



## MURRAY CITY MUNICIPAL COUNCIL COMMITTEE OF THE WHOLE

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The Murray City Municipal Council met on Tuesday, December 8, 2020 for a meeting held electronically in accordance with the provisions of Utah Code 52-4-207(4), Open and Public Meeting Act, due to infectious disease COVID-19 Novel Coronavirus. Council Chair, Ms. Dominguez, determined that to protect the health and welfare of Murray citizens, an in-person City Council meeting, including attendance by the public and the City Council is not practical or prudent.

### **Council Members in Attendance:**

Rosalba Dominguez –Chair	District #3
Diane Turner – Vice Chair	District #4
Kat Martinez	District #1
Dale Cox	District #2
Brett Hales	District #5

### **Others in Attendance:**

Blair Camp	Mayor	Janet Lopez	City Council Director
Kim Sorensen	Parks and Recreation Director	Jennifer Kennedy	City Recorder
Pam Roberts	Wasatch Front Waste and Recycling	Pattie Johnson	City Council Office Admin.
Brenda Moore	Finance Director	Kim Fong	Library Director
G.L. Critchfield	City Attorney	Bill Francis	The Imagination Company
Melinda Greenwood	CED Director		

Ms. Dominguez called the meeting to order at 5:00 p.m. with the following statement:

Considering the continued rise of COVID-19 case counts in Utah, meeting in an anchor location presents substantial risk to the health and safety of those in attendance because physical distancing measures may be difficult to maintain in the Murray City Council Chambers. The Center for Disease Control states that COVID-19 is easily spread from person to person between people who are in close contact with one another. The spread is through respiratory droplets when an infected person coughs, sneezes or talks and may be spread by people who are non-symptomatic. The intent is to safeguard the lives of Murray residents, business owners, employees and elected officials by meeting remotely through electronic means without an anchor location.

**Approval of Minutes:** Ms. Dominguez asked for comments or a motion on the minutes from November 10, 2020 - Committee of the Whole. Ms. Martinez moved to approve. Mr. Hales seconded the motion. Passed 5-0.

### **Discussion Items:**

**WFWRD (Wasatch Front Waste and Recycling District) Report** - Ms. Turner welcomed General

Manager/CEO, Ms. Roberts who shared the annual report and reviewed results from a recent survey.

View entire presentation at:

(Attachment #1)

<https://youtu.be/LC6vRFnYvzU?list=PLQBSQKtwzBqLxiqGGqdVorSUzCOAEmh-2&t=260>

The following update was given:

- The board adopted the 2021 budget on November 16, 2020, following a public hearing. There were no base-fee increases; fees remain at \$17 per month, or \$51 per quarter/\$204 per year.
- Approved fee increases were noted for bulk trailer rentals, and curbside green waste collection. Ms. Roberts said due to current factors, increases had not occurred since 2014.
- Changes were made to modify the ACP (Area Cleanup Program); rather than of the traditional method of parking shared dumpsters along neighborhood streets, residents were given the option to reserve large containers to be parked in driveways.
  - Complaints and compliments were received afterwards; but trash collection was made safer for staff because there is no handling of resident's personal garbage during the pandemic.
  - The start date was delayed until May 2020, due to COVID impact and staffing reorganization.
  - Two charts compared city/metro totals in 2020 and 2019 that included the number of participating homes; total containers delivered; ratios of containers per household, and collection total and disposal costs for mattresses, tires, and refrigerators. She highlighted:
    - 2020 – Containers delivered = 9,548. Total tonnage collected = 8,481 (includes green waste).
    - 2019 – Total containers delivered = 11,470. Total tonnage = 11,299 (including green).
    - Murray Stats: 2020 total home participation = 2,803; 2019 home participation = 2,788.
  - The modified program was challenging for residents to schedule dumpster reservations, due to confirmation delays; and it was hard for staff to fill cancellations. The hope is to improve the scheduling system for 2021.
  - With the traditional ACP, items pile up high in dumpsters, overflowing to stacks in the street. This required staff to visit areas and personally handle resident's garbage. A 2018 photo was displayed to show the messy overflow; comparatively, a 2020 picture revealed the now modified manageable situation. Staff is now only required to tarp dumpsters for hauling. Ms. Roberts said the idea to modify the ACP was proposed in 2017, due to scattered waste that occurred.
  - The new program has cut down on scavengers visiting neighborhoods; reduced staff requirements, and significantly lowered the cost for disposing ACP waste.
- 2020 ACP Satisfaction Survey Results. In October 2020, a survey was conducted to see how residents liked the new cleanup program.
  - Total response = 2,735; the majority of those came from customers who utilized the 2020 service.
  - In Murray, 93 residents participated in the survey; 88% of them were satisfied with the new program. District-wide, 83% of Murray users were satisfied; and it was noted that in 2019, Murray satisfaction rate was 81.6%.
  - All city and community satisfaction rates were noted on a graph; the average rate was 83%.
  - Majority of comments pertained to difficulty in scheduling. Ms. Roberts said a new website developer hopes to design a more sophisticated scheduling tool and calendar system.

