

MEMORANDUM

TO: Board of Trustees

FROM: Steven J. Pinkerton
General Manager

SUBJECT: General Manager's Committee on Solid Waste Services

STRATEGIC PLAN: Long Range Principle #1, Resources and Environment; Initiating and maintaining effective practices of environmental sustainability for a healthy environment, a strong community and a lasting legacy and Long Range Principle #4, Service; The District will provide superior quality service and value to its customers considering responsible use of District resources and assets.

DATE: February 16, 2016

I. RECOMMENDATION

- A. Discuss and adopt guidelines for solid waste services options to be included in a new franchise agreement
- B. Resolve and decide whether IVGID will initiate negotiations for a new franchise agreement with current collector or whether IVGID will call for bids for franchise of solid waste services

II. DISTRICT STRATEGIC PLAN

Solid Waste Services are part of Long Range Principle #1, Resources and Environment; Initiating and maintaining effective practices of environmental sustainability for a healthy environment, a strong community and a lasting legacy and Long Range Principle #4, Service; The District will provide superior quality service and value to its customers considering responsible use of District resources and assets.

III. FINANCIAL IMPACT AND BUDGET

The District's Solid Waste and Recycling Franchise Agreement between Incline Village General Improvement District and Reno Disposal Co. has a term ending on March 31, 2017. It is essential for a new Franchise Agreement be in place at

the end of the term to continue solid waste and recycling services in the District. The section from the Nevada Revised Statute states that applies to General Improvement Districts is as follows:

NRS 318.142 - Collection and disposal of garbage and refuse:

The board shall have the power to acquire, by purchase or lease, sites for the disposal of garbage and refuse, and to own and operate equipment for the collection and disposal of, and collect and dispose of, garbage and refuse, or to contract, without calling for bids, for the collection and disposal of garbage and refuse from within the district.

IV. BACKGROUND

The General Manager's Committee on Solid Waste Services was formed to investigate solid waste service options for the community, obtain public input on those services and identify the procurement strategies for a new franchise agreement. The General Manager's Committee would then make a report to the Board at a regularly scheduled meeting and request further direction. Committee Members included the General Manager, the Public Works Director, the Communications Coordinator, the Public Works Administrative Manager along with Trustees Jim Hammerel and Phil Horan.

The Committee reviewed past service proposals, industry standards and regional solid waste service options and presented this at a community forum on January 25, 2016. The Committee received feedback at the meeting, through submitted comments and from earlier surveys conducted in the service area. The recommended service option is presented below for residential and commercial customers

Recommended Service - Residential

- Waste cart (32, 64 or 96 gallon), collector supplied.
 - Default service 64 gallon waste cart.
- Wildlife waste cart (64 or 96 gallon), collector supplied.
 - Rental option or result of wildlife offense
- Zero tolerance for wildlife offense(s).
- Incentivize bear boxes with lower service rate and rebate program.
- Weekly recycling in collector supplied cart.
 - Default service 64 gallon recycling cart.
- Extend green waste recycling to 16 weeks, 96 stickers.
- Add 4 dump vouchers, included (1 cubic yard).
- Add 2 bag weekly drop-off at transfer station.
- Keep SHARPS and qualified disabled side yard service.

Recommended Service - Commercial

- Continue use of wildlife resistant dumpster, collector supplied.
- Park style dumpster, collector supplied.
 - Rental option or result of wildlife offense
- Zero tolerance for wildlife offense(s).
- Incentivize customer provided park style dumpster service with lower service rate and rebate program.
- Continue weekly recycling in dumpster or cart.

A few other points to consider are:

- 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.

IV. ALTERNATIVES

The Board can discuss other alternatives.

V. COMMENTS

A revision of the Solid Waste Ordinance will be necessary with the recommended solid waste service proposal. This will be prepared after a draft franchise agreement is brought to the Board but prior to implementation of a new franchise agreement.

VI. BUSINESS IMPACT

This item is not a "rule" within the meaning of Nevada Revised Statutes, Chapter 237, and does not require a Business Impact Statement.



**Board of Trustees Meeting
Report from the General Manger Committee
on Solid Waste Services
February 24, 2016**

Members of the General Manager Committee on Solid Waste Services

- Steve Pinkerton, General Manager
- Philip Horan, Vice Chairman
- Jim Hammerel, Treasurer
- Joseph Pomroy, Director of Public Works
- Samantha Kurashewich, Public Works
Administrative Manager
- Misty Moga, Communication Coordinator

Ordinance 1 Findings

- Protect the public health and welfare;
- Prevent water, air, and land pollution;
- Prevent the spread of disease and the creation of nuisances;
- Prevent unlawful dumping and disposal of solid waste;
- Enhance the beauty and quality of the environment;
- Conserve natural resources; and
- Provide for such other activities as may be required to carry out the District's solid waste goals and objectives.

Summary

- GM Committee Objective
- Completed Objectives
- Existing Service and Service Options
- Procurement Process
- Next Steps
- Recommendation

GM Committee Objective

- Solid Waste Franchise for Route Collected Refuse and Recycling Expires March 31, 2017
- 10/01/15 Board Workshop Formed GM Committee to Investigate New Franchise
 - Investigate Service Options
 - Obtain Public Input
 - Identify Procurement Strategies
 - Report Back to Full Board

Completed Objectives

- 2015 & 2016 GM Committee
 - Committee Meetings
 - January 25 Solid Waste Forum
- Reviewed Past Public Comments, 300+
 - Customer Comments on Service
 - Previous Service Surveys
 - Flash Vote Responses

Previous Solid Waste Service Discussions

- Public comments collected from June 2015 Flashvote and January 25, 2016 Solid Waste Forum
- Previous presentations to Board on service options and Franchise
 - September 25, 2013
 - October 30, 2013
 - November 10, 2013

Current Service Issues

Discussed at October 1, 2015 Board Workshop:

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

Enforcement

- Enforcement began in 2005
- Proactive Enforcement began Sept 2013
- Total Complaints 2005 – 2016
 - 1249 Reported Complaints
- Last 2 Years of Proactive Enforcement

Year	Commercial Complaints	Residential Complaints
2014	206	86
2015	93	87

Current Service Residential

- **Refuse:** 1 cubic yard weekly (7 x 32 gallon trash cans) in homeowner supplied container or bear box, or 96 gallon cart w/ rental charge.
- **Single Stream Recycling:** Every other week in blue bags.
- **Green Waste Recycling:** 12 week period (May-July) of 72 bags curbside. The green waste program is outside of the current Franchise Agreement.

Current Service Residential

Customer Supplied Container



Customer Supplied Bear Box



Service Options

Residential Refuse

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

Service Options

Residential Recycling

- Single stream recycling in carts weekly (64 or 96 gallon options).
- Single stream recycling in carts every other week (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.

