



Let's Talk Trash
Community Forum on Solid Waste Services
January 25, 2016

Introduction of District Staff and Trustees participating on the General Manager's Committee for Solid Waste

We will present information on:

- Current Services
- Customer Comments
- Regional Service
- Service Options

Informal Q&A at the End of the Presentation

Refuse Service Types

- Residential Service:
 - Single Family Residential = 3,615 Users
 - Multi Family Residential = 559 Users
- Commercial Service:
 - Businesses/Hotels = 231 Users
 - Multi Family Residential = 3,571 Users

The current Franchise Agreement with Waste Management is for route collected solid waste which expires March 31, 2017.

Exclusions to Franchise:

- Household Hazardous Waste (HHW)
- Electronic Waste (E-waste)
- Transfer Station
- Construction and Demolition Debris
- Yard Cleanup Services
- Self-hauling of Excess Waste
- District Self-hauling
- Source Separated Recycling Through Private Hauler
- Recycling Donated to Non-profit
- Self-haul to Collection Site

Refuse collection is mandatory in Washoe County. Service shall not be less frequent than every 7 days.

Refuse for IVGID is required to go through a transfer station.

In 2010 Washoe County Health Department passed a new Ordinance mandating the County reach a 35% recycling diversion rate within 5 years.

2015 Solid Waste Tonnage

Route Collected Refuse – 5,495 tons

Route Collected Recycling – 1,163 tons

21% Recycling Rate

Route Collected Green Waste – 280 tons

HHW & E-waste at Public Works – 87 tons

Transfer Station Solid Waste Total – 13,480 tons

40% Route Collected, 60% Drop at Transfer Station



Current Service

Current Service

Residential Refuse

Refuse curbside collection started in 1962 and has been a 50 year public-private partnership.

- 1 cubic yard weekly (Equal to 7-32 gallon trashcans) in homeowner supplied container or bear box, or 96 gallon tote with rental charge.
- House service for qualified disabled customers at no additional charge.
- Drop-off of 2 bags at Transfer Station is available 7 days a week, which is outside of the current Franchise Agreement. Waste Management currently provides this service at no cost to customers.

Current Service Residential Refuse

Customer Supplied Container



Customer Supplied Bear Box



Current Service

Residential Recycling

Recycling curbside collection started in 1992.

- Single stream recycling is every other week in blue bags.
- Drop-off of unlimited recycling at Transfer Station at no cost.

Current Service

Residential Green Waste Recycling

Green Waste curbside collection started in 2012.

- 72 stickers for use during designated 12 week period (May-July).
- The green waste program is outside of the current Franchise Agreement. Waste Management currently provides the service at no additional cost to customers.

Current Service

Residential SHARPS

SHARPS program started in 2007.

- Waste Management provided mail-in program for home generated SHARPS waste program medical needles.

Current Service

Household Hazardous Waste (HHW) and Electronic Waste (E-waste)

IVGID's Waste Not has provided HHW & E-waste Drop off since 2002.

- Tuesday and Thursdays 3 to 5PM or by calling 48 hours in advance for an appointment.

Current Service

Commercial Refuse

Refuse dumpster service started in 1962.

- Customer chooses dumpster size and number of days serviced per week, no weekends.
- Customers can call for a swap out of a dirty dumpster once annually at no cost.
- The first dumpster lock is provided at no cost.
- Customer can supply Park Style Dumpster.

Current Service Commercial Refuse

Collector Provided Dumpster



Customer Supplied Park Style Dumpster



Current Service

Commercial Recycling

Recycling dumpster service started in 2009.

- Single stream recycling weekly in dumpster or tote.

Current Service

Commercial Green Waste

Green waste recycling is currently not available as a service option.

- Customer can self haul green waste to the transfer station or rent dumpster from a hauler.

Current Service Issues

- Human Errors
- Access to Garbage by Wildlife
- Public Safety – Break-ins
- Public Health – Trash Spills
- Blight



Customer Comments

Customer Comments

Residential Refuse

- Bear boxes should be required.
- Bear boxes should not be required.
- Standard totes should be wildlife resistant.
- I would like Collector to provide a tote that they warranty for damage during service.
- I do not want a tote that I have to store.
- I would like to be able to rent a wildlife resistant tote from the Collector.
- What will I do with excess refuse if my tote is too small?