#### Council Comments and Discussion:

- Ms. Turner said WFWRD does an excellent job serving customers; and clarified that WFWRD only serves Murray citizens located east of 900 East in Council Districts 3, 4, and 5.
- Mr. Hales said survey results were a wonderful compliment to Ms. Roberts and her staff.
- Ms. Roberts stated that needed improvements will make things run smoothly next year; with the hope of keeping modifications well into the future, because the new program is more easily managed.

**Reports from City Representatives to Interlocal Boards and Commissions:**

**Association of Municipal Councils** – Ms. Dominguez reported due to COVID, no meetings were held in the last few months. She confirmed information was also provided to them regarding *The Point* development in Draper City, that Mayor Camp discussed in the previous Committee of the Whole meeting.

**ULCT (Utah League of Cities and Towns) Legislative Policy Committee** – Ms. Dominguez read the following update:

- A new task force was developed called “*Love, Listen and Lead.*” The task force is an effort to promote open communication and adaptation of policies that acknowledge respect, freedom, and justice for all people; and is a stand to assure health, safety and welfare of all Utah residents.
- The vote was unanimous to support legislation that bans proactive chokeholds, as a method of restraint by municipal public safety officers.
- Fall Session: The main focus was on housing affordability. Ms. Dominguez noted Senate Bill 34, House Bill 374; and ADUs (Accessory dwelling units); and reported Murray made provisions for ADUs several years ago.
- Approximately 73 public bills regarding law enforcement and criminal justice have already been filed for the next session.
- The ULCT will continue to use a tier system to prioritize legislative issues, beginning with highest priority issues.
- The LPC (Legislative Policy Committee) has consistently reported on the status of CARES Act funding; which has kept membership informed on Executive Orders, mask mandates, social gatherings; and impact on health care professionals, case numbers, hospitalization and deaths.
- The Land Use Task Force is reviewing a number of issues including impact fees, conditional use permits, annexation, incorporation, low impact development, boundary line adjustments, water provider matters, building permits, and gravel pits.
- In the coming year, a big challenge is that the Legislature will not be meeting in person. Ms. Dominguez said the City has strong relationships with Murray representatives, and the new Council representative for the LPC will need to maintain good consistent communication.

**WFWRD (Wasatch Front Waste and Recycling District)** – Ms. Turner felt Ms. Roberts’ presentation was very informative and had nothing more to add to the report.

**Chamber of Commerce** – Mr. Cox expressed gratitude for Murray Chamber President/CEO, Mr. Galt; and Chamber Chair, Ms. Goettsche for a fine job reorganizing. They are well settled into a new office on 5411 South and Vine Street. He continued with the following update:

- Online networks and in-depth conversations are still going strong every Tuesday.
- Due to COVID-19, all mass gatherings like business lunches and dinners have been halted.
- Ribbon cuttings are still ongoing -once or twice per week.
- The Chamber continues to track new businesses popping up in the community, and will continue with the ribbon cuttings, as circumstances allow.
- The Chamber will continue to adjust with more online meetings, as the pandemic continues; there are several webinars, and business-related informational series on the docket.
- Commerce continues to grow in numbers despite pandemic challenges; 12 new members were added in the last three months.

- The Chamber is grateful to Murray City for giving out small business grants.

Mr. Cox reiterated that all involved with the Chamber worked hard to improve things by creating new outreach, because prior to that they were losing members, which have now been regained. He encouraged current members to contact the Chamber with any further needs.

