



Annual Franchise Report 2022
City of Veneta



Annual Franchise Report for the City of Veneta 2022



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Introduction

For over 20 years, Waste Connections has had the privilege to serve the citizens of Veneta and be an active partner in this community. In January 2011, Waste Connections realigned its local companies and merged County Transfer & Recycling into Sanipac to form a single hauling operation.

In addition to hauling trash, recycling, and yard debris, we support charity events and work with City staff every year to make the annual spring clean-up a success.

Under the current franchise we hold for the City of Veneta, we are responsible for providing safe and reliable service to all citizens who request it, and it is our pleasure to do so. Because of this franchise, the City has ultimate control over its solid waste and recycling system.

We take pride in our commitment to the citizens of Veneta. This report is an overview of our service to the city.



Statement of Operating Values:

Safety. We strive to assure complete safety of our employees, our customers, and the public in all of our operations. Protection from accident or injury is paramount in all we do.

Integrity. We define integrity as "saying what you will do and then doing it." We keep our promises to our customers, our employees, and our stockholders. Do the right thing, at the right time, for the right reason.

Customer Service. We provide our customers the best possible service in a courteous, effective manner, showing respect for those we are fortunate to serve.

To be a Great Place to Work. We maintain a growth culture where our employees can maximize their potential personally and professionally. Our objective is to provide an environment where people enjoy what they do and take pride in their work. We wish to embody a work hard, play harder culture.

To be the Premier Waste Services Company in North America. We continue to provide superior returns, remain environmentally responsible, and continue to grow in a disciplined way, deploying resources intelligently and benefiting communities we live in. We remain a "different breed".

We believe in our slogan "Doing Good in Our Community". Part of embracing this concept has included the practice of promoting non-profits on the front of our quarterly newsletters.

Information and Education

It is very important to us that we provide our customers with the best, most accurate information as it pertains to garbage, recycling, yard debris and compost. Our brochures and newsletters are designed to get our message across in a positive and helpful manner.

Our website, www.sanipac.com is a resource for our customers and the public to access the most current information on not only the service we provide, but also alternate disposal options for items that we cannot recycle. Customers can contact us via email through a link on our website if their question is not answered.

With the Sanipac app, our customers can receive friendly reminders regarding pickup days and which carts to put out. We are also able to reach out to customers who utilize the app with updates on inclement weather, holiday schedules, and important recycling updates.

Included in both the website and Sanipac app is the Sanipac Waste Wizard. This is a helpful tool which allows customers to type in any item and be provided with instant information on recycling or disposal opportunities for that item in Lane County.

When things change, as they often do in the recycling world, we believe it is our responsibility to keep our customers informed. This is done through our website, email, phone calls, mailings, messages on our phone recordings, newspaper articles and ads, press releases, television interviews, and in our quarterly newsletters.

We have information booths and one of our Master Recycler's at the Earth Day events each year. Our Master Recyclers are available to give presentations to schools or community groups and answer any questions they may have.

Any business interested in a waste audit to aid in reducing waste and increasing recycling is welcome to contact us. We will perform a waste audit for any business at no cost to the customer.

The Recycler

**Sanipac Thanks
Northwest
Association for
Blind Athletes for
Doing Good in Our
Community**



Founded in 2007, Northwest Association for Blind Athletes (NWABA) has been providing life changing opportunities through sports and physical activities for individuals of all ages and abilities who are blind or visually impaired.

Through participation in NWABA's programs, individuals build confidence and gain the skills, tools, and resources they need to achieve success in all areas of life. The opportunity to ride a bike for the first time or meet others with a visual impairment is the catalyst individuals need to reach their greatest potential.

In 2015, NWABA started providing adaptive sports programming in the southern Willamette Valley. In the past year, they have served more than 400 individuals in our community. Activities have included swimming, skiing, hiking, tandem cycling, and goalball. They couldn't do it without volunteers who dedicate their time on the weekends to be guides or pilots.

If you would like to learn more about volunteer opportunities or know someone who would be interested in participating in an event, please contact Ashley Kobza at 360-768-5649 or akobza@nwaba.org. You can also visit nwaba.org where you can find out what events are happening in our area.



