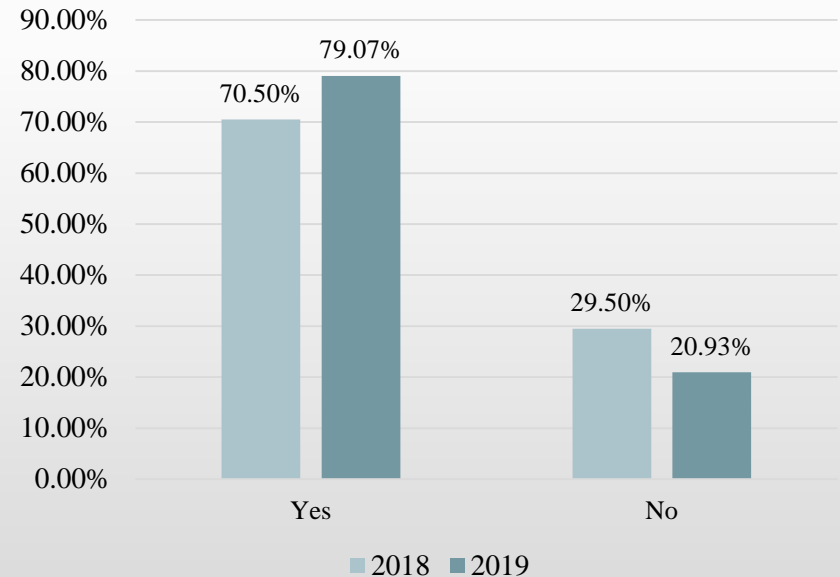
The District asked more specific questions about supporting weekly collections and if residents are willing to pay more for recycling than landfilling the materials. 2018: \$1.00 recycling vs \$.75 landfilling & 2019: \$1.50 recycling vs \$.75 Landfilling the materials.