**Utah CAP (Community Action Program)** – Ms. Kennedy informed the Council about how programs are functioning under the pandemic:

- **Head Start:**
  - *Stuff a Tummy* – The annual Thanksgiving event was held for families in need, which provided over 120 meals; hygiene essentials were included.
  - *Operation Chimney Drop* - Donations have been collected, and next week items will be dispersed.
- **Home Weatherization.** Still accepting regular and crisis applications; and currently, visits to homes for essential weather-related work is allowed.
- **Adult Education.** The GED (General Equivalency Diploma) class, and English as a Second Language class has moved to online virtual classes only.
- **Case Management Housing.** Still providing deposit and emergency rental assistance. Landlord-tenant mediation case management is offered over the phone; and all walk-in and in-person appointments are suspended.
- **In-take Call Center.** The agency continues to fill 400 calls per day; most are related to housing and utility assistance. Utah CAP exhausted all federal government rental assistance money; however, Salt Lake County awarded the agency an additional \$1.5 million. The additional funds are expected to be depleted by the end of December 2020.
- **Head Start Classes.** Held virtually, and in person; the last day of school is December 18, 2020. With a quarantine period requirement after the holidays, staff and children will not resume in-person learning until January 19; all classes will begin virtually on January 4, 2021; at which time all services will continue.
- **HEAT.** Applications are being processed for the 2020-2021 heat utility assistance season, which can be filled out on-line, by phone, or dropped-off at one of two locations. Sixty additional seasonal-staff members will be hired to help with the Heat Program this year.
- **Nutrition.** All food services are still open, with only contactless curbside pickup. Food pantries continue to see increases in first time users, which will continue in the coming months. There is limited space at both pantry locations with more frequent and larger food drops, so, they will reorganize storage options, and change traffic flow to better rotate food as it arrives and goes out.

Ms. Dominguez asked the number of Murray citizens using CAP. Ms. Kennedy would research that total but reported Murray City contributed \$100,000 in extra CARES Act funding to CAP; so far from that donation CAP helped 64 Murray households, totaling \$32,000; each household received \$500. Ms. Dominguez wanted to be sure money was used accordingly with enough for Murray residents. Ms. Kennedy confirmed there was enough funding to address Murray needs.

**Murray City Library** – Ms. Fong said as the pandemic continues, patrons are happy with the contactless curbside service. She was pleased with how the library adapted, and reported the following:

- Digital content is currently 40% of circulation; meaning e-books are getting checked out; so, a larger collection was obtained due to higher use.

- Virtual Story Time Hour. Available Monday-Friday on Facebook at 11:15; each day of the week a different and fun learning experience is offered.
- Virtual programs. Although more labor intense for staff to manage, participation is robust compared to pre-COVID visitors to the library.
- YouTube Videos. Another method to access the library is also robust; viewing numbers are between 2,000 and 3,000 per month.
- Computer Use. By appointment only, printing, scanning, faxing is available in person; same day appointments are possible. Computers and equipment are cleaned after each use; cleaned twice a day; and a cleaning station is available for personal computers brought inside. Each day the library sees 10-15 patrons needing to use computers.
- Browse and Borrow. The program gives opportunity for personal visits inside the library to pick up holds, look for books, and browse segregated display areas. The number using the service is minimal.

Council Comments and Discussion:

- Ms. Dominguez enjoyed the use of online Wiggle and story time for her children.
- Ms. Martinez commended Ms. Fong for a successful online transition. And, for allowing limited use inside the facility to encourage safe use of the public space. She thanked Ms. Fong and staff for extra hard work that the community greatly appreciated.
- Ms. Turner agreed and valued Ms. Fong's ability to manage the task.
- Ms. Fong assured the Council they are doing all they can to keep the library safe.

**JRC (Jordan River Commission)** – Mr. Sorensen presented results of the JRC Blue Print survey; he highlighted interesting survey information and items applicable to Murray:

- Approximately 8,005 responses were received; of those, 2,200 were from West Jordan, Taylorsville, Murray, and Millcreek - considered the Salt Lake Central zone.
- Those who believe the Parkway is important = 80%.
- Top three desired improvements:
  1. Major crosswalks, bridges, and roadways; Murray's section has no obstacles.
  2. More bike lanes, and wider trails.
  3. Additional connections. Many participants want to see more connectivity - similar to how the Canal Trail connects neighborhoods to Wheeler farm.
- When asked on the survey; *What prevents you from using the Jordan River trail?* The number one response was *water quality*; the second most popular response was *hazards*, such as, goatheads, which is a puncture vine harmful to bike tires, and damaged pavement. Other responses included lack of drinking fountains or restrooms, and lack of ADA (Americans with Disabilities Act) access. Mr. Sorensen reported Murray's section of the trail does not experience any of these issues.
- When asked how the Jordan River can be improved; and, what should funding be spent on, responses included: water quality, maintenance and cleaning; and safety. Mr. Sorensen noted that Murray Police visit the trail often, so Murray's section is thought to be a very safe.
- When asked if the trail should become a tourism site: 34% *somewhat* supported it; 54% did not.
- *Get to the River Celebration*. In September 2020, Murray participated with three events. A virtual 5K run; chalk art contest; and a Jordan River informational booth was available that attracted 2,200 visitors. The hope is that next September COVID will allow other activities.
- Trail use has increased since COVID; so, the City installed a traffic counter in Murray's section to determine the number of visitors. On May 3, 2020, 2,331 people visited the trail, which is the highest on record. Comparatively, the average daily number is 1,400 for May, June and July.

