

## November 2024 MRF Report

Even though the season has started to slow down, and we have experienced our first snow of the year up here on Madeline Island, the MRF continues to stay busy and experience changes.

The largest change we experienced was Marty Curry resigning from the MRF supervisor position. Marty was a large part of making significant changes to the MRF, helping clean the grounds up, making the facility much more efficient, and making a trip to the MRF fun and enjoyable. We hope we can continue to keep the MRF an enjoyable experience for our customers in his absence. We would like to thank Marty for his time and dedication to the MRF and wish him well on his next adventure.

On a day-to-day basis we have been working on cleaning up the grounds from a busy summer. Over the course of summer, items find their way accumulating in the corners and now that we have started to slow down, we are sorting and disposing of those items. The largest project that we have been working on has been sorting out the Hazardous Materials and preparing for a possible clean sweep next summer. Examples of these items are paints, stains, fuels/oils, batteries, mercury filled light bulbs, and anything else the DNR considers Hazardous Waste. These items are put into sealed containers and stored inside, then taken by the Northwest Planning Commission during a Clean Sweep where they will be recycled and disposed of properly.

In the month of December, we will be updating our payment system to hopefully make it more convenient for our customers. A couple of years ago we replaced our very old and outdated cash register with a Square Point of Sales (POS) system. Over the last couple of years this POS system has been used just as a cash register, but now we are looking to use it at its full capacity. Starting sometime mid-December, we are hoping to start accepting credit cards at the MRF thanks to the Town Board approving to open a new savings account to put these transactions in. Accepting credit cards is a large step for the MRF and one of many changes we will be making.

The next change we will be making is coming up with a system to get away from the paper punch cards. We have purchased reloadable MRF cards that will be used in a similar way that the Ferry Cards are used. Customers will be able to put money on this card, in an amount that they seem fit for their use, and use it when paying for their items and receive a discount like what the paper cards currently give. When we receive these cards we will ask some of our frequent customers to test out this new payment system to make sure it works the way we hope before we get into the busy season. We will still offer the paper cards for the next year since we still have a supply of them and we will implement the new MRF cards slowly. One of the large benefits for us at the MRF will be data tracking. Using the paper cards it is difficult to track actual sales on a day to day basis along with tracking the amount of trash, demcon, and other items we charge for. Data tracking will help us

understand what we are charging for items vs how much it costs us to dispose of. We hope that this data will help us make the MRF break even on our budget and not depend on the tax levy to run our operation.

Finally, the last feature we will be using with the Square POS system will be the House Account feature. The current system that we use for charge accounts is time consuming for MRF staff and Town Hall staff. Using the Square POS system, we can charge accounts in the system throughout the month, and at the end of the month, generate and send out the invoice through the POS software. By doing charge accounts this way, we will no longer have to convert our handwritten log into a spreadsheet, send it to Town Hall, have Town Hall create and record invoices, and track payments as they come in. By using the house account feature, we can generate and send out invoices quickly by email and our customers can pay those invoices by check, cash, ACH transfer or Credit Card. It will be a little bit of a learning curve and some policies will have to be created to make sure that MRF, the Treasurer, and the Accounting Administrator are all on the same page. Overall, we hope that this will hopefully greatly reduce the amount of time and effort that is currently used.

Over the next couple of months we hope that these changes will help make the MRF process more efficient for our staff and customers. From Micheal and I at the MRF we wish you a happy holiday and we'll see you on your next visit.

Respectfully submitted

Evan Robert Erickson