



**Solid Waste Services Report  
July 20, 2017  
Director of Public Works  
Joe Pomroy**

# Solid Waste Services Reports

- 9/28/16 BOT Meeting – Verbal Report
- 11/16/16 BOT Meeting – Verbal Report
- 12/14/16 BOT Meeting – Verbal Report
- 1/18/17 BOT Meeting – Verbal Report
- 2/22/17 BOT Meeting – Verbal Report
- 4/25/17 BOT Meeting – Verbal Report
- 5/24/17 BOT Meeting – Staff Presentation
- 6/28/17 BOT Meeting – General Business



# IVGID PUBLIC WORKS NEWS

JULY 2017

1220 Sweetwater Road, Incline Village NV 89451 . OFFICE HOURS: M-F 8 AM to 4:30 PM  
P: (775)832-1203 . F: (775)832-1260 . PW@IVGID.ORG . WWW.IVGIDPUBLICWORKS.ORG



## ZERO TOLERANCE TRASH ENFORCEMENT BEGINS ON AUGUST 1, 2017



YES



NO



NO

Visit [WWW.INCLINEVILLAGE.WM.COM](http://WWW.INCLINEVILLAGE.WM.COM) or call 775-831-2971 to learn more about trash service and how to avoid overages  
Visit [YOURTAHOEPLACE.COM/PUBLIC-WORKS](http://YOURTAHOEPLACE.COM/PUBLIC-WORKS) or call 775-832-1203 for IVGID Ordinance 1 and zero tolerance information

# Solid Waste Ordinance 1

- Residential education/adjustment period ends July 31, 2017
- Zero tolerance begins August 1, 2017
- Residential service violation
  - Overfilled container
  - Excess solid waste
  - Solid waste spilled
  - Wrong time and day of placement etc.
  - Green waste outside 16-week program
- Mandatory 96 gallon enhanced wildlife cart

# Zero Tolerance Notification

- PW News July 19, 2017
- Newspaper Ads
- Tabling Events
- Email Blast and Social Media Sites
- Banners and other display pieces

# Enhanced Wildlife Resistant Cart



# 2017 Green Waste Program

- May 1 – July 21 (12 weeks)
- Oct 2 – Oct 27 (4 weeks)
- Curbside pick-up
- 96 Bags in total
- Residential only

## ACCEPTABLE:



- Pine needles
- Pine cones
- Garden waste
- Small bushes
- Small twigs
- Small branches
- Wood chips
- Bark
- Lawn trimmings

# Dumpster Enclosure Inspection

Inspections began July 10, 2017





# Solid Waste On-Call Personnel

JOB OPPORTUNITY FOR CURRENT  
IVGID EMPLOYEES!



For Details Contact:

Madonna Dunbar

775-832-1221

Mike Murphy

775-832-1221

[wastenot@ivgid.org](mailto:wastenot@ivgid.org)

## Special Projects (On-Call) Trash Callout Staff

Assist our Solid Waste Technician by responding to trash issues within Incline Village & Crystal Bay.

Duties include:

- Photograph the trash issue/location (before).
- Make sure no wildlife onsite & try to locate tenant for assistance or staff completes cleanup.
- Photograph the location cleaned-up (after).
- Securely dispose of trash.

Callouts occur primarily weekends & weekday afternoon/evening up to 9:00 p.m. Paid \$50 per callout/cleanup (approximately 1 hour per incident).

Requires reliable transportation & customer service focus. *Recreation privileges not included.*

# Solid Waste Franchise Agreement

- Section 5 Additional Service Requirements
  - Customer Service
  - Customer Complaints
  - Ombudsman
- Regular scheduled meetings to review service
- On-going communication on service issues

# Solid Waste Franchise Agreement

- Section 7 Review of Performance and Quality of Service
  - Commercial and residential
  - Collection, equipment, interruptions, customer service and billing
- Goal is to improve service, satisfaction and responsiveness