- The JRC is partnering with *Monarchs of Wasatch*. With concerns about decreasing butterfly populations, the City purchased 4,100 milkweed seeds to be planted in various places along the Parkway, and Canal Trail to attract more Monarchs. Mr. Sorensen explained Monarchs only lay eggs on milkweed; caterpillars that hatch only eat milkweed, and the plant is not invasive.

**Council Comments:**

- Mr. Cox commended maintenance crews for doing a great job along the Parkway. He observed employees are always there working to keep it clean, and trash is nonexistent in Murray's section; he expressed appreciation for City workers who care for all Murray parks.
- Ms. Turner said Mr. Sorensen is a great leader. She reported positive feedback from constituents that visit the Parkway trail; they expressed appreciation and say Murray's section outshines the rest.
- Ms. Martinez expressed appreciation for great efforts made by City staff.

**NeighborWorks** – Ms. Greenwood explained NeighborWorks provides affordable housing services for Murray's low-income residents. It is a requirement of RDA project areas that money be set aside annually, to provide for down payment assistance; and home improvement loans for those who are income qualified. It also helps with NeighborWorks business operational overhead. This year a total of \$105,000 in down payment assistance funding was approved for five families as follows:

- In April \$20,000; leveraged a \$261,000 loan.
- May, \$20,000, which leveraged \$283,000.
- July, \$25,000 was awarded to provide a loan for \$185,000.
- This month, two; \$20,000 down payment assistance loans would be finalized.

Due to COVID, NeighborWorks was not able to accomplish many opportunities. For example, annual programs like *Paint Your Heart Out* and *Rake Your Heart Out*; and events held at the Park Center, and Senior Center were all cancelled; however, a flu-shot clinic was held.

**Council Comments and Discussion:**

- Mr. Hales was excited for Murray families to get financial assistance.
- Ms. Dominguez asked how many families were helped last year.
- Ms. Greenwood reported last year only one home improvement loan was funded for \$1,900.

**Announcements:** None.

**Adjournment:** 5:58 p.m.

**Pattie Johnson  
Council Office Administrator II**

## ATTACHMENT #1



**MURRAY**

# **Wasatch Front Waste and Recycling District's 2021 Budget Including the Modified Area Cleanup and Fee increases for Bulk Trailer Rentals and Subscription Green Waste**

## **Introduction:**

On Monday, November 16, 2020, the Administrative Control Board (ACB) adopted the 2021 Budget after holding a public hearing.

Important information for residents to know is that the District kept the base fee at \$17.00 mo./\$51.00 qtr./\$204 Annual. (One Garbage/one Recycling Can)

The District raised the following fees:

- Bulk Trailer Rental from \$145.00 to \$175.00 to help offset the full cost.
- Curbside Green Waste Collections - \$1.00 per month, from \$9.50 per month/\$114.00 annual to \$10.50 per month/\$126.00 annual to cover the costs for services mainly for can repair/replacement and customer service. This is the first fee increase since the program rolled out in 2014.

The following report provides an evaluation of the modified Area Cleanup services WFWRD provided in 2020 and desires to continue in the future.



## A. Recap of the Modified Service with Stats through September 2020:

Due primarily to staffing issues, which were compounded by the COVID-19 Pandemic, WFWRD delayed the start and operated a modified version of the Area Cleanup Program (ACUP) in 2020.

Starting in May, residents were given the option to reserve a container and having it parked in their driveways. It was initially met with high opposition and complaints, but we received many compliments from those who participated, after receiving the service.

