



## Guiding Principles

### **Community Sustainability**

- Drive per-capita waste generation below 5lbs per person
- Increase SWS recycling rate to 25% by 2020

### **Customer Experience**

- Reduce missed customer stops
- Decrease waiting times at SWS facilities

### **Operational Excellence**

- Increase fuel efficiency
- Improve landfill waste to cover ratio to 1.4 tons waste to 1 ton of cover material
- Offer employees 40hrs of training per year
- 50% reduction in new workers comp claims by 2020

## **Mission**

Providing safe, efficient and innovative solid waste management for the Municipality of Anchorage.

## **Vision**

Advancing solid waste management through continuous improvement and transparent performance.

## **Values**

Providing value to our community through safe, innovative, and sustainable solid waste management.

# Principles

# Goals

# KPIs

# Strategies

## Community Sustainability

- Decrease the annual per-capita waste generation to less than 5 lbs per person per day by 2025
- Increase the SWS recycle rate to 25% by 2020.

- Average daily per-capita waste generation
- SWS recycle rate: total collected recycling divided by total collected material

- Promote the diversion of food waste, yard waste, metals, glass, plastics, paper and cardboard
- Improve recycling options for businesses
- Standardize recycling outreach and labeling

## Customer Experience

- 80% of pick-ups completed on time by 2017
- 95% of pick-ups completed on time by 2018
- Disposal customers in and out under 15 minutes

- Record number of SWS at fault missed stops
- Customer wait time at the Central Transfer Station and Anchorage Regional Landfill

- Leverage SWS on-board computer system to properly report missed stops
- Install web cams to provide real-time wait info
- Streamline site traffic patterns

## Operational Excellence

- Increase fleet fuel efficiency
- Improve landfill waste to cover ratio to 1.40:1
- Offer each employee 40 hours of annual training
- 50% reduction in workers comp claims by 2020

- Track fleet MPG
- Monitor landfill waste to cover ratio (tons of waste : tons of cover material)
- Report hours of training used per employee group
- Total incurred cost for new workers comp claims

- Invest in modern fleet & fuel technology
- Utilize alternative daily covers & improve waste compaction
- Communicate with employees about training opportunities.
- Increase employee engagement in SWS safety program.