Recommended Service Residential

- Waste cart (32, 64 or 96 gallon), collector supplied.
 - Default service 64 gallon waste cart.
- Wildlife waste cart (64 or 96 gallon), collector supplied.
 - Rental option or result of wildlife offense
- Zero tolerance for wildlife offense(s).
- Incentivize bear boxes with lower service rate and rebate program.
- Weekly recycling in collector supplied cart.
 - Default service 64 gallon recycling cart.
- Extend green waste recycling to 16 weeks, 96 stickers.
- Add 4 dump vouchers, included (1 cubic yard).
- Add 2 bag weekly drop-off at transfer station.
- Keep SHARPS and qualified disabled side yard service.

Current Service Commercial

- Customer chooses dumpster size and number of days serviced per week, no weekends.
- Single stream recycling weekly in dumpster or cart.
- Green waste recycling is currently not available as a service option.
- Customer can self haul green waste to the transfer station or rent bin from a hauler.

Current Service Commercial

Wildlife Resistant Dumpster



Park Style Dumpster



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 cart.

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.

Recommended Commercial Service

- Continue use of wildlife resistant dumpster, collector supplied.
- Park style dumpster, collector supplied.
 - Rental option or result of wildlife offense
- Zero tolerance for wildlife offense(s).
- Incentivize customer provided park style dumpster service with lower service rate and rebate program.
- Continue weekly recycling in dumpster or cart.

Procurement Requirements

- NRS 318.142 Collection and disposal of garbage and refuse. The board shall have the power to acquire, by purchase or lease, sites for the disposal of garbage and refuse, and to own and operate equipment for the collection and disposal of, and collect and dispose of, garbage and refuse, or to contract, without calling for bids, for the collection and disposal of garbage and refuse from within the district.

Procurement Requirements

- 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.

Next Steps

- Define Residential and Commercial Solid Waste Service Option
- Determine Procurement Process and Timing
- March 31, 2017 – Solid Waste Franchise Agreement Expires

Recommendation

- Discuss and adopt guidelines for solid waste services options to be included in a new franchise agreement
- Resolve and decide whether IVGID will initiate negotiations for a new franchise agreement with current collector or whether IVGID will call for bids for franchise of solid waste services

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- **Recycling:** Why isn't there pick-up for recycling every week? I firmly believe that weekly pick-up of recycling would increase the participation by the community of reducing the amount of landfill waste. By reducing the amount of trash picked up (over time--it takes a few months to change habits) costs will actually decrease. Plus, depending on what the market is out here, there can be money made by selling the metal collected to help offset. My previous community substantially reduced their costs by selling some collected items. I repeatedly see neighbors and hear others say that there's no way their keeping items for 2 weeks! Yes, they can take them to the dump, but--really? We don't mind because we care, but others are understandably busy or it's not as convenient for them. There would need to be substantial marketing and reminding, but it WILL pay off!
- **Bulk Items:** When we bought our home here in 12/12, we took a few items to the dump every couple of months when we came out. We were SHOCKED, when, in November, we went to take some large pieces of styrofoam to the dump and were told it would cost us \$26! For styrofoam! We took it back home and broke it into pieces and put it out with our trash (with the lid open). In the past, we had taken other items to the dump with NO problem-or charge- like old wallpaper and broken decorator items from the previous owner to the dump and were not turned away. Since November when we moved her full-time, we've been turned away. We tried putting a contractor bag out with our trash on the correct day since not all would fit in the trash, but it was ignored. Why can't RESIDENTS have an occasional opportunity to discard larger items. Quarterly? Monthly? A trunk full (NOT truck!) What's to keep residents from abandoning items (old grills, a random plastic deck chair, etc) on the roads? It's understandable that residents would occasionally have larger items to dispose of without penalty.
- **Bag Fee:** Let's see how serious IV residents are to ""Keep Tahoe Blue""! By charging a nominal fee (5cents) for store provided bags, the money can be used to help restore and save the views, beaches, and environment all residents (regardless of socio-economic status). Plus, there's the chance for businesses to sell their bags and provide advertising.
- **Bear Bins:** I wish IVGID would provide the opportunity to purchase a bear-resistant trash can for residents. They are EXTREMELY expensive to buy online, and it's not always easy to find locally. Especially if there were brands such as BearSaver since the currently available ones are SO difficult to open!
- "Require Bear Boxes as a solution, what's the big deal.
- All the Hot Shot part timers & people who don't care about the Indigenous Wildlife should be Fined for ""Being Uncivil"".
- Since August of 2003, we spend 5+ months a year at our home in Incline Village. We have never had a trash problem. Our trash and recycle (every other week) are put at the street every Wednesday morning at 7 am. Trash is in a Kirkland Compactor Bag, and the recycle is in the approved (blue) recycle bag. We have no need for containerization ... nor the room to ""house"" such containers. In addition, we have a steep driveway, thus moving such containers back and forth would present a risk of injury for seniors and others with physical in-capacities.

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- Strongly suggest you look at imposing a containerization program on the irresponsible residents of the community, and those residents that use their properties as rental units. Responsible residents do not have a problem with the current plan for residential trash pick up.
- I am President of the Board of Directors at Tahoe Racquet Club Condos at 989 Tahoe Blvd. and have served on our Board for almost 20 years. Please note that our Association purchased two large bear resistant dumpsters about two years ago at a cost to us of \$5000.00 and have found them to be easier for people to use. They have eliminated a lot of the problem of people not using the dumpster locks correctly and allowing wildlife access. Another solution to overflowing trash is that we have our property manager check the trash dumpsters daily, and take excess trash and recycling to the dump at times when we have excess like holiday weekends. It is an ongoing challenge, but we have made good progress over the years. I have the following comments and suggestions for IVGID and Waste Management as the new contract is negotiated
- 1. Recycling containers and dumpsters should be blue in color to indicate that they are for recycling not trash. Better markings and color could help to keep trash out of recycling containers. When we received a recycling dumpster that was green in color, I was amazed. It was just a bit smaller than the regular trash dumpster and very similar. It had a few stickers on it that said recycling, but was not very different. We have made it much more evident what it is for, but still have problems with people putting trash in with recycling. We also put up a banner behind it to indicate recycling only. (At least it is a different color from the new dumpsters – the ones from WM were green too– it did not say RECYCLE ONLY on it when delivered and we do not always have the same dumpster as they take it to empty it)
- 2. How is Multi-Family Residential differentiated from Commercial? What is the definition of each? A commercial property with a dumpster should be able to control who uses their dumpster and how; and could lock it when not dumping trash. Multi-Family Residential properties with renters and vacationers is a much different problem. HOA's notify owners and have Rules and Regulations, but visitors are not responsible or understanding of our issues in Incline Village. As we all know, they seem to leave their common sense at home. Therefore weekends and holidays are a challenge to all of us. It is not practical to lock the dumpster. It may also be used by non-residents who just drive in. Since we are not a gated community, this is difficult to monitor and enforce.
- 3. Are there "yard waste" allowances for Multi-Family Residential properties? Shouldn't multi-family properties get allowances for yard waste as residential properties do? (especially pine needles) Why do we have to pay extra to dump our pine needles? Thank you for your consideration of our comments. I hope to attend the presentation on Monday afternoon.
- The experience of other communities in areas where bears live has shown that bear boxes or at least wildlife resistant trash containers are the way to go to prevent damage to homes as well as incidents in which bears end up being killed thru no fault of their own. The wildlife experts agree- the Bear League AND NDOW actually agree on something!! Madonna Dunbar, our Incline trash/bear conflict expert agrees. Making them mandatory (perhaps with a few exemptions for special circumstances, eg, for

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someone who is unable to use them for some medical reason?) is the only way to get enough participation to make this work. We tried incentives, and while it helped, it wasn't enough.

