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TO: Board of Commissioners

FROM: Michelle DaVia, Chair

DATE: August 21, 2019

RE: DOC retreat follow-up

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I would like the Board of Commissioners to do a review of the issues raised at our Drop Off Center retreat in June of 2018 to refine the guidance from this Board to management.

The major takeaways from that retreat were around the issues of safety, crowded facilities, car lines that extend into the road, to improve customer flow, and the need for a bulky waste facility.

To provide the clearest instruction from the board to management regarding addressing the issues above I'd like the Board to **consider** the following:

1. Ask management to rank the existing DOCs from "less efficient and least safe" to "most efficient and safest" based on criteria above.
2. Beginning with the "less efficient and least safe" DOC, assess and report what actions could be implemented within the existing footprint to correct the issues. This could include the organization of the layout but not relocating fixed facilities within the DOC.
3. Evaluate the cost of those improvements. The estimated expense would be done in-house so that the Board can have a general idea of the financial impact of the improvements. If the cost is considered to be reasonable, we could proceed to evaluate the next DOC on the list.
4. Decide if these improvements should become capital projects done one at a time.