

**OPEN SESSION MINUTES  
WINNEBAGO COUNTY BOARD OF SUPERVISORS  
SOLID WASTE MANAGEMENT BOARD**

DATE: November 7, 2012

TIME: 9:01 a.m.

LOCATION: Sunnyview Landfill  
100 W. County Road Y  
Oshkosh, WI

PRESENT: Pat O'Brien, Chairman  
Ken Robl, Vice Chairman  
Pat Brennand  
Gerry Konrad  
Paul Eisen, Secretary (9:01 a.m. – 10:45 a.m.)  
David Albrecht (9:02 a.m. – 10:47 a.m.)  
Doug Nelson (9:09 a.m. – 10:47 a.m.)

EXCUSED: Jerry Finch  
Mike Easker

ALSO PRESENT: John Rabe, Director of Solid Waste  
Kurt Pernsteiner, Facility Manager  
Jennifer Semrau, Recycling Specialist

1. Call to Order: P. O'Brien called the meeting to order at 9:01 a.m.
2. Approve Agenda: Motion to approve the November 7, 2012 agenda, made by G. Konrad and seconded by K. Robl. Motion carried 5-0.
3. Public Comments on Agenda Items: None.
4. Announcement/Communications: P. Eisen asked how the Landfill End Use Plan Charette meeting went. J. Rabe informed the Solid Waste Management Board (SWMB) that a more detailed report would be provided at a future meeting, but overall it went well. Thirteen people (including SWMB members, SWMB staff, City of Oshkosh Parks and Planning Department personnel, and Applied Ecological Services and Foth Infrastructure & Environment personnel) participated.
5. Approval of Minutes – October 17, 2012 Open Session: Motion to approve the October 17, 2012 open session minutes, made by P. Brennand and seconded by G. Konrad. Motion carried 6-0.

6. Discussion/Action – Landfill Gas Project Reports: J. Rabe updated the SWMB on the landfill gas operations as follows:

Landfill Gas Operations – November 7, 2012		
Engine #1	Running at 987 KW	
Engine #2	Running at 987 KW	
Engine #3	Restarting today a.m.	Replaced 5 cylinder heads - leaks
Engine #4	Down for decoking	End of week restart?
Engine #5	Running at 1426 KW	
Sunnyview Compressor	Compressor A running. Pipeline outflow 1253 scfm.	
Sunnyview Flare	Flare – On; Flow – 1095 scfm; Vacuum = -36’’ wc; Blower 103 + 105 at 78%	
Sunnyview Gas Field	CH4 = 53.1% O2 = 1.5%	
Snell Flare	Flare – On; Flow – 120 scfm; Vacuum = -13.5’’ wc	
Snell Gas Field	CH4 = 50.4% O2 = 2.7%	

P. Eisen asked how much the flow to the Sunnyview flare would be if all five engines were running. J. Rabe stated that the flare flow would be closer to 500 scfm.

J. Rabe updated the SWMB on landfill gas projects as follows:

- Odor Report – odors continue to be up/down, some improvement noted since surface emission monitoring repairs and installation of new vertical gas wells; leachate pumping of vertical wells (started November 5) should improve gas collection from the site.
- Engine #4/5 – Need to schedule final project closeout meeting with Mechanical Technologies Inc. and agree on final chargeback costs with Facilities.
- Sunnyview 3<sup>rd</sup> blower/flare stack – Substantial completion walkthrough scheduled with August Winter on November 8.
- Snell Road New blower/flare system – Substantial completion walkthrough scheduled with August Winter on November 8.
- Sunnyview Gas Well Leachate Extraction System – pumping leachate from vertical gas extraction wells started on November 5; substantial completion walkthrough scheduled with Terra Engineering & Construction on November 9.
- Surface emission monitoring 3<sup>rd</sup> Quarter – 30 day follow-up testing at both sites was completed at the end of October 2012. 4<sup>th</sup> Quarter testing will take place in December 2012.
- Engine #5 Air Permit stack will take place on November 15.

D. Albrecht asked how the Engine #4/5 chargeback costs for Facilities will be determined. J. Rabe explained that the total costs attributed to the waste heat recovery equipment and construction will be paid by the SWMB and charged back to Facilities over a 10 year period. The final Engine #4/5 project costs will need to be discussed with Mike Elder, Director of Facilities to determine how expenses are shared between Facilities/SWMB.

Discussion ensued amongst the SWMB.

