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

Visit 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 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!

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.

For Details Contact:
Madonna Dunbar
775-832-1221
Mike Murphy
775-832-1221
wastenot@ivgid.org
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