**Fee increase per month: 2018: \$1.00 and 2019: \$1.50.**

**Question 5: Do you still support recycling services?**

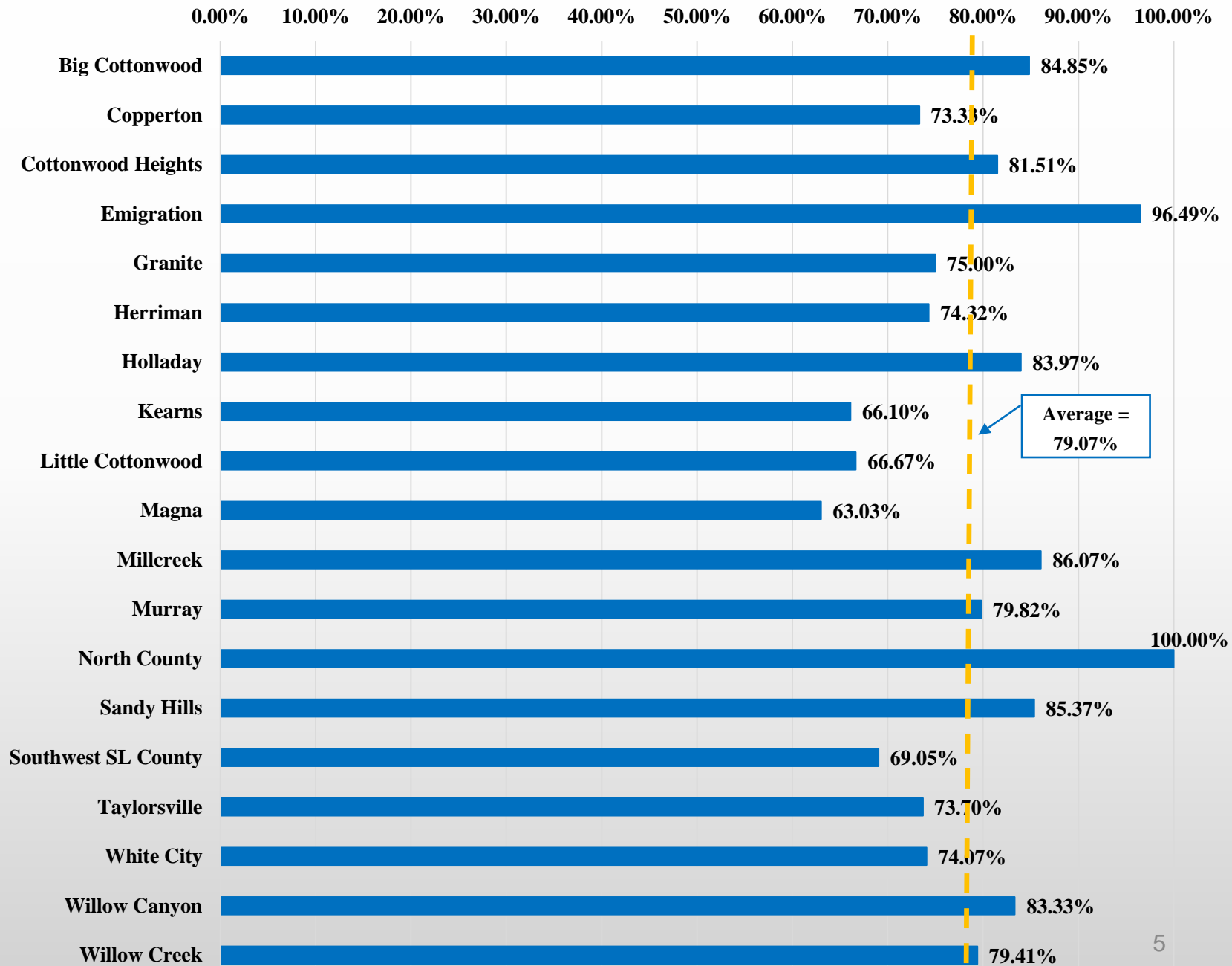


**Question 6: Would you be willing to support a fee increase to continue the recycling program?**



Other considerations: Landfill life expectancy, transportation costs, and the environmental impact for transporting waste outside of SL County.

# 2019 Recycling Fee Increase Support % by Community



# More 2019 Results from Over 6,000 Respondents

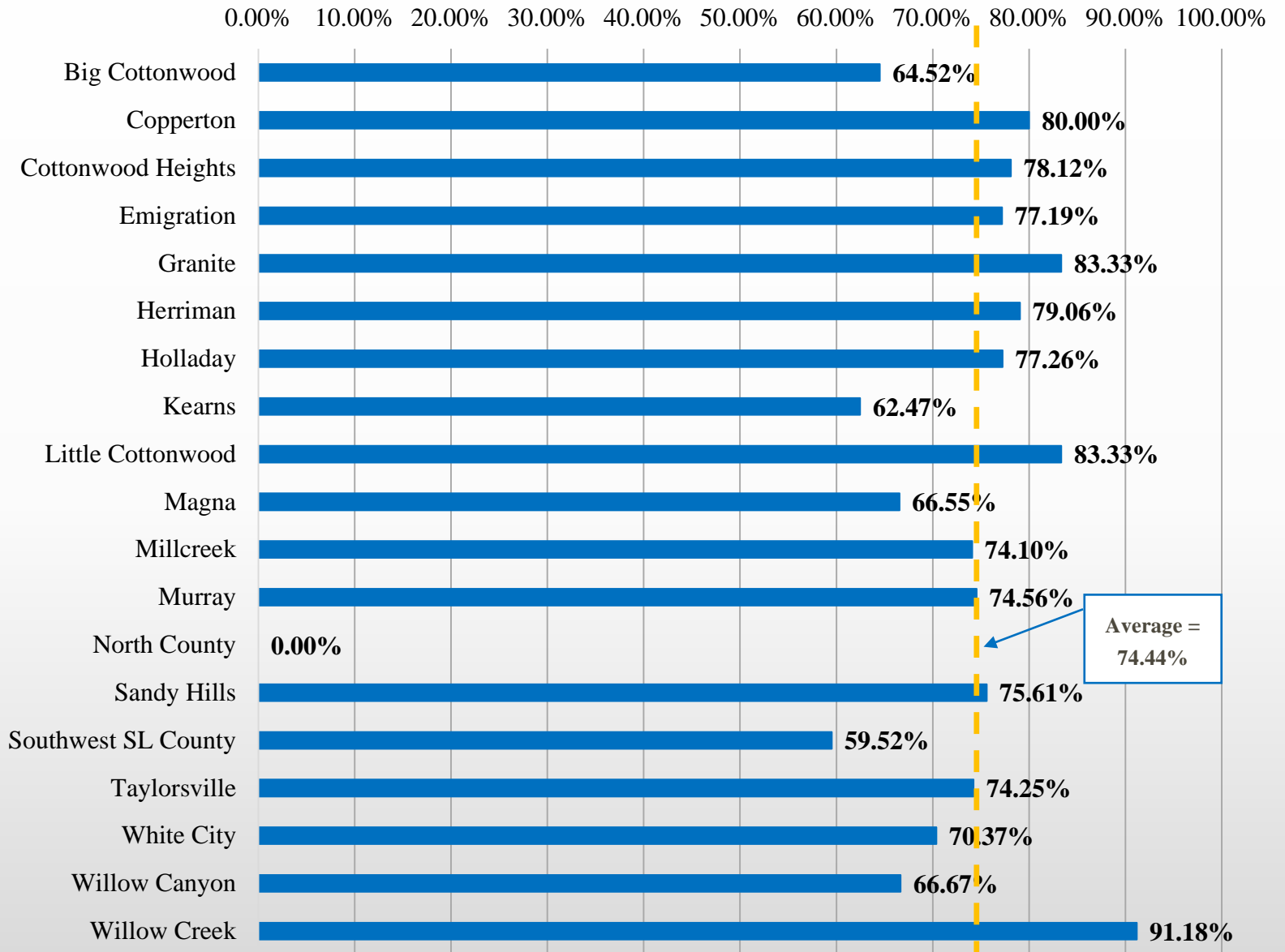
## **How often do you set out your curbside recycle can?**