- We should be able to get a better price for the totes and boxes if we negotiate for a group price, and we could make it so that people that can't afford the upfront price for the totes or boxes have a way to pay a small amount monthly to ease the short-term pain of paying for them.
- Overall as a community we would *save* money because the damage to homes and what we have to pay to have bears relocated and killed, and the amount we spend cleaning up trash messes would be decreased significantly. We also would need to spend less on enforcement for the trash rules. This requires leadership on the part of the administration because some people don't want to spend any money for anything when they can SEE the cost (trash container) even if it will save costs that are harder to SEE (trash pick-up, rules enforcement, costs to relocate and kill bears, cost to repair property damage, etc). There is also a cost to Incline in terms of public perception. We look bad when are unable to handle a problem that other communities have taken care of.
- I bought a bear box for my property after waiting for the administration to do something for months and months. It's been put off too long. This needs to be taken care of once and for all. Yes, it costs a little extra money but it's a one-time reasonably small cost (with some smaller amount needed periodically for replacement/repair) with a long term payoff that is many times greater. "
- "Thank you for the reply. I am working in Reno and normally don't make it home before 6pm, and of course since I am living in Incline fulltime for the last 11 years I want to be involved in our community. I 100% agree that we need to have a solution for our problems with the bears (actually they were here first, so it's more solving the problem of the humans) . Dealing with vendors within my job responsibility, I strongly believe signing a 10 year binding commitment can create issues. We should be able to structure the contract in a way to hold both parties accountable and to be able to renegotiate at certain terms. That's my biggest concern at this time.
- As a resident of Incline Village for nearly 40 years, I would like to recommend the following two changes to our trash policies.
- Bear resistant trash cans must be required if we want to end the constant conflict with our bears. People living here today enjoy nature. I came to Lake Tahoe in 1960 and back then whenever a bear was seen someone shot it and no one objected. We would not tolerate that today. Back then, because no one seemed to care, years passed and we saw no bears. But, except for a few decades last century when a few people wanted all the bears here dead, the bears have always been a part of Lake Tahoe and they belong here today.
- Things have changed. Today, as soon as a hungry bear gets into a garbage can or a dumpster, it is seen as a threat to humans and once reported, the offending bear is eventually destroyed. When bears know how to get people food they can do a great deal of damage and they can become very dangerous so we kill them. Sometimes we have no other choice.

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- There is a much better way to deal with bears. We need to encourage bears to eat only natural foods by making it as difficult as possible for them to have access to human food. I have recently seen and photographed them climbing trees near my home to get to bird nests in spring and eating berries in the fall. But whether they live at Lake Tahoe or Yosemite, once they get a taste for human food their remaining lifespan can usually be measured in days.
- The cost involved in dealing with bears is reasonable and it must be considered a cost of living at and protecting Lake Tahoe. There are many other costs we pay here. It costs more to build here. When I first came to Tahoe garbage pickup was not required. Now we pay for it monthly whether we use it or not. We also now pay to treat and then pump our sewage over a mountain. We now must pay for many erosion control measures and pay the costs to reduce fire hazards. We do all these things to protect Lake Tahoe and most of us don't complain even though a few people objected when each new cost was required. Protecting our garbage from bears is a cost of living in bear country, and we can either pay the cost or we can keep killing the bears. Those are our only choices.
- Requiring recycled trash to be bagged in plastic seems counterproductive and I find it very upsetting. Why add plastic to the waste stream in order to recycle. I favor outlawing plastic shopping bags completely because I have often seen plastic bags in the middle of the Ocean and all over Nevada and California. The world was certainly a much cleaner place before plastic, but current policy forces me to purchase even more plastic bags and add them to my trash. I recommend using reusable rolling containers like those used in Reno which can be easily loaded by the garbage truck eliminating the plastic bags and making recycling easier for everyone. I would rather pay any extra cost for the container and stop paying for unnecessary plastic bags which go directly into the waste stream every other week."
- The proposal for Waste Management to only rent animal proof bins is outrageous. They need to offer them for sale as well. I think the cost to residents over a 5-10 year period hasn't really been considered.
- Also, I and assume many others, would like to see weekly recycling pickup. I have to store 1-2 full bags in my closet right now.
- "I will try to make meeting but basically want to say that we live in Incline Village.. That means something and to drive around and see garbage everywhere is disgusting. It is high time the board does the right thing and make trash receptacles/ bear boxes mandatory.. Each resident pays upfront or tack it on taxes. If they fail to pay property goes into default.
- Do the hard job, the right thing and clean this place up.
- Dear IVGID Board, My issue arises from the discretion to collect or not collect given to the Waste Management truck drivers, which in my opinion, is abused. Last year, IVGID sent out " free " yard debris clean up bags. I had my rental property cleaned, and the bags put out with appropriate stickers. The truck came by , and the tenants were told by the driver that he MUST pick up anything at the curb, but since it was not our recycle week, I would be charged. And I was charged (If I recall correctly) over \$47 dollars in fees! To add insult to injury, about 2 weeks later, my microwave died. I put it out on recycling day , and it was not picked up. I called Waste Management and they said they don't pick up that type of

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material, and I would have to drive it to Carson City. . Excuse me, but letting the people who make the profit decide if they will charge or collect something , is simply an abdication of responsibility of management by IVGID.