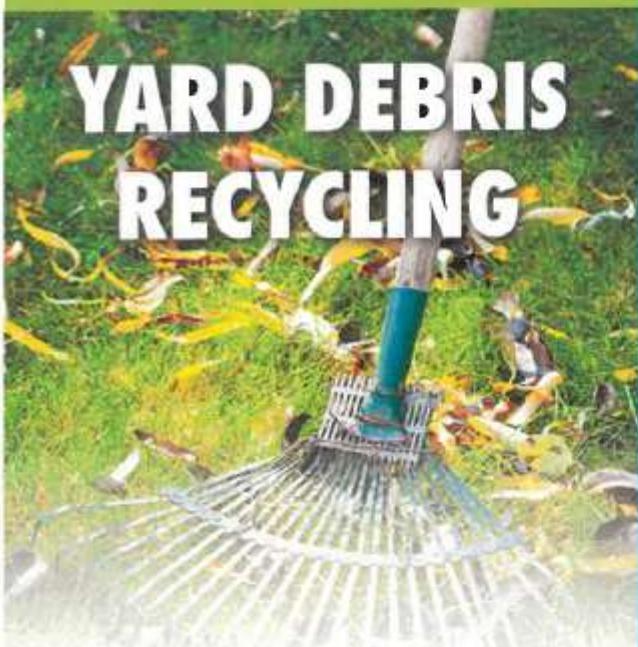
Another way you can support NWABA is by participating in its annual fundraiser **2022 Mission: Possible Dinner & Auction**. This event will be held on **Friday, June 3rd at 5:30 p.m. at Venue 252 in Eugene**. Sanipac is excited to announce it is the presenting sponsor for the event again this year. Tickets are \$40 per person. If you are interested or want to learn more, please contact Sue Warren at swarren@nwaba.org or 360-984-5506. Visit us at www.nwaba.org!

Download the Sanipac app!

Download it for free at the Apple or Android store.



YARD DEBRIS RECYCLING



Place in your grey yard debris cart anything that grows above the ground including: raw fruits and raw vegetables, coffee grounds, (no protein), grass, leaves, branches up to 4" in diameter, brush, fruit tree discards, and plant vegetation

CLOSE THE LID

120 LBS LIMIT

NO DIRT OR ROCKS

NO BAGS

NO PET WASTE

NO POISON OAK

In the City limits of Veneta, yard debris will be picked up weekly during the months of April, May, and November.



P.O. Box 10928 Eugene, OR 97440
541-736-3600 sanipac.com

COMMINGLE RECYCLE INSTRUCTIONS:

All recycling must be clean! Separating recyclables from your trash reduces the amount of waste that ends up in landfills, saves energy and reduces emissions! INCLUDE ONLY THE FOLLOWING ITEMS:

Flattened Cardboard Boxes and Egg Cartons

Excludes frozen food packaging, gable top cartons, and waxed cardboard.



Newspapers, Magazines, Junk Mail, Office Paper, Paper Scrap

Clean paper only.



Milk Jugs and Drink Bottles

Empty and rinse all containers. No food or liquid residue. No lids.



Pop Cans and Food Cans

Empty and rinse all cans. No food or liquid residue. No lids.



Would you like to volunteer, discuss, or have questions about recycling? We value your input on recycling education! Please call Casandra Yaquez at 541-736-3600. For questions on recycling at the Lane County transfer sites please call 541-682-4120.

For more information on waste reduction and recycling please see the City of Veneta webpage at: venetoregon.gov/community/page/garbage-recycling



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The Recycler

WELCOME BACK!

Due to stabilized markets and your efforts to keep the recycling free of contamination we are now able to accept all plastic #1's and #2's items back into the recycling!

Here's what that means for you:



Place in your recycling: All #1 and #2 plastics in the shape of a bottle, jug, or jar that is larger than a tennis ball. Examples include:

JUGS

Milk, juice, other drinking jugs



BOTTLES

All drinking bottles, shampoo, detergent, bleach, ketchup, mustard, mayonnaise, salad dressing



PLASTIC JARS

Peanut butter, salsa



Look for the chasing arrows symbol on the item

**No lids or pumps (remove them first) **Try to clean out food residue (do your best, it doesn't have to be perfect)



These plastics will continue to not be accepted:

NO Film or Plastic Bags

NO Rigid clamshell plastic packaging

NO Styrofoam

NO Tubs (dairy, yogurt, etc.)

NO Pill bottles

NO motor oil bottles/jugs



Also, you can now put pizza boxes in your recycle cart!

**Empty pizza boxes, remove the food from the box first. (do your best, doesn't have to be perfect)



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The Recycler

Hello from Sanipac! Thanks to everyone for all your hard work in keeping the recycling in our area as clean as possible.

Please see the list below of common items that contaminate recycling, as well as a list of acceptable items on the back page.