Customer Comments

Residential Recycling

- Would like weekly recycling. I have more recycling than trash.
- Do not like having to use blue bags. I will not recycle because I have to buy the blue bags.
- Do not want a recycling tote that I have to store.
- I would like a wildlife resistant recycling tote.
- Why is the list of recyclable items different in Reno?

Customer Comments

Residential Green Waste Recycling

- Timeframe for green waste recycling is too short.
- I want an option for not having to bag green waste.
- I would like to be able to have curbside collection of green waste since I do not have a truck and/or trailer.
- I want to be able to put out green waste bags before collection day.

Customer Comments

Residential Customer Service & Billing

- Why can't IVGID resolve my trash issue? I pay you for the service.
- Why does Waste Management have to approve a refund of a charge to my account?
- Why can't I find refuse and recycling information on the IVGID website?
- I would like more information about trash and recycling procedures.

Customer Comments

Commercial Refuse

- Current wildlife resistant dumpsters are prone to human error.
- Customers have issues with illegal dumping when dumpster is unlocked.
- I bought my own Park Style dumpster. My rate should be lower.

Customer Comments Commercial Recycling

- Recycling dumpsters are not labeled well.

Customer Comments

Commercial Green Waste Recycling

- Why is there not a curbside option for commercial customers to recycle green waste?



Regional Service

Regional Service Reno/Sparks/Washoe County

Area	96 gal Refuse w/ 96 gal Recycle	64 gal Refuse w/ 96 gal Recycle
Reno	\$17.85	\$16.13
Sparks	\$20.35	N/A
Washoe County (Proposed)	\$23.93	\$22.35
IVGID (Current)	\$24.66	N/A

Regional Service Ecocenter



With City of Reno approving its new Franchise Agreement with Waste Management, which added single stream recycling service, Waste Management agreed to fully fund construction of an Ecocenter. This will allow them to meet the demands from the increase in recycling volume in the region.

A photograph of a residential street with several green recycling bins lined up on the curb. In the background, there are houses, trees, and a clear blue sky. The text "Service Options" is overlaid in the center of the image.

Service Options

Service Options

Residential Refuse

- Require Totes with Wildlife Tote Option (32, 64 or 96 gallon options), Collector supplied.
- Require Wildlife Resistant Totes (32, 64 or 96 gallon options), Collector supplied.
- Offer lower refuse rate for bear box service and/or a rebate program upon installation.
- Require Bear Boxes
- Customer supplied 32 gallon container.
- House service for qualified disabled customers at no additional charge.
- Provide 1-4 dump voucher(s) for Transfer Station.
- Drop-off of 2 bags at Transfer Station.
- Provide SHARPS mail-in program.

Service Options

Residential Recycling

- Single stream recycling in totes weekly (32, 64 or 96 gallon options).
- Single stream recycling in totes every other week (32, 64 or 96 gallon options).
- Single stream recycling in customer supplied container (blue bag/blue can).

Service Options

Residential Green Waste Recycling

- 12, 16 or 20 week curbside collection during designated period.
- Eliminate green waste recycling program.

Service Options

Commercial Refuse

- Only offer current wildlife resistant dumpster.
- Default service as wildlife resistant dumpster with Park Style Dumpster option, Collector supplied.
- Require Park Style Dumpsters, Collector supplied.
- Offer lower refuse rate for customer supplied Park Style Dumpster and/or rebate program upon installation.

Service Options

Commercial Recycling

- Single stream recycling weekly in dumpster or tote.

Service Options

Commercial Green Waste Recycling

- Do not provide a commercial green waste recycling program.
- Provide an option for curbside commercial green waste recycling program.

Next Steps

- February 24, 2016 Board Meeting - General Manager Committee Presents Findings
- February 24, 2016 Board Meeting – Board provides direction to General Manager
- March 31, 2017 – Solid Waste Franchise Agreement Expires

A photograph of two large plastic bins outdoors. On the left is a blue recycling bin with a white recycling symbol and the word "RECYCLE" printed on it. On the right is a black trash bin. The background shows trees and a gravel area.

Additional Comments

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