- We are part time residents and rarely ever use their pick up service. The few times we are in Incline we take our recyclables and trash to their location since we never leave Incline on the day of their pick up and do not want any trash left at the curb. I'm sure there are many others like this and we assume this is factored into the pricing.
- "Not sure I will be able to attend the Monday meeting but want it on record that residents and businesses here must be required to have wildlife proof trash containers.
- It has been noted over and over by law enforcement and Dept of Wildlife that the human/wildlife conflict is almost 100% caused by unsecured trash.
- IVGID CAN and SHOULD solve this problem with a requirement for residential and commercial wildlife proof containers.
- We don't need MILLIONS OF DOLLARS spent on the DP plan...we NEED to resolve the human/wildlife conflict NOW.
- As a resident of Incline Village, I would like to voice my support for an ordinance requiring wildlife resistant dumpsters for Incline's roughly 300 commercial properties and wildlife resistant totes for its 8,000 parcels.
- Incline Village believes it is the preeminent community in the Tahoe Basin. Its failure to lead on the escalating human trash problems has brought wildlife, especially bears, into perilous contact with humans and domestic animals. That a community as affluent as IV refuses to take action because of a few obstinate folks who begrudge spending a couple of dollars extra a month for trash service does not fit with IV's public image nor is it sound public policy making. It also wastes precious law enforcement and wildlife agency resources and causes unnecessary conflict among community factions. IV could be leading all the communities around the Tahoe Basin on this long overdue change, but it has repeatedly failed to mandate bear-proof/wildlife-proof trash containers for residents and businesses. The most cursory review of other mountain communities such as Yosemite, Mammoth (CA), Aspen, Vail, Boulder, (CO), and Cranmore, British Columbia, among others, would demonstrate the efficacy of mandatory bear-proof/wildlife-proof trash containers to any skeptics on the IVGID Board. Even the U.S. Forest Service has universally implemented such containers at all of its Tahoe Basin facilities, recognizing how important they are in keeping humans and wildlife safe and suitably separated from one another. It is our hope that IVGID will finally move forward with mandatory bear-proof/wildlife-proof trash containers and solve the problem that too many careless humans have caused and refuse to correct on their own. We have a legal system because everyone will not act responsibly without it. Let's use it to benefit public health, public safety and protection of all animals, who have no ability to advocate for their interests.
- Please forward this e-mail to the IVGID Board of Trustees, Steve Pinkerton, Joe Pomroy and anyone else involved with the trash issues in Incline Village and Crystal Bay. It's imperative that this issue be resolved

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once and for all not just to save the lives of several bears each year but to prevent trash and other debris from polluting the environment and eventually winding up in the lake and streams.

- The topic of how to handle trash in our community has been debated long enough. The inaction by the IVGID Board of Trustees over the past few years has only lead to a worsening of the problem. Mammoth Lakes California solved this problem over a decade ago. The solution they employed is the only logical, reasonable and comprehensive solution to managing trash and reducing conflicts between humans and bears. It is irrational to believe that the IVGID Board of Trustees or anyone in our community somehow has a better solution than what has been very effectively implemented in Mammoth Lakes. I implore the IVGID Board of Trustees to invite Steve Searles or anyone else from Mammoth Lakes to meet with our Board of Trustees and community leaders and implement the tried and tested solutions. Only by having a combination of comprehensive education, strict enforcement and mandatory wildlife proof trash containers will the problem ever be resolved. Incline Village and Crystal Bay average between 300 and 350 real estate sales each year. This means every 10 years approximately 40% to 50% of all the properties in our community change hands to new owners. It is completely unrealistic to believe that education alone is going to solve the problem, there are just too many new property owners every year, along with vacation renters and part-time owners and their guests. I support the implementation and use of mandatory wildlife proof trash containers and respectfully request that this be made a part of any new agreement with Waste Management or any other company that will be providing trash removal services in our community. Thank you very much for forwarding this e-mail to all of the appropriate parties and I hope that our Board of Trustees will finally take the actions necessary to resolve trash issues and dramatically reduce conflicts between humans and bears.
- Dear IVGID - please make bear resistant containers MANDATORY. It is critical and the only responsible action as an agency of environmental protection and stewardship. Our community suffers greatly when trash is left all over and harms wildlife. Please please please, let's be as good as Mammoth or better yet, as Yosemite. Our community, our lake, our animals and our children's children deserve better.
- As coordinator for the Wilson-Palmer Homeowners Group and a full time resident for 12 years on Wilson Way, I have observed a wide variety of trash handling situations in our neighborhood and around Incline. I talked to many local owners and even people in other communities and states about the problem.
- From this I have strongly felt that a single trash solution does not fit all neighborhood situations.
- Over 2 years ago, Jim Hammerel and I discussed solutions to the problem, which then prompted me to consider and test the concept of Repelling Bears with Household Cleaning Supplies. My work has included discussions with Carl Lackey and demonstrations to his assistant, Heather Reich, the bear dog person.
- In my nearly 2 years of testing, I have found the Repelling by Odors program has successfully worked at our condo in the known presence of very close-by bears, being known by both their noise and snow tracks.

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- We met at the Village holiday walk in December and had a brief discussion about bear boxes. I understand there is a new contract being considered with Waste Management. I want to encourage IVGID to consider mandatory bear boxes as they have been very successful in other communities at reducing human bear interactions, increasing community safety, and preservation of native wildlife.
- Having worked in Incline over 30 years, it has discouraged me to see such a wonderful community exhibit such poor stewardship with regards to trash containment and wildlife.
- This issue has ripped the community apart as neighbors blame one another over issues arising from lack of proper containerization for a mountain community teaming with bears and other inhabitants.
- It is your responsibility to show leadership and make good decisions. Please vote to have mandatory wildlife resistant trash containers for both residential and commercial properties, as well as all necessary enforcement for that to succeed.
- "I think it is imperative that IVGID come into the 21st century by imposing trash ordinances that allow residents, tourists and guests to live side-by-side with our wildlife. We are a mountain community in a forest; it is ridiculous that educated people who can think through problems fail to act in an intelligent way for the protection of all of us. If nothing else, we should be able to learn by other communities' successes.
- Please note that my full support and desire is to see that mandatory bear proof containers are required for all resident and business organizations within the Incline Village area. This is an intelligent and obviously much needed step to assure that we do all we can to diminish our bear/human interactions. To once again not move forward with mandating that all homes/businesses be required to have secure bear proof containers would be an incomprehensible decision that would go against all the statistics of what we clearly know to be true facts, not speculations. Basically, there is no making sense of the insanity of this situation when we turn our backs on what is a glaringly obvious solution, a solution which would assist dramatically in diminishing the presence of bears in our community. We are so much better than what we have proven so far, and I would hope and pray much to wise to let it happen again.

- Please forward this email and attached documents to the IVGID Trustees. Attached are excerpts from Placer County specific to their solid waste containerization and enforcement when garbage related wildlife issues occur.
- There is an opportunity to adopt language from the Placer County Ordinance/Code into the existing IVGID Ordinance ONE: 8.16.266: Garbage can enclosure:
- Prior to final and/or occupancy approval for all new residential construction/extensive remodels. IVGID could do this when approving sewer lines, backflow etc...
- Within (30) days notification by IVGID that installation of an approved bear-resistant garbage enclosure is required because garbage collection and/or storage site has been inspected and determined to be a bear access problem. Robert Opp/Compliance can do this on trash violation calls. There should be a ONE

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strike policy...No appeals, No Fines. Bear Box delivered and billed to IVGID bill. Resident/Owner will be eligible for the \$150.00 rebate.