- Every week = 4,488 (74.4%)
- Twice a month = 1,169 (19.4%)
- Once a month = 255 (4.2%)
- Seldom = 64 (1.1%)
- Never = 53 (0.9%)

**A common comment on this survey was the customer's request for more recycling education.**



# Weekly Recycling Can Set-Out % by Community



# WFWRD's Current Policies Related to Sustainability:

1. A commitment to sustainability by diverting waste away from the landfills.
2. Expanding services to offer residents an avenue for recycling various commodities.
  - Weekly Recycling Collections
  - Weekly Green Waste Collections
  - Curbside and Central Glass Collections
3. Committing resources to educate residents on how to recycle responsibly.
4. Continuation of recycling collection services even with the associated costs for processing of a potential of \$1,500,000 annual expenditures.





# 2019 Customer Satisfaction Highlights

2019 Customer Satisfaction Survey Results: 545 Millcreek residents responded to the Customer Satisfaction Survey (2,428 responses District-wide)

- WFWRD met our goals of achieving a high 90 percentile in customer satisfaction
  - 95.0% of Millcreek residents are satisfied with WFWRD's collection services.
  - 95.4% of District residents are satisfied with WFWRD's collection services.
- 82.7% of Millcreek residents are satisfied with the Annual Area Cleanup Program, while 81.6% of District-wide residents are satisfied with the Annual Area Cleanup Program.
  - Based on survey comments, 44% of residents would like to see the Area Cleanup Program twice each year. 31% of residents want more containers in the neighborhood, and 29% of residents would like the containers for a longer period of time.



# Environmental & Financial Stewardship Highlights

- WFWRD delivered 21,694 tons of garbage directly to the SL Valley Landfill in 2019. This saved over \$97,623 in fees based on the new tiered fee structure. (\$27.00 per ton versus \$31.50)
- For the first time ever, the Salt Lake Valley Transfer Station remained open on the Saturdays after Thanksgiving and Christmas to help us with disposal efforts. This saved 1,146 miles, which equates to \$4,802 in savings. Additionally, our crews worked 30 fewer hours compared to delivering waste to the landfill in 2018.
- Reduced the number of miles traveled year-to-date compared to 2018 and saved over \$100,000 in fuel costs. Other benefits: less wear and tear on roads, reduced carbon footprint and fewer pollutants.



# District News Highlights

- The WFWRD Sustainability Team continues to offer recycling workshops for elementary school classes, and they continue working to establish a citizen-based Sustainability Committee in each community we serve.
- WFWRD will be implementing a “Recycle Right” application that residents can download to their mobile devices to look up recycling resources. More information will be provided later this year.
- WFWRD has a strong focus on leadership development to strengthen our organization.
  - WFWRD held the 11<sup>th</sup> Leadership Team Planning Retreat in October 16, 2019 to build on organizational culture and strategic plan.