Thank you so much for continuing to keep our area a leader in recycling!

Issue	Reason	Solution
	Plastic bags and film	Bags and film jam equipment at the sorting facility and create slow downs in processing. Removing the film from the processing equipment is difficult. Plastic grocery bags are accepted for recycling at many local grocery stores. Or dispose of as trash.
	Plastic clamshells	There is no current market for this material. Processors receiving a high level of these contaminants can potentially reject entire loads of recycling. Dispose of as trash.
	Styrofoam	Unwanted by processors. Breaks up into small pieces and contaminates other recycling. St. Vincent de Paul has a styrofoam recycling program. For more information visit: www.svdp.or Or dispose of as trash.
	Napkins and paper towels	Unwanted by processors. Can contain food/liquid which contaminates other recyclables. Napkins and paper towels can also act as a good source of carbon for backyard compost piles. Or dispose of as trash.

Interested in Home Composting?
OSU's extension services provide home composting workshops in Lane County. <https://extension.oregonstate.edu/lane>

How to Compost at Home
There are many different ways to make a compost pile; we have provided the following for general reference. Helpful tools include pitchforks, square-point shovels, & water hoses with a spray head. Regular mixing or turning of the compost & some water will help maintain the compost.

- Select a dry, shady spot near a water source for your compost pile or bin
- Add brown & green materials as they are collected, making sure larger pieces are chopped or shredded.
- Moisten dry materials as they are added.
- Once your compost pile is

established, mix grass clippings & green waste into the pile & bury fruit & vegetable waste under 10 inches of compost.

Multi-Family tenants are provided the opportunity to recycle in Oregon through landlord tenant law: https://oregonpublic.law/statutes/ors_90.318

Download the Sanipac app!

Download it for free at the Apple or Android store.



YARD DEBRIS RECYCLING

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CLOSE THE LID

120 LBS LIMIT

NO DIRT OR ROCKS

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Pop Cans and Food Cans

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Would you like to volunteer, discuss, or have questions about recycling? We value your input on recycling education! Please call Casandra Vazquez at 541-736-3600. For questions on recycling at the Lane County transfer sites please call 541-682-4120.

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The Recycler



Oregonians are practical and savvy. That's why more and more of us are choosing quality clothes that save money, last longer and reduce waste. Well-made clothes are available for every budget, are built to last, and can be worn often and for years to come. It's about making choices that make sense—which is just part of who we are.

To learn more, visit www.oregon.gov/deq

MAKE EVERY THREAD COUNT.

GROCERIES: DON'T FORGET THE BAG!

Sanipac wants to remind the community "Don't Forget the Bag!" When you grocery shop, be sure to take along reusable bags. Never put plastic bags in your recycle cart. They cause jams in equipment that are dangerous and time consuming to remove.



JOIN OTHER OREGON BUSINESSES AND BE PART OF THE SOLUTION TO STOP WASTED FOOD



Save money. Save resources. Be a leader.

Each year, an estimated 25 to 40% of all food produced or imported for consumption in the United States is never eaten. That's as much as 63 million tons of wasted food. Of that food, 40% is estimated to come from consumer-facing businesses—businesses like yours. And that wasted food means wasted money, by some estimates as much as \$57 billion annually for U.S. businesses.

More info: www.oregon.gov/deq



Helpful Recycling Information & Resources

Did you know the Oregon DEQ has a goal of achieving a 55% recovery rate by 2025 on all waste generated in Oregon? Below are some helpful links for waste prevention/reuse/recycling/composting in our area to help us get there. Making new products uses energy and creates pollution. Prevent waste in the first place by donating and shopping at reuse stores. For locations and hours visit:

- www.goodwill.org
- www.svdp.us
- www.materials-exchange.org
- www.nextsteprecycling.org
- www.bringrecycling.org
- www.habitatlane.org/restore

Recycling can save your business money on your trash bill. Please let us know if you'd like to increase your recycling services. We are also available to perform a waste audit for your business to let you know what materials you are throwing away the most. Call us at 541-736-3600.

Lane County Citizens and Businesses recycle over 500 million pounds of material each year! Because these materials will be used in manufacturing instead of mining or harvesting raw materials, we reduce energy use and pollution at a rate equivalent to taking 139,995 cars off the road for a whole year—eliminating the use of 74 million gallons of gasoline. Thank you! (Consistency data provided by EPA WARM model.)

Interested in Home Composting?