- Other ideas:
- All short term and long term rental properties will be required to provide wildlife resistant bear box. Single Family home must provide minimum 3 can capacity box.
- Any home/residence situated adjacent to USFS, NV Land or near a creek(known wild life corridor) required to have a bear box
- Any home with noticeable signs of wildlife intrusion (damaged,garage door, car etc) will be required to install bear box.
- Any resident who requests a BEAR Trap from the NDOW will be required to install a bear box and will notify IVGID that a trap had been requested. IVGID will have authority to access and inspect property to determine if garbage or access to food (dirty BBQ, open car) served as the attractant.
- I would like to lend my support for more bear boxes.
- Thank you for spreading the word on bear awareness!
- I have lived in the Lake Tahoe since 1979. As a Trustee, I hope you will agree as me that it is time to stop kicking around this issue because a few residents are too cheap to do the right thing and secure there trash. It is simply our civic duty to manage our trash and penalize those who do not.
- It is FACT - All wildlife agencies agree that 95% of all human - bear issues are the result of unsecured trash and other food attractants. The problem is the People's Trash not the bears. We must ensure that people secure their trash properly. Will education help? NO, we have tried this over and over. We have new residents coming every year and a constant turnover of vacation renters. It is impossible to educate every vacation renter when they arrive. There is only one solution! Mandatory bear proof containers for ALL.
- Because of a few selfish people who refuse to secure there trash properly, NDOW spends an enormous amount of dollars each each trapping and relocating bears. This is wasteful to spend our tax payer dollars on bear relocation because of these selfish residents who don't care about others. These residents should be fined and forced to purchase wildlife proof containers.
- IVGID's own legal council suggested that IVGID take steps with securing trash and attractants to minimize people-bear interactions.
- Yosemite had the lowest human-bear interactions this past year in 2015 because of bear proofing Yosemite's garbage. Yes, it works and as a trustee you know that there is no need to keep Kicking around this idea.
- Containerized trash is not just a bear issue but an health and safety issue in our beautiful area. There are reports of Rodents and chipmunks carrying hanti virus and plague in our area. Unsecured garbage attracts not only human bear conflict, it attracts disease!!!

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- The selfish residents who argue they don't want a bear proof can because it is unattractive really believe garbage bags of garbage on the street IS attractive??? Of course not, it is only an excuse because they are too cheap to buy a bear box.
- These selfish residents are NOT too poor to afford a bear box! Remember, the median home value in Incline is \$668,000!!!
- Lastly, I am sorry the meeting at the Chateau was scheduled today during normal working hours. There are many people who would have attended in support of mandatory wildlife proof containers had the meeting been held after 5:00. I hope future meetings will be scheduled when we can all have the opportunity to voice our concerns in an open town hall meeting.
- To Whom It May Concern on the IVGID Board and Among IVGID Management:
- Incline Village believes it is the preeminent community in the Tahoe Basin. Its failure to lead on the escalating human trash problems has brought wildlife, especially bears, into perilous contact with humans and domestic animals. That a community as affluent as IV refuses to take action because of a few obstinate folks who begrudge spending a couple of dollars extra a month for trash service does not fit with IV's public image nor is it sound public policy making. It also wastes precious law enforcement and wildlife agency resources and causes unnecessary conflict among community factions. IV could be leading all the communities around the Tahoe Basin on this long overdue change, but it has repeatedly failed to mandate bear-proof/wildlife proof trash containers for residents and businesses.
- The most cursory review of other mountain communities such as Yosemite, Mammoth (CA), Aspen, Vail, Boulder, (CO), and Cranmore, British Columbia, among others, would demonstrate the efficacy of mandatory bear-proof/wildlife-proof trash containers to any skeptics on the IVGID Board.
- Even the U.S. Forest Service has universally implemented such containers at all of its Tahoe Basin facilities, recognizing how important they are in keeping humans and wildlife safe and suitably separated from one another. It is our hope that IVGID will finally move forward with mandatory bear-proof/wildlife-proof trash containers and solve the problem that too many careless humans have caused and refuse to correct on their own. We have a legal system because everyone will not act responsibly without it. Let's use it to benefit public health, public safety and protection of all animals, who have no ability to advocate for their interests.
- Introduction: The public announcement for the subject forum states that staff have been ""listening to our community"" and ""want to make sure the best (solid waste) service solution is brought forward."" I and others I know do not believe these are accurate statements of fact. We believe staff has an agenda with another one of its favored collaborators [here Waste Management (""W-M"")], the interests of W-M are paramount, and those of the public staff serves, are secondary. In other words staff has not been listening to our community, and it doesn't want to make sure the best service solution is brought forward.

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- If our belief is wrong and our staff is really here to champion the primary interests of we solid waste customers, then it will incorporate the suggestions which follow given its announcement states ""comments are welcome.""
- **The Number One Problem With Our Trash Franchise and the Rates We the Public Pay, is Ownership of the Solid Waste Transfer Station:** Our current trash franchise mandates that IVGID reimburse W-M for all the costs it incurs associated with collection and disposal of solid waste. And that it be paid a minimum profit based upon gross revenues on top of those costs. One of the costs W-M reports is monthly rent on the Sweetwater solid waste Transfer Station. This is rent W-M pays to a wholly owned subsidiary of itself which owns the Transfer Station. This means that IVGID is in essence paying monthly rent on IVGID's only Transfer Station.
- **Why Incline Village Requires a Solid Waste Transfer Station:** In most other communities the public dump is located within or adjacent to their boundaries. So after a collection truck finishes its solid waste route, it can dispose of the waste it has collected directly at the dump. But since the dump W-M uses for the solid waste it collects in Incline Village/Crystal Bay is located in Reno, the costs are prohibitive to have collection trucks making daily round trip runs over Mt. Rose to Reno and back simply to empty their solid waste loads; especially when those trucks are oftentimes less than full or undersized because they have to service Crystal Bay. So a transfer station is used to house oversized solid waste containers which are filled with Incline Village/Crystal Bay waste and then more economically transported on an ""as needed"" basis to Reno and back.
- **The Monthly Rent IVGID is Paying for W-M's Use of the Transfer Station is in Excess of \$9,500, or \$110,000 Annually!** And IVGID is paying this sum as part of the rates paid to W-M.
- **If IVGID Were to Own the Solid Waste Transfer Station, it Would Cost Far Less Than What it is Currently Paying and in the Future Will Pay to W-M for Rent on W-M's Solid Waste Transfer Station:** Since IVGID is a public entity, it can issue bonds at favored interest rates. Currently it is paying 2.39% on its latest 20 year 2012 Utility bonds . Based upon a monthly servicing cost of a bit lower than the \$9,500 (\$9,442 to be exact) it is currently paying in rent to W-M, IVGID can service and retire \$1.8M of utility bonds over the next 20 years. In other words, if the solid waste Transfer Station can be purchased or otherwise acquired for \$1.8M or less, for the next twenty years there will be no additional cost to rate payers for rent on that transfer station. And if it can be acquired for less than \$1.8M (which I believe it can), there will be even less cost to rate payers. And it will be a community asset. And given W-M regularly increases the rent it pays itself for use of the Transfer Station, owning that station would help to cap future trash rate increases based upon disingenuous cost increases. And after 20 years, trash rates can actually decrease because then the Transfer Station will be owned free and clear.
- **If IVGID Were to Own the Solid Waste Transfer Station, it Could Secure Competitive Bidding Which Would Likely Reduce Our Trash Rates:** Since the current trash franchise mandates that a solid waste Transfer Station be used which is located in Incline Village; and today the only such station is the one owned by W-M's subsidiary; no one else can become IVGID's solid waste franchisee unless he/she/it can