### Results and Comparisons for Communities:

**2020: 9,548 total containers delivered / total tons = 8,481**

City/Metro	Homes	Containers	Ratio	Cancel	Tons	Mattresses	Tires	Fridges
Magna	7,361	806	9.13	11	827	33	3	2
Kearns	9,949	1,108	8.98	14	1,045	51	41	3
Taylorville	13,730	1,533	8.96	28	1,422	473	68	26
Millcreek	15,784	1,905	8.3	37	2,047	661	105	61
Holladay	9084	960	9.46	15	879.23	127	26	4
Murray	2803	311	9.01	6	406.77	118	16	9
Cottonwood Heights/Willowcreek	10,790	1,303	8.28	16	1,026	379	41	24
Granite/White City/Willow Canyon/Sandy Hills/4BLane	3,459	519	6.66	8	39	79	10	2
Herriman	10,719	1,069	10.03	10	765	14	0	0
Copperton	286	38	7.53	2	24	0	0	0

**2019: 11,470 total containers delivered / total tons = 306 green, 10,987 bulk (11,293 total)**

City/Metro	Homes	Containers	Ratio	Bulk	Green	Mattresses	Tires	Fridges
Magna	7,325	984	7.44	991	23	187	49	3
Kearns	9,948	1,571	6.33	1,743	42	881	233	36
Taylorville	13,727	1,682	8.22	1,681	43	1,026	227	77
Millcreek	15,762	2,092	7.6	1,994	71	723	128	104
Holladay	8785	1176	7.5	1298	39	410	70	51
Murray	2788	385	7.2	479	21	227	32	10
Cottonwood Heights/Willowcreek	10,805	1,473	7.34	1,218	33	541	76	20
Granite/White City/Willow Canyon/Sandy Hills/4BLane	3,458	546	6.33	596	19	200	45	11
Herriman	10,807	1,512	7.15	953	13	4	0	0
Copperton	286	49	5.83	34	2	0	0	0



**The biggest benefits to the modified program and parking the containers in driveways: Improved efficiencies and safety with no mini-landfills, illegal dumping, or abuse from contractors and landscapers. Residents who reserved a container, or shared a container, were able to use the container before it was filled by others.**



**Cost Comparisons and Staffing Levels:**

The Traditional Program requires 21 drivers and 6 ground crew.

2020 Modified Area Cleanup: May 11 to October 9 (22 weeks / 111 days)

- Started with 16 drivers, averaged 12, and ending the season with 10 drivers.

2019 Traditional Area Cleanup: April 15 to September 26 (23 weeks / 115 days)

- Started with 18 drivers, averaged 11 and pulled from full time staff. Also, averaged 8 vacant FTE drivers.

	YTD	YTD		Estimated		
	09/30/20	09/30/19	Variance	12/31/20	12/31/19	Variance
Labor & Benefits	346,677	379,131	(32,454)	397,847	* *518,443	(120,596)
Printing & Postage	33,395	28,062	5,333	36,734	28,062	8,672
Fuel & Oil	120,039	160,073	(40,034)	132,043	128,837	3,206
Fleet Maintenance	156,775	199,726	(42,951)	172,452	298,468	(126,015)
Rental Vehicles	168,713	164,016	4,698	202,458	164,010	38,448
Dumping Fees	286,293	457,114	(170,822)	314,922	457,114	(142,193)
Other	26,523	39,872	(13,349)	29,176	39,845	(10,669)
Total	1,138,415	1,427,993	(289,579)	1,285,632	1,634,778	(349,147)

\*2019: In addition to part-time labor, 2-3 full time employees worked in the ACUP for an additional \$103,000 in wages and benefits. This may be considered a “cost shift” that took away from the mandated curbside services and drove up overtime in 2019.

**B. 2020 ACUP Satisfaction Survey Results:** Please note that the majority of responses came from the customers who utilized the 2020 services.