OSU's extension services provide free home composting workshops in Lane County. <https://extension.oregonstate.edu/lane>

Doing a Construction Project?

Bring Recycling has a program to visit your project on-site and help increase your recycling & recovery efforts. <https://bringrecycling.org/services/consulting/construction-materials-recovery-and-reuse-program>

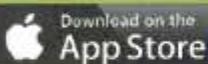
Food Waste

Are you a business interested in food waste collection, or how to keep your food waste free of contaminants? Please visit: www.sanipac.com/compost

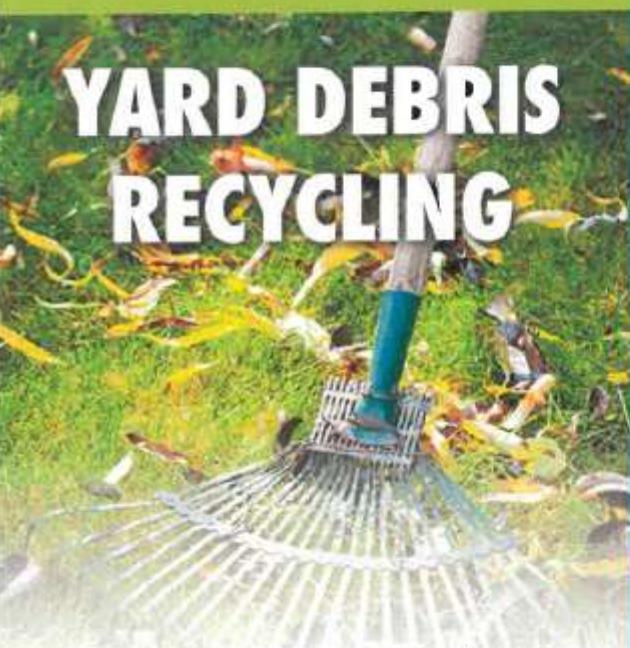
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Equipment

We use B10 biodiesel in our entire fleet of diesel trucks as a way to reduce petroleum diesel emissions. We have also converted to using synthetic blends of oil in our fleet in an effort to control maintenance repair costs.

Our fleet is state-of-the-art which provides our customers with the safest, most efficient collection vehicles available. All of our trucks are on a strict preventative maintenance schedule to ensure proper performance and lets us rest assured that we have safe trucks on the road.

We switched our hydraulic fluid to synthetic to extend service intervals. Our facility includes a covered wash rack to enhance our fleet washing capabilities. This facility is also a proactive measure to assist with our continued efforts towards protecting our storm water.

We have purchased plastic frontload containers. This has been a successful transition from the historic metal containers. The plastic container is much lighter than the typical steel container and requires less maintenance. The reduced weight helps to avoid potential injuries.

We use automated side load trucks for residential curbside service. The side load trucks are safer for our drivers. The drivers remain in the trucks and the arm on the truck does the lifting. Safety is our number one value, and with these automated trucks, there are fewer driver injuries as they are required to do less lifting. This is more efficient as we are able to pick up more stops per day while having fewer trucks on the road. We have converted all of our commercial containers to front load style. These trucks are able to lift larger containers; increasing the container sizes we are able to offer as compared to what was previously available with the rear load trucks. Providing larger sized containers allows for a reduction in pick up frequency.

Roll off boxes are available for any business or citizen in Veneta for large projects. These roll off boxes are available in 10, 20, 30, and 40 cubic yards.



Customer Service

Customer Service is one of our core values. All our employees are dedicated to providing the best service to each of our customers.

Our customer service team has several calls evaluated each month. These calls are scored on a number of skills that we require for every customer interaction. This program was implemented to assure that we are giving our customers consistent, accurate and complete information along with assisting to enhance our customer service. This secret shopper program is utilized throughout Waste Connections and our Veneta team was recognized as being in the “Top Ten” for the entire company in 2022.

In the event something does not go exactly as our customers expect, they can call us at 541-736-3600, email customer service at cust2013@wasteconnections.com, or send us a message through the Sanipac app.



Service Issues

We would like you to be aware of some of the obstacles we encounter that may prevent us from doing our job. These situations are in no way unique to Veneta. We encounter the same problems in Eugene as do other haulers all around the state.

Low hanging wires: Occasionally our drivers encounter cable or phone wires that are lower than they should be. Our drivers report these to the office & we call the utility companies to advise them of the situation, so it can be remedied before the wires get pulled down. On the rare occasion that one of our trucks does pull down a wire, we report it immediately so it will be repaired quickly.

