

CITY OF SMITHVILLE 2020 SOLID WASTE REPORT

January 7, 2020



New Partnership, Same Local Team



Effective October 1, WCA joined the GFL Environmental group of companies, North America's fourth largest provider of diversified environmental solutions across Canada and in 27 states in the United States.

As a valued community partner, Smithville has relied on WCA to provide safe and efficient residential trash and recycling collection. GFL shares WCA's commitment to its employees, customers, business partners and the environment, and we intend to continue to build on those values.

WCA's local management team remains in place, and our operations and customer service groups will maintain business as usual. **Your local WCA contacts will stay the same.**

We want to thank Smithville residents, elected officials and staff for putting your trust in us over the years. We remain committed to providing you with the highest level of service in a safe and responsive manner.

Current Smithville Status

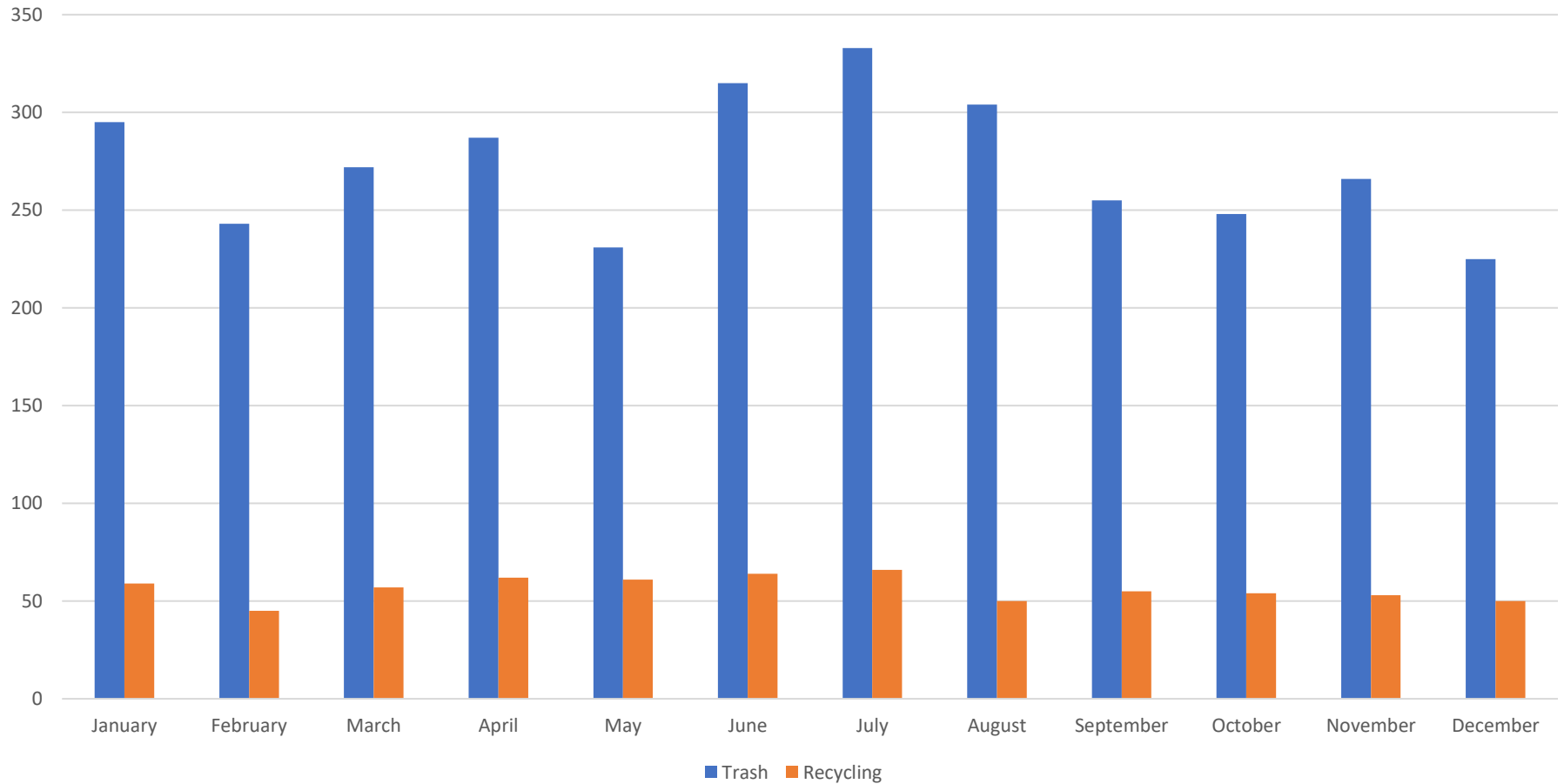


- Smithville households are serviced through automated collection, which provides for enhanced collection efficiency and greater workplace safety.
- Trash and recycling carts are generally collected at the curb, but WCA provides houseline service for elderly residents and residents with physical challenges.
- WCA collected 3,274 tons of residential waste and 626 tons of single-stream recyclables from Smithville households in 2020
- Smithville materials are transported to WCA's Kansas City transfer station
- Solid waste is transferred to the company's Sedalia landfill
- Recyclables are hauled to the company's recycling facility in Harrisonville
- Residential yard waste is hauled to a Missouri Organics processing facility