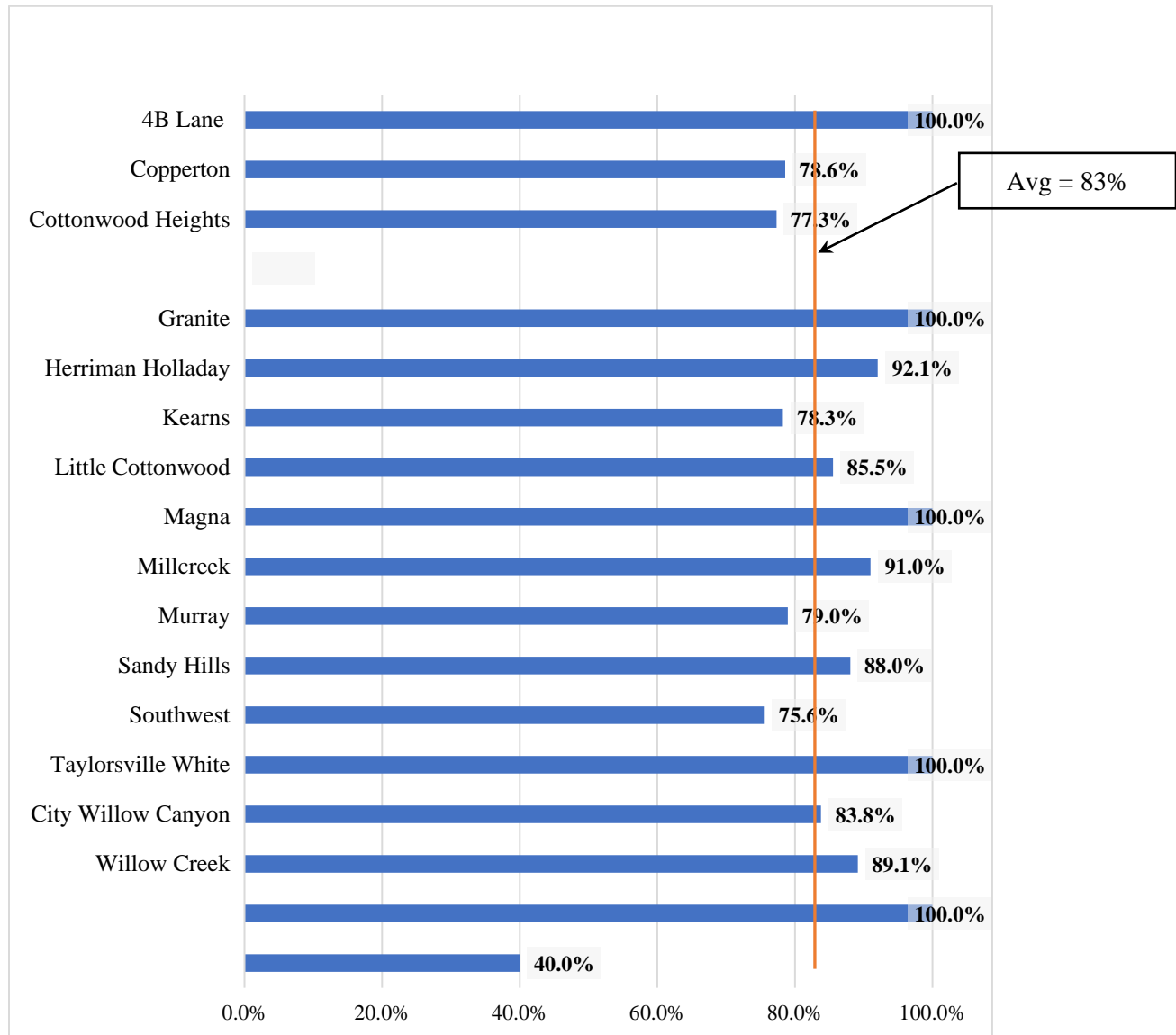
During the month of October 2020, WFWRD conducted an Area Cleanup Survey to obtain opinions from WFWRD customers regarding the modified way the program was provided. There were 2,735 responses received.

Hyperlinks to the online survey were provided on the District website, Facebook page, and Twitter feed. Some local municipalities reposted this link on their own social media sites. Additionally, 9,196 emails were sent to customers, which included a direct hyperlink and invitation to complete the survey. Residents were asked to complete the survey by October 18, 2020.

**The 2020 results, from 93 Murray residents, are as follows:**

- **88.0% of Murray respondents were satisfied with this year's reserved Area Cleanup Program**
  - District-wide, 83.1% were satisfied with this year's reserved Area Cleanup Program. (2019: 81.6%)
- 85.0% felt they were given proper notice about this year's program changes.
- 86.4% indicated that the reservation process was easy.
- 93.3% were satisfied with the drop off and pick up of the container
- 87.9% stated that they were satisfied with the timeframe for the use of the container.
- 91.0% of participants allowed their neighbors and family members to use the container.
- 93.4% were okay to pick up the debris outside of the container, due to COVID-19 safety recommendations.
- 53.8% of respondents left comments about the Area Cleanup program.

# Satisfaction by Community



## **Comments:**

The majority of comments from residents centered around the challenges with scheduling, confirmation of reservations, needing more advanced notice, having the service more often, and concerns about the containers in the driveway with reports of minor scratches and scrapes.

## **Planned Improvements:**

Work with our new website designer to develop a more sophisticated scheduling tool that shows the number of containers available, confirms reservation quicker, ensuring more advanced notice and having a waiting list for those who may not get a reservation to allow a reservation when cancellations occur.