

Tahoe Donner Member Guidance: Town of Truckee Solid Waste Services

Board of Directors Meeting May 26, 2018

Presentation Outcomes

- Review Town of Truckee Solid Waste Basic Services available starting July 1, 2018
 - Highlight options which are lesser known with big benefit to the member
- Identify and discuss member concerns with some of the options
 - Provide guidance to the membership on these concerns
- Provide more member education on the new service agreement
- Identify addition services available
- Plan for ongoing feedback with Town of Truckee

New Town of Truckee Solid Waste Franchise Agreement

- New Town of Truckee Solid Waste Franchise Agreement becomes effective July 1, 2018
- Resulting in changes to and new additional basic services for Residential and Commercial Basic Services

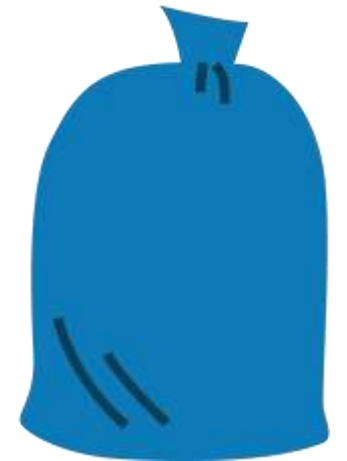
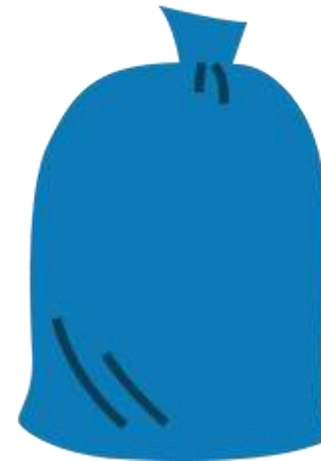
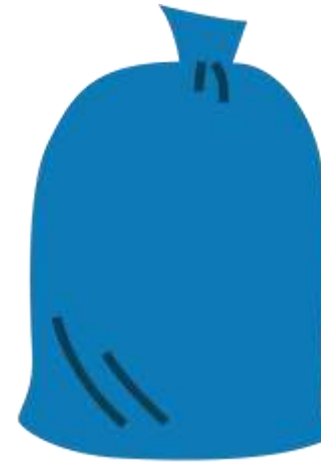
Mixed Solid Waste

- This is regular household waste
- No changes to basic services
 - (1) Garbage can per week
- Overage: additional can or bags = additional service charge

Recycling Materials

Recycling- Blue Bag

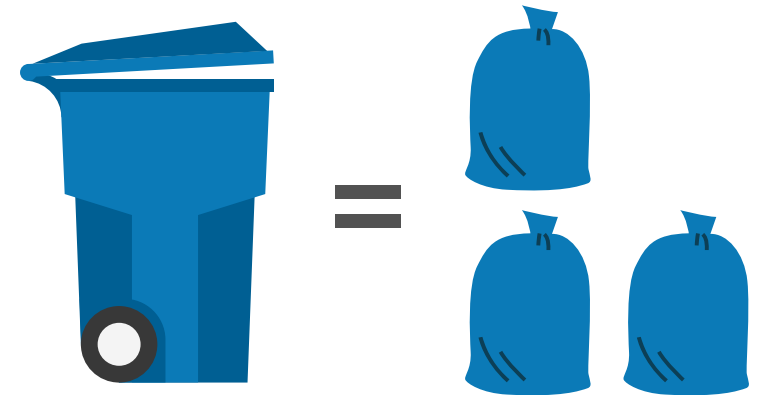
- Blue bags will CONTINUE as a basic service
 - Blue bags will be picked up in the Animal Resistant Garbage Can Enclosure (ARGCE)
 - Blue bags will continue to be serviced weekly



NEW BASIC
SERVICE!

Recycling- Curbside Opt-In Rolling Cart

- Beginning 2020, Tahoe Donner residents can have the option to have a recycle container
- Residents will need to Opt In to participate in the container program at www.keeptruckeegreen.org
- Residents can use the blue bag and/or container to suit their travel schedules
- Rolling containers must be at the curb for every other Tuesday pickup
- Animal resistant carts available for additional fee
 - 1x \$60 fee & \$12/mo fee



NEW BASIC
SERVICE!

