



Annual Franchise Report
City of Veneta
2019

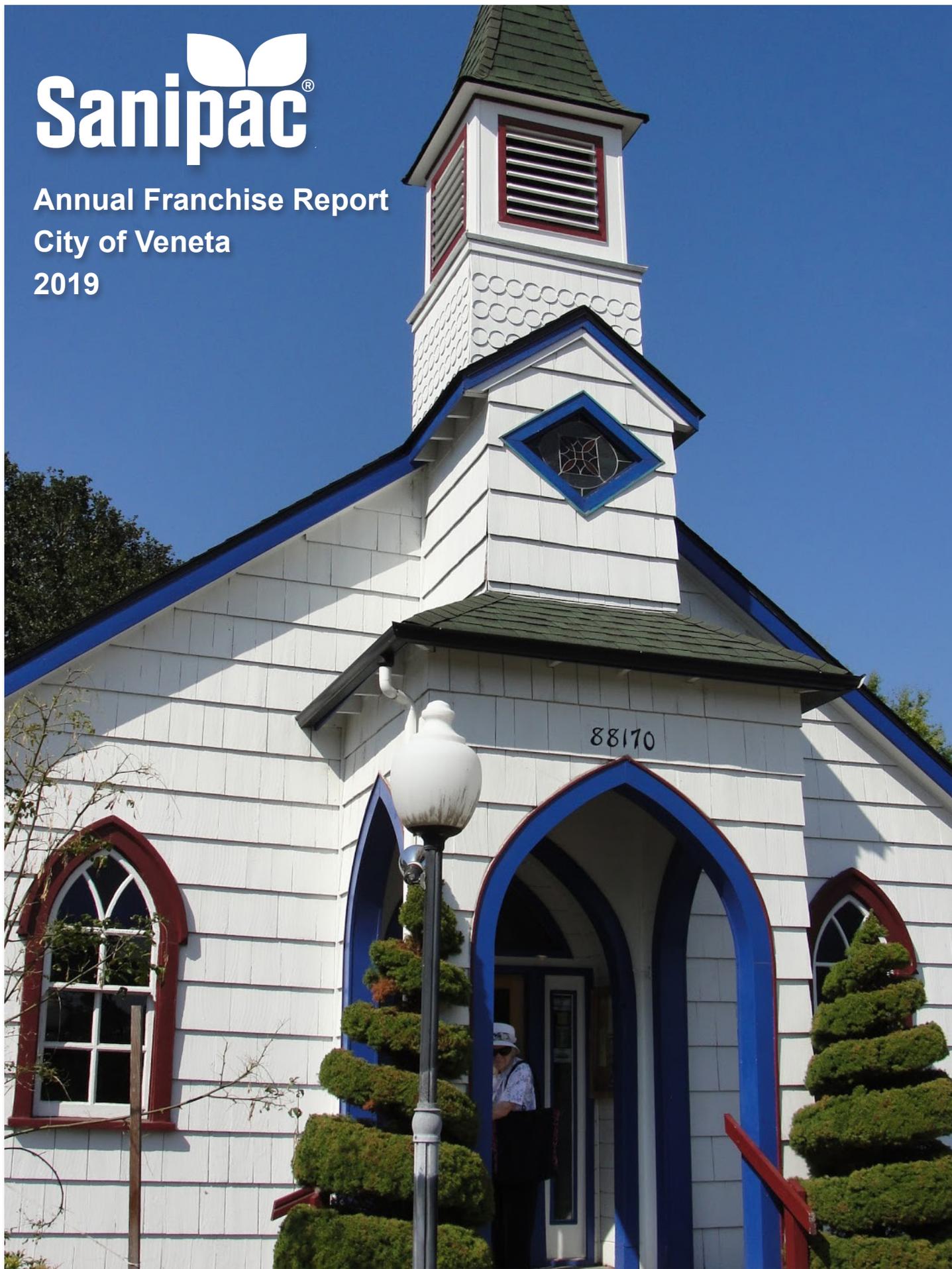




TABLE OF CONTENTS

Introduction	1
Statement of Operating Values	2
Information and Education	3
Equipment	9
Customer Service	10
Service Issues	11
Safety and Accident Prevention	12
Recycling	13
Opportunity to Recycle	14
Yard Debris	17
Additional Services	17
Number of Customers	18
Community Involvement	19
City Beautification	20
Summary	21



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 can not 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 a new feature, 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



Have you heard about VenetaWorks?

*Building a Culture of Entrepreneurship
in Veneta - Fern Ridge*

Helping entrepreneurs and small businesses



- Speakers and PubTalks
- Resources and Tools
- Business Workshops and Learning Scholarships
- Veneta / By Design Community Projects
- Popup Retail Space for Entrepreneurs
- Strategic Partnerships
- Networking Events & The Spring Showcase

VENETAWORKS
Energizing Entrepreneurs



VenetaWorks.org
Corum Ketchum | 541.935.2191
cketchum@ci.veneta.or.us



MAKERS, CRAFTERS AND ENTREPRENEURS COME JOIN THE 3RD ANNUAL

SPRING BUSINESS SHOWCASE

SATURDAY, APRIL 27 DEEP WOODS EVENTS

NETWORK WITH OVER 40 LOCAL
BUSINESSES

ENGAGE HUNDREDS OF VISITORS

VENETAWORKS
Energizing Entrepreneurs



INFO AND REGISTRATION :
VENETAWORKS.ORG/SHOWCASE

THE RECYCLER



00231187

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.

