

**Western Finger Lakes Solid Waste Management Authority**  
**Mission Statement and Performance Measures**

**Mission Statement**

1. The mission of the Western Finger Lakes Solid Waste Management Authority is to disseminate information, provide education and implement programs that communicate, promote, and increase waste reduction, reuse, and recycling among businesses, residents and institutions located in Wayne and Yates Counties.
  
2. The purposes and goals of the Authority:
  - a. To conform to the solid waste management hierarchy as established by the State of New York.
  - b. To provide educational programs that lead to an increase in waste reduction, reuse and recycling and as a result maximize the diversion of waste from landfills.
  - c. To hold annual events that provide for the proper disposal of household hazardous waste and pharmaceuticals and the proper recycling of electronics.
  - d. To maintain a website and to partner with environmental groups, school organizations, non-profits, civic and business clubs and service organizations in the dissemination of information about waste reduction, reuse and recycling.
  - e. To operate a Materials Recovery Center where materials collected by private haulers from residents, businesses, institutions and industries are processed and shipped to secondary markets where they are manufactured into new products.
  - f. To serve as a leader by working with other communities to cooperatively market recyclable materials, further increasing the diversion of materials from outside the service area.

3. The community served by the Authority:

The Western Finger Lakes Solid Waste Management Authority, a public benefit corporation, was established by an act of the New York State Legislature on March 25, 1986. The statutory members of the Authority are Ontario, Seneca, Wayne and Yates Counties. The participating members of the Authority are Wayne and Yates Counties.

4. The stakeholders of the Authority and their reasonable expectations:

- a. The residents and taxpayers of Wayne County and Yates County, who have the reasonable expectations that:
  - i. They will be provided education, information, and services allowing them to understand, participate and contribute to the reduction of municipal solid waste and the recycling of materials.
  - ii. They will be provided opportunities to properly dispose of and/or recycle their accumulated household hazardous waste, electronics and pharmaceuticals.
  - iii. They will be provided a drop-off location where they can deposit recycling materials generated at their household or place of business.
  - iv. The Authority will comply with all applicable state and federal permitting and reporting requirements.
  - v. The Authority will encourage members of the public who in good faith have serious concerns based upon reasonable belief to suspect an Authority employee, or members of the public or contractors, in their business dealings with the Authority, of fraud or corruption, to question and act upon such concerns without fear of reprisals or victimization.
  
- b. The persons that use the services provided by the Authority, who have the reasonable expectation that:
  - i. The recycling drop-off location will be open and accessible as advertised.
  - ii. They will be treated courteously and with respect.
  - iii. The materials they provide for recycling will be properly processed and shipped to secondary markets.
  - iv. The household hazardous waste and pharmaceuticals they deliver to special collection events will be properly disposed of in strict conformance with applicable state and federal laws.
  
- c. The employees of the Authority, who have the reasonable expectations that:
  - i. The Authority will not discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex, sexual preference, age, protected disability, or marital status. Such discrimination shall include, but not be limited to, recruitment, employment and job assignment, promotion, upgrading, demotion, transfer, layoff, termination, rates of pay and other forms of compensation, and selections for training or retraining, including apprenticeship and on the job training.

- ii. The Authority will attempt to insure that the risk of workplace violence is reduced to the extent practicable.
- iii. The Authority will encourage employees who in good faith have serious concerns based upon reasonable belief to suspect an Authority employee or members of the public or contractors, in their business dealings with the Authority, of fraud or corruption to question and act upon such concerns without fear of possible reprisals or victimization.

Date Adopted: March 21, 2011

## **Performance Measures**

1. Goals
  - a. Has the Authority maintained a consistent residue rate below 3 percent at the Materials Recovery Facility?
  - b. Has the Authority prepared and submitted all required environmental and financial reports in a timely fashion?
  - c. Have Authority activities caused an increase in the amount of materials diverted from landfills?
  - d. Has the Authority conducted special collection event(s) for household hazardous waste, electronics and pharmaceuticals?
  - e. Has the Authority obtained all permits for events requiring them?
  - f. Has the Authority promoted waste reduction, reuse and recycling through the media, by participating in community events, providing classroom lectures and through presentations to civic and business organizations?
  - g. Has the Authority properly prepared a long term capital plan to insure that services provided to the community may continue without interruption?
  - h. Have Authority employees and/or Board members attended conferences and meetings with other generators of recycling to foster cooperative marketing opportunities?
2. The stakeholders of the Authority, and their reasonable expectations:
  - a. The residents and taxpayers of Wayne County and Yates County.
    - i. Has the Authority provided fully accessible information helpful to the stakeholders in their quest to reduce their environmental footprint through waste reduction, reuse and recycling?

- ii. Has the Authority provided convenient opportunities for stakeholders to properly dispose of their household hazardous waste, electronics and pharmaceuticals?
  - iii. Has the Authority consistently provided a drop-off location for stakeholders to deliver their recycling?
  - iv. Has the Authority fully complied with all state and federal reporting requirements?
  - v. Has the Authority posted its Whistleblowing Policy and its Code of Ethics on its website?
- b. The persons that use the services provided by the Authority.
- i. Has the Authority operated the recycling drop-off location consistent with the hours of operation advertised on the entrance sign and on the website?
  - ii. Have any complaints been received relating to professionalism or discourteous behavior from Authority employees?
  - iii. Do shipping records verify that all clean and properly prepared materials were delivered to secondary markets to be manufactured into new products?
  - iv. Has the Authority obtained and filed required hazardous waste manifests and verified that all materials collected from special events was properly disposed of in strict accordance with relevant state and federal laws?
- c. The employees of the Authority.
- i. Has the Authority made public to its management and non- management employees and others deemed appropriate, its policies of non-discrimination, workplace violence reduction and whistleblowing?
  - ii. Has the Authority posted the policies referenced in paragraph c (1) above on its website?
  - iii. Is any member of senior management or the Board of Directors aware of any alleged violations of the Authority's non-discrimination, workplace violence or whistleblower policies?
  - iv. Have the Authority's non-discrimination, workplace violence and/or whistleblower policies been reviewed by senior management and the Board to determine if they should be updated to address new issues, facts or laws?

Approved by Governance Committee: *Gerald Cook* 3/21/11  
(Chairperson's signature) (Date)

Approved by Board of Directors: Resolution # 11-12 Date: 3/21/11