2020 Residential Collections



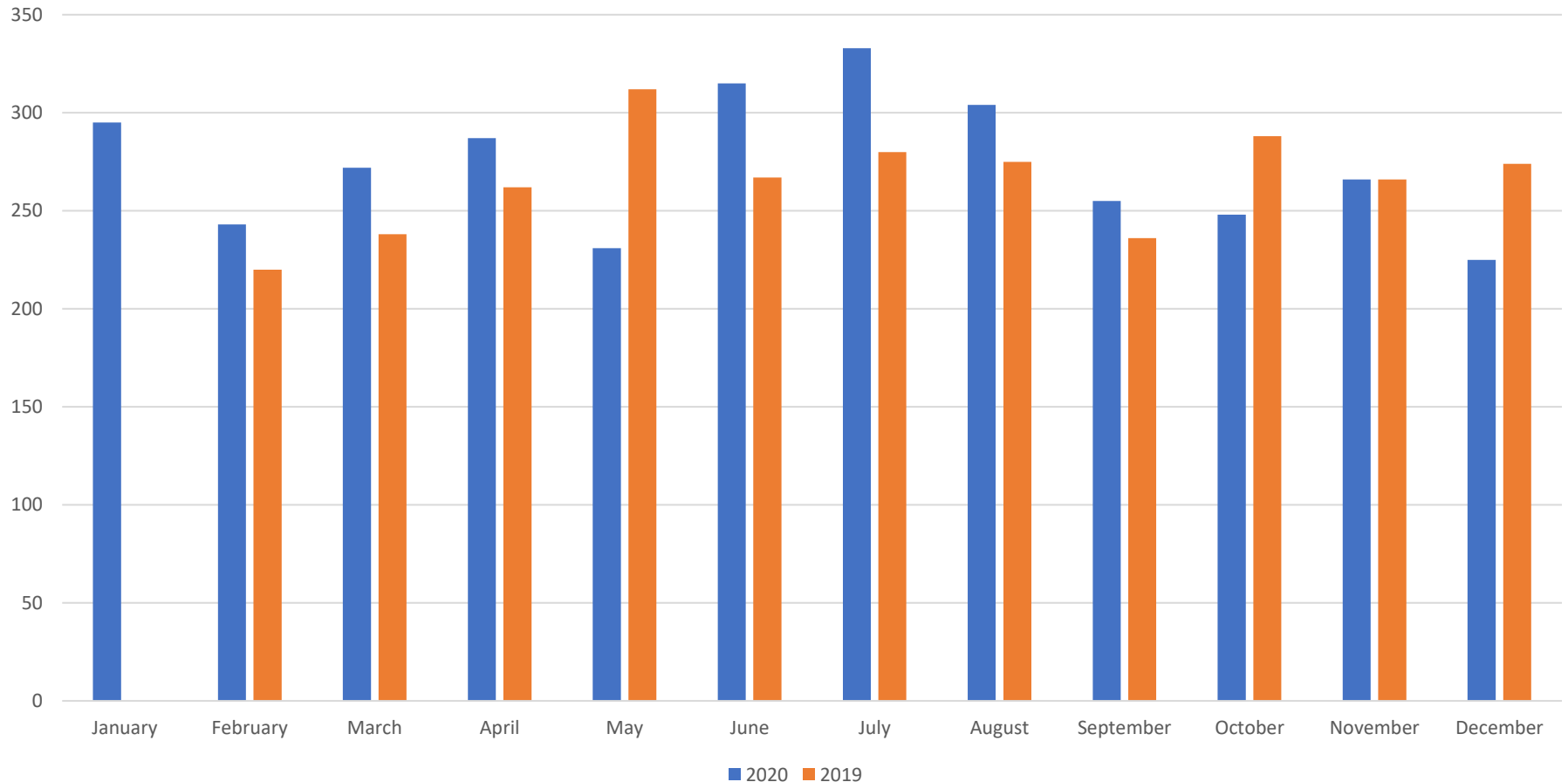
Smithville 2020 Monthly Tonnages



2020-2019 Trash Tonnage Comparison



2020 vs. 2019 Trash Tons



Operations

In response to challenges created by the pandemic, WCA made operational changes in crew management that prioritized the health and safety of our staff while allowing for uninterrupted residential collections in Smithville

During the early months of COVID-19 restrictions, residential volumes spiked across the region, and WCA collected setouts that previously would have been tagged as overage violations. Unlike the case with other haulers and communities, WCA never restricted or suspended materials for weekly collection.

Remaining Transparent and Efficient



Weekly updates

During 2020, WCA continued the practice of providing city staff a report every Monday morning that detailed all customer contacts (cart requests, missed collections, etc.) from the previous week. Those weekly reports will continue to be compiled and delivered throughout 2021.

Staffing

WCA conducted an in-house rerouting that did not require a collection day change but brought enhanced efficiency and capacity to Friday routes. Smithville crews underwent company customer service training during 2020. Additionally, an ongoing cross-training program will ensure that Smithville residents receive consistent service when fill-in drivers are needed in cases of illness, vacation, etc.

CSR Pandemic Challenges, Improvements



WCA's Harrisonville-based customer service (CSR) team was required for to work remotely, and staff was provided the equipment necessary to work from their homes during the initial months of pandemic restrictions.

Call volumes spiked during the stay-at-home order, and WCA received an increasing number of customer complaints regarding CSR accessibility and responsiveness.

WCA evaluated its operations and successfully implemented corrective actions, including:

- Eliminating calls from outside the local market
- Correcting hardware failures
- Adding staff and extending hours as needed
- Making building improvements to allow CSRs to return to the office
- Productivity and performance training