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use the current solid waste Transfer Station. Does anyone really believe W-M is going to allow a competitor to use its solid waste Transfer Station and for any amount less than it is currently charging itself?

- **W-M Owns a Monopoly Which Must Be Eliminated:**
- **Under This Proposal the Solid Waste Transfer Station Would Become a Community Owned Asset, Just Like the Snowflake Lodge, Which Can be Operated by Any Qualified Concessionaire: And that concessionaire must supply its own insurance and be responsible for any damage caused by its use of the station. We must own our own solid waste Transfer Station.**
- **We Should Commission an Appraisal of the Transfer Station: to determine its real value. More than a year ago I was able to find a qualified MAI appraiser who would do the job for \$5,000. Compared to the drunken sailor spending our staff is guilty of, wasting many times this amount on worthless endeavors like community shuttles, electric vehicle charging stations and magazines, this expenditure is a bargain and it should be embraced and commissioned immediately.**
- **Once We Know the Transfer Station's Value, We Can Negotiate With W-M For its Purchase as Part of Any New Franchise Agreement:**
- **And if W-M Refuses to Sell the Solid Waste Transfer Station, or it Asks Too Much For it, IVGID Should Condemn it via Eminent Domain: Listen to Donald Trump. Without eminent domain government could not build roads, bridges and other public infrastructure. So there's nothing wrong with using eminent domain to acquire a public asset the community requires. And here we require the solid waste Transfer Station!**
- **Don't Feel Sorry for W-M as it Will Be Paid Fair Market Value for the Transfer Station: That's what eminent domain is all about. Government condemns an asset it requires for the public good, and the property owner whose property is taken is compensated via fair market value. It's that simple.**
- **The Number Two Problem With Our Trash Franchise and the Rates We the Public Pay, is That Those Who Dispose of Little or No Solid Waste are Subsidizing the Rates Those Who Dispose a Lot of Solid Waste Pay: Because more than two-thirds of local residential property owners are absentee second or vacation homeowners, they dispose of a pittance of solid waste compared to full time occupied property owners or commercial users. Yet they pay the same rates. This isn't fair.**
- **Moreover, residential rates are based upon disposal of a cubic yard (seven 32-gallon containers) of waste per week, each and every week. Yet most of us who are full time occupied property owners don't dispose of anywhere near this amount of solid waste.**
- **We should reduce the amount of solid waste residential customers can dispose of for a given rate which will in turn reduce the rates those who dispose of little or nothing pay. It's called PAY FOR WHAT YOU USE. Since this is exactly what Joe Pomroy did to our water and sewer rates, in the name of equity, why isn't it good enough for our solid waste disposal rates?**
- **Conclusion: This discussion has nothing to do with the types of containers which are used for solid waste disposal - this is a completely different subject. But if IVGID wants to control the rates the public pays for**

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solid waste disposal, regardless of the containers used, it must incorporate the two suggestions which are the subject of this written statement.

- And by the way, I shared these suggestions with Mr. Pinkerton and staff two years ago. What have they been doing to address either one for the last two years? If the answer is nothing, then that kind of answers of the questions whether staff has been ""listening to our community"" and whether it really ""want(s) to make sure the best service solution is brought forward;"" doesn't it?
- I thought that was a good presentation yesterday. Some additional input that I forgot to share with Joe was our recommendation that recycling be picked up weekly, instead of bi-weekly.
- Most of us have gotten used to consistent recycling, and that means that most of our trash is recyclable, rather than waste. We need twice as much storage for recycling as we do waste, so a weekly pickup would encourage recycling even further.
- There have been many times when our two can bear box is stuffed because we have one can of waste and two bags of recycling.
- All containers commercial and residential trash containers must be bear/wildlife resistant - while this is not foolproof - it makes a big difference.
- Commercial dumpsters should be "park style"/bear/human error resistant.
- Residential should have option of bear box or bear tote. Bear tote should be available for rent from IVGID or service provider at customer cost.
- Recycling (residential) should be given option of having a rollable bearproof tote or a container that fits in bear box. No more blue bags. With a container, biweekly service is adequate. If we stay with blue bags I need weekly service.
- Green waste - should be free or minimal rate for commercial customers. Should not be charged as trash! Residential collection should be all summer through September or even October.
- My comment regarding this issue: In the 4 years I've lived on Dorcey Drive, I have never had a bear get into our trash. Nor have any of my neighbors I've asked have had a problem. My main complaint against bear boxes is that they are sooooo unattractive! Yuk! Just what we need to beautify the neighborhood...a big metal box at the end of EVERY driveway...the few scattered about are bad enough. If someone has a continuous problem, I understand. But I have neighbors who've lived here a lot longer than me and have never had an issue. Please reconsider making these aesthetically challenged boxes a required blight in the Village.
- "I attended the Trash Talk at the Chateau on Tuesday and realized how complicated the situation is, so here are my thoughts from my prospective. Good presentation by Joe Pomroy, P.E.
- I'm 78 years old and my wife is four years younger.
- We've lived in Incline Village at the same address for 35 years.
- My shoulders and back are useless from shoveling snow all those years.
- Our driveway is about 25 feet to the street and almost level.
- We've had one bear break-in (\$500 to fix garage door),