MAKE EVERY THREAD COUNT.



For more information please visit:
www.oregon.gov/deq

Sanipac wants to remind the community "Don't Forget the Bag!" When you grocery shop, be sure to take along reusable bags. Pick up your free reusable bag at the Sanipac office!

Never put plastic bags in your recycle cart. They cause jams in processing equipment that are very dangerous and time consuming to remove.

Plastic bags are extremely lightweight and can act like balloons blowing out of garbage trucks and landfills, often leading to litter found in Oregon's rivers and beaches.

One trillion plastic bags are manufactured each year around the world. Three hundred and eighty billion plastic bags and wraps are used in the United States alone, requiring 12 million barrels of oil to create. Exploration, extraction, production, and transportation of oil can take a significant toll on the environment.



Save money. Save resources. Be a leader.

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

Each year, an estimated 25 to 40 percent 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 percent 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.

The good news is that reducing waste isn't hard and really pays off.

For more information please visit:
www.oregon.gov/deq



THE RECYCLER



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? Here 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.salvationarmy.org, www.svdop.us, www.materials-exchange.org, www.nextsteprecycling.org/, www.bringrecycling.org, and <http://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 service or 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.

For more information on recycling education visit:

<http://www.venetaoregon.gov/community/page/garbage-recycling>

DOING A CONSTRUCTION PROJECT?

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

INTERESTED IN HOME COMPOSTING?

OSU's extension services provide free 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, and water hoses with a spray head. Regular mixing or turning of the compost and some water will help maintain the compost.

Backyard Composting

- Select a dry, shady spot near a water source for your compost pile or bin.
- Add brown and 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 and green waste into the pile and bury fruit and vegetable waste under 10 inches of compost material.

Multi-Family tenants are provided the opportunity to recycle in Oregon through landlord tenant law. For more information visit:

https://www.osbar.org/public/legalinfo/1259_Habitability.html

NEED TO DROP OFF LARGE VOLUMES OF YARD DEBRIS?

You can deliver materials here:

- Rexius – 150 Hwy 99, Eugene
- Lane Forest Products – 2111 Prairie Rd., Eugene or 820 N. 42nd St., Springfield
- Glenwood Lane County Transfer Station – 3100 E 17th Ave, Eugene

THE RECYCLER



Hello from Sanipac!

Hello from Sanipac! Thanks to everyone for all your hard work in keeping the recycling in our area as clean as possible. Please see a list below of common items that contaminate recycling, as well as a list of acceptable items on the back page.

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

The items listed below contaminate curbside recycling. Please keep them out of the can.			
NO	Problem	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.
	Food residue	Food residue can cause the processor to reject materials. Food residue can also leak onto and contaminate other materials in the recycling stream.	Always rinse and clean out food residue before recycling.
	Styrofoam	Unwanted by processors. Breaks up into small pieces and contaminates other recycling.	St. Vincent De Paul also has a styrofoam recycling program. For more information visit: www.svdp.us . (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
	Any plastic item that is <u>not</u> a milk jug or translucent drinking bottle (water/soda/juice)	Market conditions have caused these materials to be currently unwanted by processors as part of a mixed recycle stream.	Save these items for periodic "plastics roundup" events in our area. For more information please visit: https://www.lanecounty.org (Or dispose of as trash.)

DOWNLOAD THE SANIPAC APP!
 DOWNLOAD FOR FREE.
 Now at the Apple or Android stores!



Available on the App Store
 GET IT ON Google play

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

YARD DEBRIS RECYCLING
IF IT GROWS IT GOES

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 pound 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 & November**

Commingle Recycle Instructions:

ALL RECYCLING MUST BE CLEAN!

INCLUDE ONLY THE FOLLOWING ITEMS:

Flattened Cardboard Boxes & Egg Cartons

Excludes frozen food packaging, gable top cartons & waxed cardboard



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

Clean Paper only



Milk Jugs & Drink Bottles Only

*Empty and rinse all containers
 No Lids
 (No food or liquid residue)*



Pop Cans and Food Cans

*Empty and rinse all cans,
 No Lids
 (No food or liquid residue)*



Separating recyclables from your trash reduces the amount of waste that ends up in landfills, saves energy, and reduces emissions!

Would you like to volunteer, discuss, or have questions about recycling? We value your input on recycling education!
 Please call PJ Silva at 541.736.3614.

For questions on recycling at the Lane County transfer sites please call:
 541.682.4120



PO Box 10928 Eugene, OR 97440
 541.736.3600 • sanipac.com



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 of our employees are dedicated to providing the best service to each of our customers.

Our customer service team receives a few “secret shopper” calls each month. These calls are scored on a number of skills that are required for each call. 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 having the most improved customer service of all Waste Connections companies.