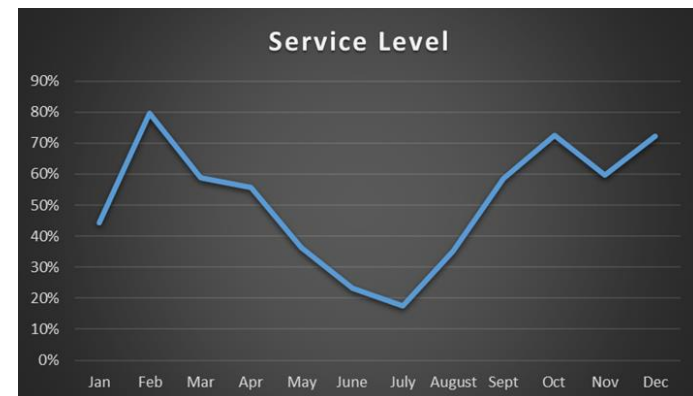
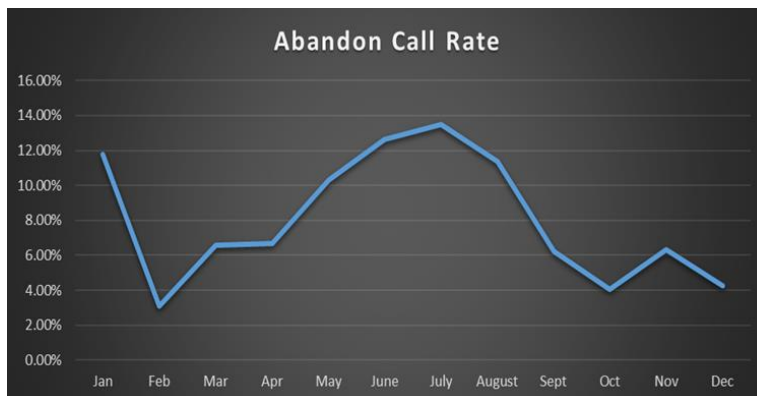
CSR Challenges, Improvements, Cont'd



WCA's corrective actions had the immediate effect of phone and email messages being addressed without carryover to the following day.

We began to see trendlines improving in July in the following areas of the call center:

- **Average Hold Time Reduced by 11%**
- **Abandon Call Rate Reduced by 15%**
- **Service Level (Promptness) Improved by 28%**



WCA's Recycling Facility, Harrisonville MO



In 2020, WCA completed a \$500,000 upgrade to the company's Materials Recovery Facility, located in Harrisonville. New robotic sorting equipment, purchased and installed in partnership with the Carton Council, enhances diversion and creates cleaner, more marketable materials for recycling.



