



Waste Management Franchise Agreement Update

October 10, 2017

Washoe County Board of Commissioners

Kate Thomas, Assistant County Manager



Program Recent History

- **November 2016 – new franchise agreement**
 - Added single stream recycling
 - Volume-based structure
- **February 2017 – program roll-out**
 - Communication and weather challenges
- **January & April 2017 – Commission updates/direction to staff**



Remaining Issue Areas

- **Communication**
- **Container Options**
- **Excess Waste**
- **Agreement Language**
- **Senior Rate**
- **Service Waiver**



Communication

- **Initial lack of timely information**
 - Rates
 - Out of state call center
 - Weather incidents
 - Ombudsman
- **One page informational sheet**



Washoe County Trash and Recycling Services

In addition to curbside trash and recycling collection residents are offered the following services:

- **Large Item Disposal** - washers, dryers, refrigerators without Freon, may be taken to the landfill or transfer stations to be recycled at no extra cost (Freon removal is currently \$47.09 plus the current fuel and environmental charges)
- **Excess Waste** – extra bags may be placed at the curb on regular trash day with the yellow “excess waste” sticker for each bag (or 3’ x 3’ bundle); additional excess waste stickers may be purchased for \$2.61 per sticker or a 20 sticker package for \$47.98; large cans may require additional stickers.
- **Spring and Fall Excess Waste Collection** – during the month of **May** and **November** on regular trash day residents may put out up to six (6), 32-gallon bags for no extra charge
- **New Wildlife Resistant Carts** – 96 Gallon, locking cart available for \$30.39/month, replaces the standard cart
- **Free Dump Access** – customers with accounts in good standing may visit the landfill or transfer stations up to four (4) times per year for no charge. Customer must have identification that matches service address.
- **Household Hazardous Waste Disposal** – An HHW drop off event will be offered in October. More information to follow. We have not finalized plans to the point we are ready to publicize this.

Waste Management Customer Service

(775) 329-8822

(800) 637-8648

WashoeCounty.wm.com



New Container Option

- **Smaller container**
- **32 gallon for smaller households/generators**
- **\$18.50 reduced rate**

Staff is recommending the addition of a 32 gallon cart for garbage at a reduced rate of \$18.50 by amending the franchise rate sheet



Excess Waste Options

- **Two Months Extra Service**
 - All month – May and November
 - Up to 6 excess bags or bundles weekly no extra charge
- **Bulk Sticker Package**
 - 50 stickers – used any time
 - \$104.40 (\$26 savings)

Staff is recommending the approval of a discounted sticker package by amending the franchise rate sheet



Billing Language Amendment

- **Clarifies questions regarding bill delinquency**

Staff is recommending adding language to sections 5.9(a) notating that bills are due upon receipt; however, they are not delinquent until the end of the quarter (or the 91st day)



Senior Rate

- **Senior Rate - expiration during economic downturn**
 - Funding allocation would be necessary to add discounted rate
 - Reduced service rate option for lower-generators



Service Waiver

- **Customer waiver of service**
 - Application to Health District
 - Verification of alternate disposal required
 - Concerns regarding illegal dumping



Recommendations/Summary

- Addition of a 32 gallon cart for garbage at reduced service rate of \$18.50
- Approval of adding a discounted sticker package to franchise rate sheet
- Addition of language to section 5.9(a) re: billing

NO FISCAL IMPACT RESULTING FROM RECOMMENDATIONS



Questions/Direction