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- CURRENT
- The kids have moved on, so we have at most one 32 gallon trash can each week.
- We now use Zip Lock bags for smelly items.
- Two weeks of recycling in a ""blue bag"" is too heavy to carry to the street.
- I keep the RJG & Bonanza newspapers, Amazon boxes, and mixed recycling in
- separate containers and drive them to the transfer station every 10-14 days.
- Any green waste (mostly tree limbs) goes in a pile for the NLTFPD to chip.
- FUTURE
- We're full time residents, so I see no need for a bear box.
- One 32 gallon trash can with wheels would be fine every week.
- One 32 gallon blue recycle can with wheels would be fine every other week.
- Any larger cans won't fit very well between car and garage wall.
- Recycle collection weekly please
- I am a local resident, I also have a Landscape and property management business, been here for a couple years you might say,,,,, anyway's, just a couple ideas,,,,,
- Joe said you were thinking about green waste 16 weeks instead of 12. YES!!!, we do most of our cleanups in April on Lakeshore, so the piles end up sitting there being a blight for a couple months. Please start in April weather permitting.
- Please pick up all 72 bags in one week, instead of 12 every other week. Waste management only picks up 12 bags per visit. So the pile sits there till they reach 72 bags. I noticed they don't always stick to that program though, depends on which way the wind is blowing that day????
- Please require all commercial and residential places to have Bear proof containers. Fix the problem, we got a lot of people doing it already, lets keep going!!
- Thank you for the prompt response following Monday's meeting. This issue is most important. Responsible residents should have the RIGHT TO CHOOSE: sealed bags @ curb or WMS containers. It should be mandatory for irresponsible residents to use WSM closed/secured containers. KEEP IN MIND ... older (and often mobility impaired individuals) can not muscle big or multiple smaller containers up and down an ""incline"" drive way. Let's make sure that all involved understand this position ... this is not a ""one size fits all"" situation !!!
- I would like to see the green waste pick-ups extended through the summer and into the fall. It would also be nice to have optional critter-proof trash and recycling containers available for those who choose to use them.
- Please log my support for bear resistant waste bins.
- would prefer weekly recycling pickup
- would prefer that pickups don't start at 7am. There are no traffic concerns here, so why not start at 8am?

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- mandatory bear proof bins should be in effect. i've got video of a bear walking down my street pushing cans over and standing patiently next to my bear-proof can waiting for the trash guys to open it so it can inspect it after they dump it.
- "Thanks for holding the Community Forum on Jan 25.
- As a resident who moved to Tahoe for its beauty, recreational activities and wildlife it is my strong recommendation that:
 - all trash (residential and commercial) must be in bear resistant containers
 - all short-term rentals must have bear boxes
 - all new residences must have bear boxes
 - any residence receiving a garbage citation must have a bear box. The cost of the citation may be applied to the purchase.
- These requirements will help improve the appearance of our streets and significantly, if not eliminate, human and wildlife conflicts.
- "Hi, Thank you for the opportunity to make a comment about Solid Waste Services. Sadly this is basically the same comment I have been sending for years. I just found an old email for 2010 when IVGID also asked for comments. I've copied it below.
- September 26, 2010: Thank you for placing the piece in the PW News about accepting suggestions on how to increase our recycling percentage. I have two such suggestions coming from a full time resident.
- The first being weekly pick up of recyclables along with the trash. The schedule is confusing and we recycle so much that we inevitably end up taking our 3 large blue bags to the dump on the alternating week. I do not have the room nor want to store those in my garage for 2 weeks. There are items that I purposely don't recycle because I am afraid that the extra week of storage in my garage is going to attract bears (juice & peanut butter containers). Also, guests and visitors to Incline do not understand the every other week cycle as evidenced by the large number of blue bags ignored and left on the ground on the wrong week. Eventually many are broken into by wildlife which is another problem. I see it every week when I drive around my neighborhood and it is worse during high tourist seasons.
- Second, is get rid of the blue bags altogether, they are expensive and rip easily. We moved here from San Francisco where we were provided 4 trash receptacles: blue for recycling; green for lawn and table waste (compostables); black for trash; and a very small green container for indoor compostables. The 3 large receptacles were picked up weekly. The blue and green cans worked wonderfully. What I spend in blue bags in a year would probably put a dent in the purchase or lease of them. There is no reason our weekly yard clippings should be going in the trash--if there was the requirement of additional bagging, why not the paper compost bags for lawn waste? Anyway, it was a system that worked wonderfully. Easy to understand and you knew the schedule (every week). I believe that most bear boxes would be able to accommodate at least one receptacle dedicated to recycling in addition to trash.
- Thirdly, I would like to see the yard waste program extended for the full summer season. After mid-July when it tends to end, my grass clippings and yard waste end up in the trash.

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- And lastly, it is a known factor that wildlife resistant trash container work. Every time there is the sale of a house in Incline / Crystal Bay, just like BMPs, make wildlife resistant trash enclosures part of a sale. Until the community is complete bear boxed, make trash pick up in bear resistant containers a requirement.
- "I would like to submit a comment about 2 things:
- In my opinion, second (or 3rd or 4th ;)) Homes that are used by people other than the owners should be required to have metal bear boxes.
- Secondly, I would love for IVGID to talk about composting. I know it is a dilemma b/c of the above said bears but the vast majority of our non-recyclable waste is compostable but we need somewhere to bring what we collect at our house.
- Thank you so much for collecting these!
- Continued discussion involving bear proof containers
- Status of problem bears and bear resistant container program.
- more feedback on the feasibility of Bear Boxes
- Status of Ordinance 1
- Progress on recycling and diversion rates; comparisons with neighboring communities and NV state diversion goals
- Why green trash is not recycled per the green sticker
- mandatory bear boxes!
- Continue to keep us posted on bears, trash containers
- A warning not to put pine needle bags near the street before you apply the stickers. Mine were picked up and I was charged a fee for excess trash pick up. More updates in trash pickup my time changed from 8am and now they are picking up until mid afternoon. I wasn't notified and my neighbor said the scheduled change as they have a new driver.
- Always bear awareness. Is it possible to address it particularly to people who rent out their property without making it feel unfriendly?
- More education on Bear Boxes and why we only recycle every other week, and WHY do we still have to use those stupid blue bags? We are a educated, affluent community with antiquated ways.
- Also, haven't seen much on the new recycling bins.
- Can we have recycle pick up once a week? I have far more recycling than trash.
- Mandatory bear box status.
- Status of Ord. 1 update and improving our Antiquated trash containerization (or lack thereof).
- More information on composting options, fireplace ash disposal, yard waste recycling.
- Promote Bear trash containers
- Trash pick-up, recycling, and yard waste program. It's changed this year, hasn't it? Become more restrictive? We're hoping there are other trash hauling options than Waste Management.
- I always appreciate info on the right way to deal with pine cones, pine needles, defensible space and other info on the best ways (and times) to handle organic waste. Very helpful for vacation owners who are not there every day.
- Please continue to keep us informed on the subject of requiring bear proof trash containers.