Materials Recovery Facility (MRF) Facts

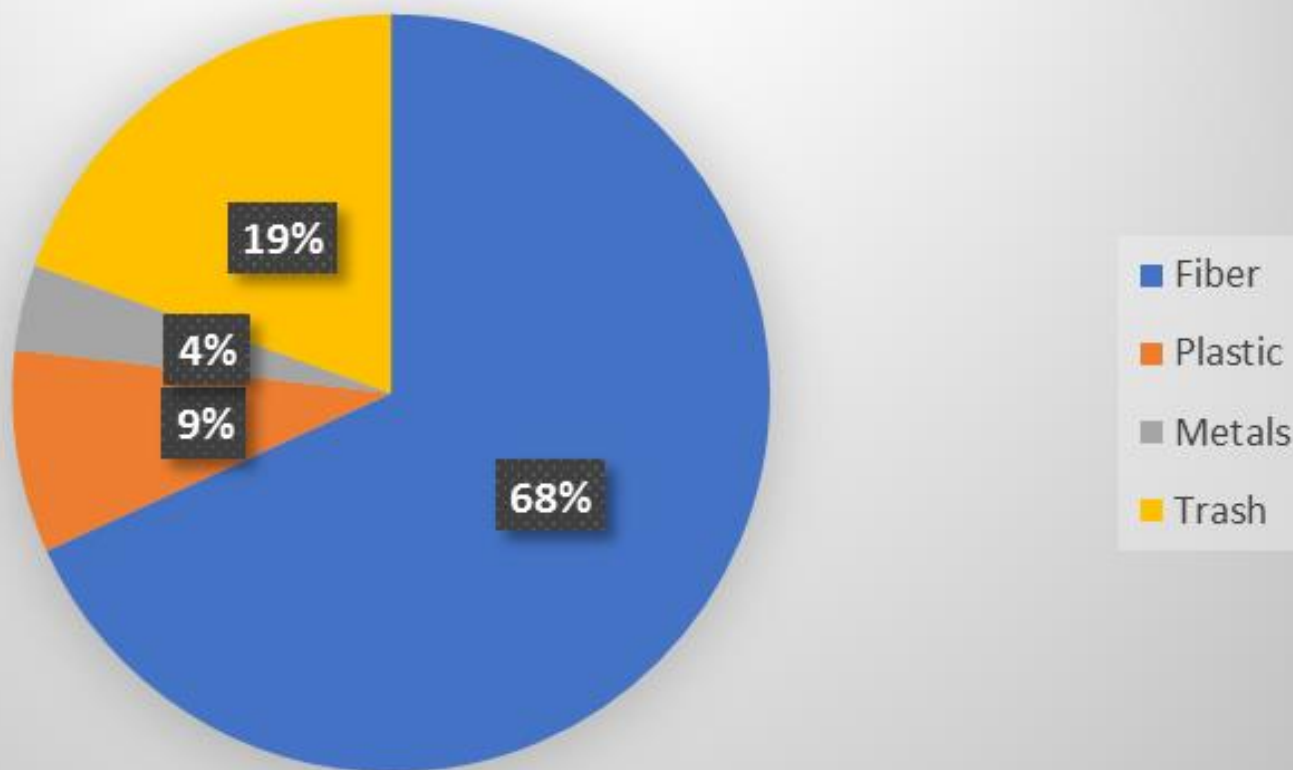


- WCA's Harrisonville MRF is one of the region's two major single stream processing facilities
- The facility has a processing capacity of approximately 80,000 tons per year
- WCA processed nearly 50,000 tons of material in 2020
- Improved sorting equipment creates more marketable material and helps diversion programs remain financially viable
- All of the recyclable materials processed at the Harrisonville MRF are sent to domestic markets
- WCA's history of providing clean materials allows us to move materials when other processors scramble to find outlets

Snapshot of 2020 Recycling Stream



Materials by Percentage



2020 Regional Commodity Details



- WCA processed **31,000 tons of fiber** products from the in 2020
- The 2020 fiber fraction (mostly paper and cardboard) was **increased by more than 20 percent** over 2019 volumes
- The 2020 **contamination rate was 19 percent**, a slight reduction from 2019
- Contamination can cause shutdowns, make materials unmarketable and drive up processing costs
- WCA processed **3,920 tons of plastics** (PET, HDPE COLOR, HDPE NATURAL, Polypropylene, Mixed Rigid), a 10 percent increase over 2019 volumes
- WCA processed **1,656 tons of metals** (steel cans, aluminum and scrap metal), a 9 percent increase over 2019 volumes

Highlights of 2020 MRF Topics



- WCA experienced pandemic-related increases in the amounts of beverage containers and cardboard boxes received at the MRF
- Market materials remained consistent in 2020, with a values inching slightly upward
- Single-stream materials continue to be plagued with too much trash
- Contamination adds significant processing, transport & disposal costs
- Single-use plastic bags remain a leading contaminant
- Toys, clothes, food waste, soiled diapers, bowling balls, garden hoses and tarps are routine contaminants at the MRF
- Individuals continue to place their items in plastic bags, which prevents them from being recycled
- **REMEMBER:** Real diversion rates do not measure tons set at the curb, but rather tons that are sorted, processed and marketed.

2020 Yard Waste Collection Update



Yard waste collection is provided to Smithville residents as a subscription service by Compost Connection. The company reported 3,618 subscribers in 2020.

The program provides collection of up to 10 items per week for 40 weeks of the year. Weekly collections are conducted from mid-March through mid-December, and materials are collected once each during the months of January and February.

Compost Connection reports that the number of missed collections each week is negligible.

During 2020, Compost Connection estimates that 1,975 cubic yards, or approximately 550 tons, of organic material were collected from Smithville households.