7. Discussion – Container Program Report: J. Semrau presented the container program report to the SWMB as follows:

- Container rental program has been busier this year than any previous year.
- This was demonstrated in a number of ways, including number of container placements/finals/resets/relocates annualized, container revenue collected by Transfer Station (TS) staff and total revenue annualized.
- Surveys are also sent to every new customer that rents a container.
- Year to date, 75 surveys have been received and the results are as follows:
  - When calling for information
    - 99% all their questions were answered, person was courteous/helpful, rental procedure was customer friendly
    - Pricing was competitive- 64% yes; 34% only called WC
  - When container was delivered/picked up
    - 69% were present for delivery; 40% were present for pick-up
    - 100%, if present, stated container was placed in requested location and hauler was friendly and courteous.
  - Any problems?
    - “Perfect delivery both times.”
    - “My driveway was too narrow to get a 20yd container. So they called me and put in a 8yd container the same day. I was happy with your service.”
    - “Everybody was very helpful. I would recommend you to anybody.”
  - How did you find out about the WC container rental program?
    - Most cited: phonebook. Other sources often cited included advertisements, seeing a container, calling the Landfill, and friends/family.
  - Suggestions for Improvement/Negative Comments
    - “Have literature that was sent in mail come with delivery of container. Our letter came after we received container.”
    - “Answer the phone more often.”
    - “I was hoping my shingles would be recycled but was told they would not be. Bummer.”
    - “An email (or call) confirming it was delivered or removed would be nice. We were from out of town using for estate clean up - just nice to get confirmations. Everything did work out perfect! Nice job, thanks!”
    - “Pricing should be figured by the day. You should not have to pay for 10 days if you only need it for four days or options of 5-10-15 day usage with reasonable rates.”

- “I was told pick up time would be in afternoon, but came at 10:30. Did not allow [him] time to load last few items.”
- “I didn’t know if the ten days were [business days] or just ten [calendar] days.”
- Positive feedback examples (40+ positive comments received)
  - “I placed order by phone. Person was very courteous and helpful. Container was delivered two hours after I placed order. Very fast and excellent service.”
  - “The gentleman who delivered and picked up our container was beyond wonderful! Everyone we spoke with was absolutely amazing. Thank you So much!”
  - “I will only recommend you!! You by far were the most friendly and economical company I dealt with. I will definitely use you again! You guys rock!”
  - “Our driver at drop-off was great. He suggested to place the dumpster on the older section of the driveway versus our new, three month old concrete section, which I wouldn’t have thought of. Thank you!”
  - “For a government agency, I was extremely satisfied, especially since I just moved from Dane Co. (Madison) where such service is rare.”
  - “The girls operating the rental office were amazing!”
  - “The process/customer service/delivery and pick-up were very easy and everyone was wonderful!”
  - “Overall very pleased with everything. I would rent again.”

P. O’Brien asked if an email address is a piece of contact information received from the customer, suggesting it could be used for marketing purposes. J. Semrau stated that currently we do not, but this could be useful as well as a mechanism to send the confirmation agreement as well.

P. Eisen asked who our hauler is for the program. J. Semrau stated Van’s Waste and that they are doing a great job, reflecting well on WC.

D. Nelson stated he has personally rented containers from WC for roofing projects and has been very satisfied, recommending WC to others. D. Nelson stated he just wished WC’s service was available outside of WC. J. Semrau stated that WC’s service area regularly includes all of Appleton and adjacent municipalities (up to Kaukauna) and south to Fond du Lac and west to Ripon. For regular container customers, we will also go further (like Green Bay) if requested, passing along increased costs.

D. Albrecht stated this is one of the most positive reports he’s seen in WC and is glad we are providing such good customer service.

P. Eisen asked what percentage of the tonnage of the solid waste program comes from the container program. J. Semrau stated it is a small percentage of the overall tonnage, 5% or less.

Discussion ensued amongst the SWMB.

8. Closed Session - Pursuant to 19.85(1)(e), Wisconsin Statutes for the purpose of deliberating or negotiating the purchase of public property, the investing of public funds, or conducting other specified public business whenever competitive or bargaining reasons require a closed session.
  - a. 2013 Container Rental and Lease Program Rates

Motion made by K. Robl and seconded by P. Brennand at 9:52 a.m. to convene into closed session. Motion carried 7-0 by roll call vote.

9. Return to Open Session to Resume Regular Business: Motion to return to open session at 10:35 a.m. made by D. Albrecht and seconded by K. Robl. Motion carried 7-0 by roll call vote.

10. Discussion/Action – Consider Authorization of 2013 Container Rental & Lease Program Rates: Motion to approve staff recommendation to increase 2013 rental rates for 6, 8, 20 and 30 cubic yard container by \$25.00/each, made by D. Albrecht, and seconded by D. Nelson.

Motion to amend above motion to also increase reset fees for 20 and 30 cubic yard containers by \$25.00/each, made by P. Eisen, and seconded by P. O'Brien.

Discussion ensued amongst the SWMB.

Motion to withdraw the above amendment to the motion to also increase reset fees for 20 and 30 cubic yard containers by \$25.00/each, made by P. Eisen, and seconded by P. O'Brien.

Discussion ensued amongst the SWMB.

Motion to amend original motion to increase container rental rates for 20 and 30 cubic yard containers by \$50.00/each made by P. O'Brien, and seconded by G. Konrad. Motion failed 3-4 (Nayes – D. Albrecht, P. Brennand, D. Nelson and K. Robl).

Original motion to approve staff recommendation to increase the 2013 rental rates for 6, 8, 20 and 30 cubic yard containers carried 5-2 (Nayes – G. Konrad and P. O'Brien).

11. Set Next Meeting Date: The next meeting date will be November 21, 2012 at 9:00 a.m. P. O'Brien and G. Konrad will be excused from this meeting.

12. Adjournment: Motion to adjourn made by K. Robl and seconded by P. Brennand. Motion carried 6-0. Meeting was adjourned at 10:47 a.m.

Respectfully Submitted,

Jennifer Semrau  
Recycling Specialist

**Approved by SWMB – November 21, 2012**