New Services- Recycling

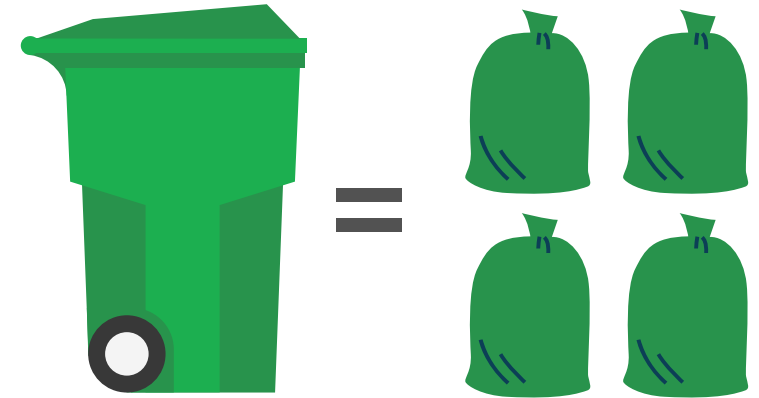
- Two additional communal drop-off recycling locations will be created for peak summer months
 - Location in Tahoe Donner TBD

Green Waste

Green Waste- Curbside

- Effective July 1, 2018, green bags curbside service will no longer be offered for “free” in the basic service.
- Opt-In curbside green rolling container service is now offered
 - Residents may Opt In to receive the container service at www.keeptruckeegreen.org
 - Residents can request up to 3 green waste containers
 - If you do not want to store the cans or want to opt-out, an additional charge will be applied to retrieve and store
 - Only available May-Oct
 - Same as curbside bag program

CHANGE IN
BASIC
SERVICE

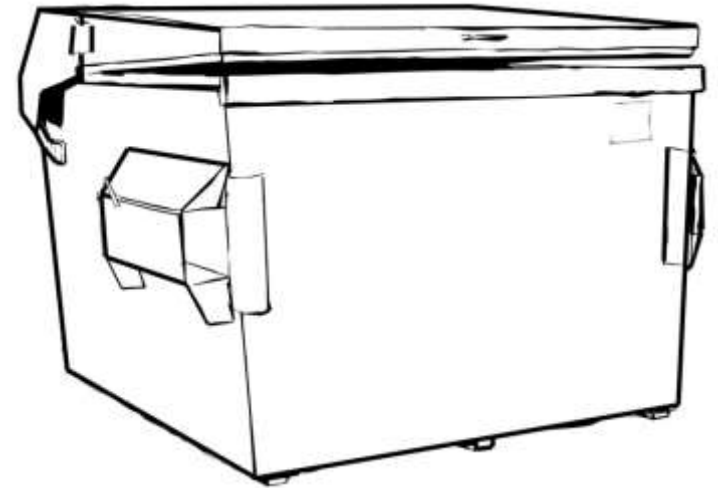


NEW BASIC
SERVICE!

*See additional service options for a fee

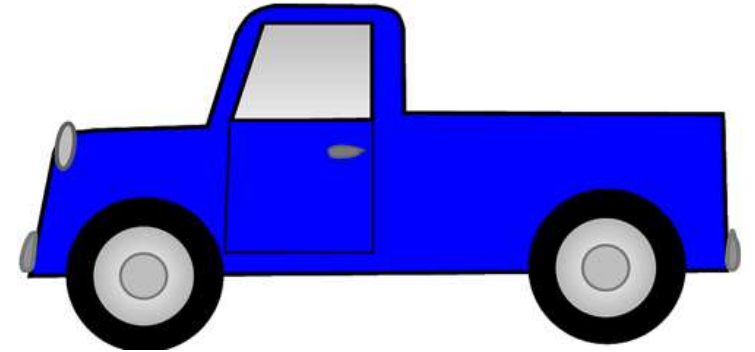
Green Waste- Dumpster

- Discounted Dumpster service to CONTINUES as option
 - The new agreement will make more dumpsters available each season, as these have booked out in the past
 - Cost for the green waste 6-yard dumpster is \$70 for 1-week rental



Green Waste- Landfill

- 6 yards Self Haul to Transfer Station at Eastern Regional Landfill on Cabin Creek Road service to continue
- New basic service added: Residents can obtain a unique haul code for contractors, on behalf of the resident, to utilize and dispose of 6-yards of green waste under the Self-haul service



**NEW BASIC
SERVICE!**

New Curbside Services- Without Additional Charges

NEW BASIC SERVICES!

- Residents allowed 4 scheduled extra pick-ups per year
 - Up to 96 gallons per pick up—equivalent to 3 extra cans
 - Equivalent to 12 to 16 bags per year
 - May be used to collect yard waste
 - With the goal of not having them in plastic bags, can preferable
- Residents allowed (2) bulky item scheduled pickup per year
 - E.g.: Mattress, couch, refrigerator
 - Bulky pick-ups do not allow yard waste

New Additional Service Options

- Residents may subscribe to a monthly service for carts to be rolled from their designated storage area/bear box.
- The fee for this will be dependent on distance from the curb, similar to trip fees established for bear boxes.
- The fees are the following, please note TTSD may apply greater depending on other degree of difficulty factors:
 - Up to 55 feet from the curb: \$14.61/mo
 - 55-80 feet: \$29.22/mo
 - 80-105 feet: \$48.83/mo

Additional Curbside Service Options

- If there are bags of green waste left for curbside pickup after July 1, 2018:
 - green or other waste bags or cans full of green waste and/or other waste left out after July 1 will be considered extra waste “overage” beyond allowed maximum waste pickup
 - These bags or cans will be picked up for \$4.87 per bag charge
 - No maximum of bag or can pick up for overage
 - Important note sustainable! These bags or cans will not be considered recyclable product rather mixed waste and not separated at the land fill

Use your basic services scheduled pickups to maximize your options and tax bill.

