Solid Waste Services Report
May 24, 2017
Director of Public Works
Joe Pomroy
Initial Franchise Flyer
with August PW News
Mailed August 19, 2016
On July 7, 2016 the IVGID Board of Trustees approved a new collection franchise agreement with Waste Management based on feedback from the community. Effective October 1, 2016, program features include:

**Weekly Single Stream Recycling Collection**
- Standard waste collection service includes a 64-gallon wheeled recycling cart.
- Customers with 96-gallon service will get a 96-gallon recycling cart.
- Collection will occur on your regular trash day.

**WM Provided Trash Carts**
- Standard trash service includes a 64-gallon wheeled trash cart. Additional service levels are available including service to wildlife resistant carts or bear sheds.
- Wildlife resistant carts and service is available through WM. Please contact Customer Service for pricing and availability.

**Bulky Item Disposal**
- Customers may drop off up to three (3) cubic yards of trash four (4) times per year at the Incline Village Transfer Station free of charge.

**Extended Yard Waste Recycling**
- Curbside yard waste collection extended from 12 to 16 weeks.
- The number of stickers for bagged materials increased from 72 to 96, good for collection of bagged yard debris up to 40 pounds each. Stickers will be mailed via first class mail to the billing address on record. Collection will occur for 12 weeks in Spring and 4 Weeks in Fall.

**Quarterly Residential Billing via Waste Management**
- As of October 1, 2016 billing is managed by Waste Management.
- Bills are issued quarterly.
- Charges are billed in advance.

**Contact Us**
- **Website:** InclineVillage.wm.com
- **Email:** InclineVillage@wm.com
- **Phone:** (775) 831-2971

management?
No. The Incline Village residential franchise agreement requires the use of Waste Management carts. Waste Management carts allow for a more expedient collection allowing us to serve you better. (Existing wildlife resistant carts are exempt from this requirement and can continued to be used by customers.)

How often is recycling collected?
Under the new agreement, recycling will be picked up weekly on the same day your trash is collected.

Do I need to rinse out my recyclables before putting them in my recycling cart?
Liquids and loose food cannot be placed in the recycling cart. Food and liquids spoil the recyclability of paper and cardboard. Removing food from containers also reduces the risk of wildlife scavenging.

What will happen if I put trash in my recycling cart?
The effectiveness of the program is a community effort. Just one resident can contaminate an entire load of recyclables. Therefore, if you put trash in your recycling cart, you may be billed for additional trash collection. You may also lose your option to participate in the recycling program.

What if I have extra waste that won’t fit into my trash cart?
In addition to curbside collection, customers are entitled to take one load of trash (up to 3 cubic yards per load) to the Incline Transfer Station four (4) times per year at no additional charge. Customers cannot place extra bags of trash at the curb. (See reverse side for rules about bagged green waste)

What if I want an additional cart or different size?
If you find the delivered 64-gallon cart does not meet your needs, please contact customer service at (775) 831-2971 for additional sizes and rates.

What should I do if a cart is stolen or damaged?
Contact customer service at (775) 831-2971 to replace or repair the cart.

My trash/recycling pick up was missed, who do I contact?
Please contact customer service at (775) 831-2971

Where can I place materials not listed on the right?
Household hazardous waste, e-waste, pharmaceuticals and needles cannot be placed in trash or recycling carts. They must be handled separately. Please visit www.yourtahoeplace.com/public-works/waste-not for more information.
Yard Waste Flyer with WM 1st Quarter Bills Mailed March 2017
SAFETY NOTE:
For the safety of our drivers and helpers, untied or overweight bags will be left at the curb. If a bag is left at the curb, please remove it and ensure that it is securely tied and that it does not exceed 40 pounds. You can return the tied bag under 40 pounds to the curb during your next pick up day.

ACCOUNT MAINTENANCE

- All stickers are mailed to the billing address. Replacement stickers will not be issued. It is your responsibility to make sure the mailing address is correct.

- Easily update your account at www.WM.com

CONTACT INFORMATION
Website: InclineVillage.WM.com
Email: InclineVillage@wm.com
Phone: 775-831-2971
EzPay: www.wm.com/myaccount/

Hours of Operation
Office
Monday – Friday 8 a.m. – 4:30 p.m.
(Closed Holidays)

Transfer Station
Monday-Friday 8 a.m. to 4:30 p.m.
Saturday 8 a.m. to 4 p.m.
Sunday 8 a.m. to 4 p.m.