Waste Connections sends surveys to a randomly selected group of new commercial accounts. In this survey, new customers are asked a series of questions regarding equipment delivery, pick up and the service in general. This survey gives us feedback to continue our drive toward 100% customer satisfaction. If we receive a low score on one of the questions, we swiftly respond and offer a solution for the problem.

In the event something doesn't go exactly as our customers expect, they can call us at 541-736-3600 or email customer service at cust2013@wasteconnections.com.

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 CRC in Vancouver, WA (another Waste Connections company). At CRC, the commingled recycling is separated and shipped for reuse. In Veneta during 2019, Sanipac picked up over 357 tons of commingle recycling.

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 2019.



Oregon

Kate Brown, Governor

Department of Environmental Quality
Western Region Eugene Office
165 East 7th Avenue, Suite 100
Eugene, OR 97401
(541) 686-7838
FAX (541) 686-7551
TTY 711

August 6, 2019

TRANSMITTED VIA ELECTRONIC MAIL: ringham@ci.veneta.or.us

Ric Ingham, City Manager
City of Veneta
88184 8th St.
Veneta, OR 97487

Re: Approval for 2018 Opportunity to Recycle Report
City of Veneta

Dear Ric,

This letter acknowledges the receipt of the City of Veneta's 2018 Opportunity to Recycle Report. Veneta chose the following recycling programs to meet the requirements of OAR 340-90-0040 and 340-90-0041.

Recycling Program Elements: OAR 340-90-0040

- a) Provision of at least one durable recycling container
- c) Provision of an expanded education and promotion program (Contamination Reduction Education Plan or CREP) **Plan submitted and approved by DEQ.*
- e) Provision of a residential curbside yard debris collection program
- f) Provision of a commercial/institutional recycling program

Waste Prevention and Reuse Programs: OAR 340-90-0041

Veneta is not required to complete Waste Prevention and Reuse Programs based on its population.

DEQ appreciates efforts by the City of Veneta, Sanipac, and Lane County in implementing waste reduction and recovery programs. Your community's report is complete and the recycling programs for the City of Veneta met all requirements for 2018.

Sanipac's newsletters provide good information to residents on correct recycling and waste prevention tips. The city website also offers multiple resources with links to Lane County and DEQ information.

While not needed to fulfill Opportunity to Recycle rules, DEQ recommends these options for the remainder of 2019 and into next year to improve education and promotion towards waste reduction:

community in wasted food prevention efforts. Contact me if the city wants wasted food or any other reduce and reuse information from our DEQ communications team. DEQ continues to develop educational materials for any community or organization to use in outreach efforts.

Please also contact me if you have questions regarding this letter or would like to meet in person. We can discuss any program changes Veneta would like to make or ways to improve recycling and waste prevention efforts in your community. You can reach me by phone at 541-687-7325 or email brown.cathy@deq.state.or.us.

Sincerely,



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 2019, we picked up over 940 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 1,445 residential homes as well as 98 commercial customers and 2 roll off customers within the city limits of Veneta. Using Veneta water customers as guide, over 80% of Veneta residences and businesses are currently Sanipac customers. The total number of customers we are fortunate to serve in Veneta is 1,545. The franchise fee paid to the City of Veneta in 2019 totaled \$26,417.73 compared with \$24,260.71 in 2018.

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:

- Donating bikes every year to the S.A.N.T.A project
- Earth Day Event participant, volunteer and sponsor
- Annual city wide clean up
- Chamber of Commerce – Donation of Service
- Light parade participant along with donating services and sponsorship
- Active chamber of commerce member
- Harvest Festival sponsor
- Distinguished Service Awards Sponsor
- Local Business Showcase participant and sponsor



City Beautification

Annual City Clean Up in 2019

Sanipac provided roll off boxes and removal for:

- Yard Debris: 90 Cubic Yards
- Wood: 80 Cubic Yards
- Metal: 7.84 Tons
- Trash: 3 Tons
- Mattresses: 9
- Appliances: 30 items
- E-Waste: 22 items

The labor, hauling and disposal fees that Sanipac donated to the event this year were \$15,532.



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 \$5,811.

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 2018, this saved the City of Veneta \$3,610.

Community Events

Trash service was also provided for the Tree Lighting Ceremony and the Red Barn. Savings to the city of \$836.

In 2019, Sanipac donated \$25,789 in service 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.

- Scott Johnson, Division Vice President: 541-736-3634; scottj@wcnx.org
- Brian White, District Manager: 541-736-3637; brian.white@wasteconnections.com
- Taylor Jensen, Assistant Controller: 541-736-3688; taylor.jensen@wasteconnections.com
- Viky Saysamone, Assistant Controller: 541-736-3668; viky.saysamone@wasteconnections.com
- Aaron Donley, Marketing Manager: 541-736-3642; aarond@wcnx.org
- Steven Hopkins, Operations Manager: 541-736-3605; steven.hopkins@wasteconnections.com
- Madyson Lawlor, Office Manager: 541-736-3615; madysonl@wcnx.org