Member Guidance

Member Feedback

- **Comments and Feedback:** collate and formulate from:
 - Covenants Committee members
 - Architectural Standards Committee members
 - Members at Large – Nextdoor, emails, board meeting comments

Issues

- Elimination of weekly Green Bag Curbside Service as part of the Solid Waste Basic Service
- Storage of rolling carts
- Logistics of rolling cart(s) option
- Information and options

Covenants Committee Perspective

- The committee discussed the rolling carts process and how storage of these bins will be managed.
 - Logistics for the membership when 84% of ownership are not full-time owners or where to store these bins.
 - Options available 6-yard dumpster, trailering to the tip, and having a coupon to give to a contractor for trailering to the tip, scheduled pickup.
- Green waste may not fall into the category of being termed rubbish, trash or garbage per the C&Rs.
- All committee members agreed the bins should be stored out of sight, except on collection days, however recognize the houses without garages may have to screen or store in other places. The committee stated storage under side decks, and rear decks would be acceptable though not desirable.
- All committee members agreed green carts bins should be allowed out prior no more than 24-hours collection day and 24-hours after collection day.

Architectural Standards Committee Perspective

- Screening is acceptable but not required;
- Committee feels they shouldn't force screening

Engagement Tools & Messages

- **Subject Engagement Tools:**
- Eblast-prominent placement of Town of Truckee information
- TDNews- feature The Report article and Town of Truckee ads
- FAQ - TDA staff producing a FAQ to ensure member centric answers and additional information
- Nextdoor- blasts on Covenants Committee agenda item, board of directors meeting
- FlashVote
- **Messages in Tools:**
- Invite member comment during Covenants Committee meeting at May 10; and via email to Annie
- Listing of general comment areas we have seen in all the channels over the last couple months, a sort of “we hear you and this is what we heard”
- Detail steps the Association is taking in order to provide answers to the rolling cart change
- Acknowledge the membership is looking for the Association to help answer what they are supposed to do about the rolling carts
- Funnel Town of Truckee information, contacts, etc.

I Choose Rolling Cart Option



*The member always has other options for recycling and green waste



What Are My Options for Can Participation

- Owner Do-It-Yourself
- Opt for roll back service from TTSD (waste hauler)
- Hire agent for roll out/in service
- Good neighbor roll in and/or back

What if I Decide I Don't Want to Participate Anymore?

- Opt-Out of program
 - You can request your cart(s) be returned
 - One-time only
- Storage? there is an option to have your cart(s) stored Nov-April for an additional fee
 - Any subsequent occurrence would incur a \$52.50 pick-up/drop-off per cart. (i.e. First pick-up is free. Redelivery fee \$52.50. Subsequent year total= \$105 pick-up and redelivery for same cart)



Where Can I Store My Rolling Cart(s)?

- Preferred location is within garage if a residence has one or
- Rolling cart ARGCE
- Behind approved screening
- Under deck or stairways

When Can I Put Them Out?

- Your cart(s) can only be put out on the day of service
- You will have to put rolling cart(s) out at the curb for service
- Even if you install a rolling cart Animal Resistant Garbage Can Enclosure (ARGCE), you will have to put the cart out on the street for servicing



What Happens After Pick Up?

- Owner or agent needs to put rolling cart(s) back into storage location the day of service

What Happens If I Don't Put It Away?

- Your cart will wander the street
- Notification of can abandonment
- Potential fines and fees for returning can to property

What Else?

Town of Truckee & Others

- Additional services offerings
 - Scheduled pickup which is part of the program
 - \$4.87 per bag charge outside scheduled pickup
- Locating green waste dumpsters key locations within TD during peak period
 - Requesting as part of the basic service
- Truckee Fire Protection District has a defensible space \$150 contract cleanup reimbursement program

Tahoe Donner Association

- Communication of storage allowances for carts
- Education & Engagement
 - Improved communications addressing members not Town-wide perspective
- Host green waste and recycling dumpster location
- TDA programs
 - Chipping program (brush only)
 - Debris burning

Tracking & Reporting

- Short-term
 - Monthly program status review with Town of Truckee
 - End of June program baseline report
 - How many TD residents have opted in for rolling green cart(s)
 - Dumpster reservations
 - Transfer station use
- Long-term
 - Regular discussion looking at the 10-year horizon of the Solid Waste Franchise Agreement