Access to residential carts: Residential drivers need three feet of clearance around each cart for pick up. With our automated trucks the driver is able to pick up carts without leaving the cab of his truck. When cars are parked on the street in front of or next to our carts, the driver will get out of his truck and move the cart to a location that it can be picked up by the automated arm on the truck. Carts that are placed at the curb next to basketball hoops are difficult to empty without damaging the basketball hoop. In these cases, the driver will get out of his truck and move the cart away from the obstacle. Drivers report these addresses to the office and the customer is contacted by phone to advise them of a better location to place their carts.

Access to commercial containers: The most likely reason we are unable to empty a commercial container on its scheduled day is due to parked cars. Cars parked in front of the container or near the container can prevent a driver from safely rolling the container to his truck where it can be emptied. In these instances, we call the customer to let them know why the container wasn't emptied and we send the driver back the following day to empty the container.

Recycling issues: We are constantly reinforcing to our commercial customers the importance of flattening cardboard. Unflattened cardboard in commingle containers often causes unnecessary additional pick ups which is inefficient.

Snow and Ice: In the event we are unable to pick up as scheduled due to inclement weather, we post messages on our website and on our phone system to let our customers know that there will be a delay. With our new app, we are also able to provide mobile alerts to our customers informing them of service delays due to inclement weather.

Safety and Accident Prevention

Safety is at the heart of everything we do. The safety of our employees, our customers and the public is paramount.

All of our drivers are currently trained through the Smith System Driver Safety Program.

All Sanipac employees are required to attend monthly safety meetings. Our safety improvement team has been meeting regularly for over 20 years and continues to meet on a monthly basis.



Within 24 hours of any incident our Incident

Review Board meets to determine cause and investigate the incident. This board is made up of employees and managers who find the root cause of an incident in order to prevent it from happening again. These efforts contribute to making Sanipac a safer place to work.

We use Drive Cam in all of our trucks. In the event of an accident, Drive Cam records the driver's actions and the truck's movement just prior to impact and immediately after. This can be a tool that the incident review board uses in their investigation along with any accident investigation.

We are happy to report that Sanipac had no accidents in Veneta last year.



Recycling

We began collecting commingle recycling in 2008. We provide 95 gallon roll carts for recycling to all residential customers. These carts are emptied on an every-other-week basis. We provide 1 cubic yard to 6 cubic yard front load containers for commingled recycling to our businesses and multi-family housing customers. We have found that customers appreciate the ease of not having to separate cardboard from plastic from paper from tin. This recycle service is included with garbage service for no additional fee.

EcoSort receives all of our commingled recycling. The commingled recycling is transferred into larger trucks and hauled to a variety of processors around the state of Oregon, including Garten Services in Salem, International Paper in Springfield, and Pioneer in Clackamas. The commingled recycling is separated and shipped for reuse at these facilities.

We do encounter customers who put garbage into the commingle carts. These situations are handled on an individual basis. In cases of repeated contamination, we charge a contamination fee to empty the cart. As a last resort we remove the recycling equipment. We work with businesses to help them recycle more items so they are able to reduce their trash container size and save money.

Many construction companies are being asked to meet U.S. Green Building Council standards to achieve LEED certification on their buildings. A LEED certification shows special care was taken in being environmentally conscious on all levels of construction. A portion of the certification process involves tracking on how the waste generated during the construction process was handled.

Sanipac has been at the forefront in assisting our customers in developing the most comprehensive waste management plans for their project. We also work closely with EcoSort, our materials recovery facility, to put together a comprehensive tracking spreadsheet detailing all materials hauled during the project, along with recycling percentages yielded from those materials. Sanipac has been the hauler for every major LEED Certified building project in our area.

Opportunity to Recycle

We continue to prepare the annual Oregon Department of Environmental Quality "Opportunity to Recycle Report" on behalf of the City of Veneta. In 2013 DEQ simplified this reporting process. The cities are now required to only report significant changes to recycling programs. The DEQ has approved four elements for Veneta:

1. Residential Recycling Containers
2. Expanded Education and Promotion Program
3. Residential Yard Debris Collection and Composting
4. Commercial and Institutional Recycling

All of the DEQ recycling elements shown above are available from Sanipac.

The City of Veneta is in compliance with the DEQ's Opportunity to Recycle for 2022.



Yard Debris

In 2004 we began collecting yard debris curbside for all residential customers. We provide a 95 gallon cart for yard debris. This cart is emptied every other week; however during the months of April, May and November, we pick up yard debris weekly. This is helpful to many residents during peak yard debris seasons.