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- Dropping trash off. In 18 years, we are rarely here during the middle of the week. Finally they opened the dumps on the weekends so we dump our 2 or 3 bags of household garbage bags off there before driving home. We make sure our guests do that so there are no bear problems. Since that nice older man died, they new people at the dumps question us about how much, that they will tell our garbage guy to skip our house this week etc. We tell them our address when we pull up and yet it is still an very unfriendly place and we are treated as if we are doing something wrong. Poor service.
- Coverage of changes and proposed changes.
- What happened to the Bear Box proposal?
- More info on bear/dumpster problem
- Recycling containers and implementation of bear boxes. Coordination with TRPA on drought resistant options including artificial grass not counting as coverage = less water use and no chemicals.
- Any changes they ultimately decide on in the ordinance. The BOT tried to change some things last summer and then the topic never saw the light of day since then.
- Better explanation of blue bag recycling. Can plastic "saran wrap" like packaging be included. Ditto for "blister pack" and Styrofoam. Too bad we can't get feedback on each home's recycling content.
- IVGID recycling goes to Sacramento??? Would like to see an economic analysis of how this makes sense.
- recycle bins and the doing away with the plastic bags
- What is going on with the recyclable trash system potential changes.
- Get Ordinance 1 done.
- how we can start implementing recycling programs back into IVGID
- What are the parameters for residential trash service. It used to be unlimited, then we were told 7 bags per address. I live on a private street with 5 other homes, does that affect how many bags? Seems like Waste Management charges a lot for a little. If I take trash to the transfer station in my truck, they want to charge me for volume, even though it's 7 bags.
- Timeline for putting services out for bid.
- Would like to see info on making bear-proof trash containers mandatory
- free trash days
- I'd really like to know what time the trash pickup will be at my house. I feel like there have been days when i missed it at 8:30 and other days when it gets picked up at 3pm.
- Sure, how about asking (telling ?) residents to keep their trash receptacles out of sight until pick up day? And then promptly return them out of sight after pick up.
- More recycling
- No mandatory bear boxes and fine the people that cause the problem!
- recycling programs
- Status of the use of toters.
- Better recycle program
- recycling--statistics, costs, environmental impact.
- Why the poor recycling program? Grossly inconvenient, so we would like to see articles about how to improve.
- recycling
- I think a review of what and what cannot be included which would also recyclicalis
- why recycle trash cannot be picked up every week

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- Why don't we have a mechanized trash pick up system like most cities? Why don't we have a special trash can for recyclable trash like most cities, and done every week?
- Information about bear boxes (trash) and planning to get one installed
- Recycling. I never know what should or should not go in the blue bags.
- I do not want nor need bearproof trash containers.
- Bear boxes are recommended, but please realize that it may not work for all properties in Incline Village. please update on other options from time to time. Updates regarding large trash receptacles for trash and recycle. (Especially recycle!)
- Trash is picked up at a random time during trash day. We have a local bear which we love. If we put our trash out at 8 and it is not picked up until later in the day, the bear gets into it. If we are home we watch for the trash truck and put it out just in time, but this is not always possible. Can trash schedules be made more accurate?
- Approaches to trash protection from bears for individual homes.
- yes, mandatory bear trash containers...heavy enforcement of the ordinances and published addresses of those who are getting fines for trash violations, what the fines are and how many times they have been fined. That way neighbors will know who is attracting bears to the neighborhood, which could impact their houses also.
- poor customer service attitude on the part of the trash pickup personnel!!!!
- Bears and trash is the most important topic right now to me. I love my bear box!!
- composting
- Calendar of Recycle pickup days, please.
- How about supplying recycle bags at zero markup to customers...ie at cost
- Real Status of recycling
- Not to be critical, we have appreciated the work all do, but the "Green Sticker" Program is ridiculous! I would like to see the how/why this program came into being. The program starts too late and ends too early for those of us who work hard on our yards. The mounds of bags on the streets are unsightly, our neighbors currently have 150+ bags that weren't "on the street" (were on the apron of their driveway) and now have to sit another two weeks before "Recycling Route" Day. Last year I tries to drop off stickered bags at the Transfer Station myself, and was charged the regular fee. This program, amongst other flaws, doesn't encourage the personal property fire safety efforts we need. Our trash guys work hard, I also think this program is not considerate of the hard work they put in.
- More info on how we are doing on residential recycling. Information on Compliance More Info on % of Residential Recycling being done. Info on % of Compl. with regard to the recent fees being imposed for Non-Compliance.
- recycling
- Remind to dispose of trash responsible and not throw in streets lake creeks path areas. Maybe should have a trash bin outside along path lakeshore area
- Tell the guys at the dumps to not act as if 55 year old women are sneaking in garbage from out of state in small white compactor bags.
- Explain why my garbage pick up time moved from 8:30 to 3:30.
- Why the poor recycling program? Grossly inconvenient, so we would like to see articles about how to improve.

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- Favors a greenwaste program that starts earlier. A longer green waste program is better. Maintain 7 bag allowance. More precise timing on trash route.
- Favors bear boxes. Concerned with urban blight from trash bags and cans on street. Mandate cans be stored out of site if cans are used. Bear box owners should have lower monthly rate. Streamline bear box siting and installation process. Provide incentives for bear box installation.
- Would like to bid on solid waste services franchise
- Start greenwaste earlier. Increase the length of greenwaste program. Make greenwaste more flexible year to year. Pick up all 72 greenbags at once. Eliminate extra bag charge on greenwaste. Bear tote or bear box should be mandatory.
- Residential collection starts too early. Window is too narrow to put out trash cans prior to pick-up time.
- One solution does not fit all. Allow flexibility. Where do people put cans that don't have space. Provide options. People need to actively manage personal trash
- Start enforcing the rules - ordinance
- will the ecocenter benefit IVCB
- billing is nice to deal with one bill
- Prefer bear box for CB
- If it's really broke or not - does it need fixing
- look at bids to see if somebody wants to cross the border
- Facilitate bear box purchase and installation
- buying power of waste management - take advantage
- why am I solicited for tips during holidays from drivers, working for Waste Management? No thank you from drivers or gratitude? Better customer service from drivers.
- The transfer station should have more customer service capacity. More attendants to remove trash and recycling from vehicles is necessary to reduce safety and health hazards to customers.
- Trash and recycling service for disabled - didn't know it existed
- Weekly recycling would be awesome. wildlife resistant totes should be mandatory and rented with reduced cost for bear boxes recycling containers/totes, annual green waste program.
- emailed misty. Commercial wildlife mandatory to stop issues. Recycling totes. Weekly recycling.
- if wildlife containers are mandatory, they should be rented not owner provided.
- Love our bear box. Everyone should have one.
- CA Resident; IV recycling cancelled at HOA. Mandatory HOA recycling.
- our bear box has made it so easy to store and have trash serviced. 2. would like weekly recycling with cart. 3. wildlife proof containers should be mandatory.
- Trash routes - times are too variable now
- Can't located (install?) a box anywhere on my property
- make bear boxes mandatory
- I have size concerns for storage

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- **HOA needs: size of recycle carts for existing storage. 2. ease of use - WM dumpsters**
- **Commercial trash rates should be different to reflect business type. Parasol building is different from a restaurant**
- **The dumpster lids are very heavy.**
- **How do I get my dumpster repaired. The lid is out of alignment.**