2017 WASTE MANAGEMENT CURBSIDE YARD WASTE RECYCLING PROGRAM

Curbside yard waste collection will be offered to Incline Village and Crystal Nevada residential customers from May 1 through July 21 and October 2 through October 27, at no additional cost.

To participate, use one or more of the 96 Yard Waste Stickers which will be mailed in mid-April to the billing address of each Waste Management custo...
FOLLOW THESE SIMPLE YARD WASTE COLLECTION STEPS:

- Collect vegetative yard waste in heavy duty bags (any color, except blue) and tie securely.
- Ensure each bag does not exceed 40 pounds and is securely tied. Please see note about safety on reverse.
- Attach one Yard Waste Sticker to each bag.
- Place the bag(s) with a sticker curbside on your service day during the designated time frame: May 1 through July 21 and October 2 through October 27, 2017.

- If you do not want to leave your bagged yard waste at the curb, Waste Management offers free drop off at our Incline Village Transfer Station daily between 2 p.m. and 4 p.m. All yard waste bags taken to the transfer station must have a Yard Waste Sticker attached for free drop off. Customers must present their IVGID card. Not valid for landscapers.

- If you need additional stickers, you can purchase them from Waste Management's Incline Village office at 1200 Sweetwater Road in Incline Village, NV 89451.

ACCEPTABLE AND UNACCEPTABLE ITEMS IN THE YARD WASTE PROGRAM

ACCEPTABLE:

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

UNACCEPTABLE:

- Large branches (anything over 3’ wide)
- Food waste
- Trash
- Rocks
- Dirt
- Construction waste
- Recyclables
- Pet waste

LARGE WOOD DEBRIS:
North Lake Tahoe Fire Protection District (NLTFPD) provides free chipping for resident have larger wood material such as dead trees, branches and limbs (under 8” in diameter) please contact the NLTFPD at 775-831-0351 ext. 8118 or visit www.nltfpd.net.

PLEASE NOTE:

- If yard waste bags are placed at the curb without a valid sticker, the bags will be collected and processed as solid waste. You will be subject to an additional charge of $2.31 per bag.
- Stickers from other municipalities are not valid in Incline Village & Crystal Bay.
- Materials collected before or after the program time frame will be processed as solid waste, and may result in a solid waste violation subject to fees, fines or penalty from IVGID Public Works.
Overage Charges
Postcard Notification
Mailed May 2017
Close the Lid on Overage Charges

The new franchise agreement with IVGID authorizes Waste Management to apply overage charges when trash and recycling carts are overfilled.

Container lids must close completely. Overfilled containers may result in cleanup charges from WM. Additional fines may be imposed by IVGID.

Go to InclineVillage.wm.com to learn more about service options such as bigger cart sizes, 4 annual transfer station dumps included with service and additional pickups to reduce overages.
Close the Lid on Overage Fees

- Prevent litter!
- Reduce wildlife encounters!
- Avoid overage fees!
Overage Charges Bill Stuffer with 2nd Quarter Bills in To Be Mailed June 2017
CLOSE THE LID ON OVERAGE CHARGES

The new franchise agreement with IVGID authorizes Waste Management to apply overage charges when trash and recycling carts are overfilled.

The goal of this program is to prevent litter and reduce wildlife encounters by keeping trash and recycling containerized.

Container lids must close completely. Customers may face cleanup charges for overfilled containers. Additional fines may also be imposed by IVGID.

Some options to reduce trash at the curb:
- 4 Annual transfer station dumps at no additional cost
- Increase your cart size
- Breakdown recyclables before placing in cart
- Drop off extra trash at the transfer station
- Free transfer station drop off of recyclables

Learn more at www.InclineVillage.wm.com
Avoid Overage Charges with Smart Sorting

RECYCLING

All Empty Glass, Aluminum, Metal & Plastic Containers, Paper, and Cardboard go into your blue-lidded Recycling cart.

TRASH

All Non-Recyclable and Non-Hazardous Garbage go into your green lidded Trash cart.

Still need more room? Call Waste Management at 775-831-2971 and subscribe to a larger trash cart service.
Dumpster - Current Locking Style
Dumpster - New Locking Style
Enforcement and Snapshot Statistics

District Ordinance 1 Enforcement

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<th>July 1 to June 30</th>
<th>Fines Paid</th>
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WM Snapshot Program Statistics

- Residential Snapshot April = 168
- Commercial Snapshot April = 15