Currently, in our yard debris carts, we accept any vegetation that grows above the ground. At this time, we are able to accept any uncooked fruit or vegetables in our yard debris carts. No protein is allowed at this time. In our printed education materials, we promote grass, leaves, branches, bushes, and other forms of yard debris. Yard debris service is included for any residential trash customer at no additional charge.

In 2022, we picked up over 1019.32 tons of yard debris in Veneta.

Additional Services

Sanipac's customers can elect to go paperless with their billing along with a 24/7 pay by phone option.

In addition to regular curbside pick up, we offer junk or bulk item removal for a fee. Our ReMoving Van picks up items such as couches, appliances, and mattresses for those customers who have no other means of getting rid of large items. Oregon state law bans televisions, computers, monitors and laptops from the landfill. These items can be taken (in tact) free of charge to several local businesses. We no longer pick up these items with the garbage. We are able to pick up E-Waste with our ReMoving Van. We dispose of all E-waste at NextStep recycling.

Biomedical waste pick up is available to any of our commercial customers for an additional fee. This material requires a separate vehicle for pick up and disposal at the incinerator in Marion County.



Number of Customers

Sanipac currently provides service to 1553 residential homes as well as 101 commercial customers and 3 roll off customers within the city limits of Veneta.

The total number of customers we are fortunate to serve in Veneta is 1657.

The franchise fee paid to the City of Veneta in 2022 totaled \$31,643.83 compared with \$29,063.39 in 2021.

Community Involvement

We take great pride in our commitment to the citizens of Veneta, and would like to take this opportunity to share some of the ways we are involved in the community.

We often highlight a local non-profit group in our quarterly newsletter that may not otherwise have the resources to reach so many people.

We believe that we have a responsibility to be active in the communities that provide us with the opportunity to serve. Because some of our employees live in Veneta (more employees than it takes to service the city) it is quite natural that we are involved in city activities. We are represented at quarterly chamber of commerce lunch meetings and have had multiple employees on the chamber board over the years. Other highlights of our community involvement include:

- 2022 Donating bikes every year to the S.A.N.T.A project
- 2022 Light parade participant along with donating services and sponsorship
- 2022 Active chamber of commerce member
- 2022 Sponsored the Tree Lighting Ceremony
- 2022 Donated to the Veneta Love Project
- 2022 Sponsored National Night Out
- 2022 Donated to mid Lane Cares & Benefits by the Glass
- 2022 Earth Day Event participant sponsor
- 2022 Annual city wide clean up
- 2022 Chamber of Commerce- Donation of Service
- 2022 Harvest Festival & chili cookoff sponsor
- 2022 Sponsored the Distinguished Service Awards



City Beautification

Annual City Clean Up in 2022

Sanipac provided roll off boxes and removal for:

Yard Debris – 60 Yards
Wood – 90 Yards
Trash – 10.42 Tons
Appliances – 35 Items
E-Waste – 16 Items
Cardboard -- 510 Yards

The labor, hauling and disposal fees that Sanipac donated to the event this year were \$14,665.25.



Weekly Trash pick up

Trash is picked up weekly from Ralph Johnson Park, Oak Island Park, Community Center, Skate Park, City Park on E Broadway, Fern Park, the Broadway Shop, Pioneer Park, and the Community Pool at no charge to the city. This is a savings to the City of Veneta of \$8,261.

Sweeper Boxes

Sanipac regularly hauls the City of Veneta's sweeper box and green waste box at no cost to the city. The city pays the disposal fee for these boxes. In 2022, this saved the City of Veneta \$4,349.

Community Events

In 2022, Sanipac donated \$12,610 in services to the City of Veneta.

Summary

We see our relationship with the City of Veneta as a partnership. This partnership, over the years, has worked very well. Programs are initiated in Veneta quickly, efficiently, and with very little time or expense on the City's side. Recycling participation continues to grow, special projects are done, and all with a very cooperative spirit on all sides.

Our reputation as a safe, efficient, and respectful service provider is built and earned every day. Our daily interaction throughout the year with Veneta and its citizens shows that we are a piece of the fabric of this community. We are proud that people ask us to help them and we respond when we can. It is our hope that Sanipac shows you that we respect the trust you have given us and that our genuine goal is to do the job you expect of us. Our job is not a complicated one, but is one that is done with pride, by all of our employees.

We are all available to help with any questions or concerns the City may have and are confident in our ability to help resolve any issues in a timely manner.

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