



# Solid Waste Program Updates 2025



# Program Evaluation

Fiscal Health of the Enterprise Fund

Staffing Alignment/Balancing

Improved Customer Service

Efficient Operations/Routing

Equipment Service Demand

Understanding the Waste Stream

Community Communications



# Program Changes

Holiday Scheduling

Commercial Services

Bulk Trash

Green Waste Program

Community Communications



# Holiday Schedules



- Solid Waste employees will acknowledge all 13 city recognized holidays.
  - Suspend collection services on the City's 13 recognized holidays.
  - Holiday "flex" schedule with customer notifications.
  - Landfill operations will not open on holidays.
  - Holiday/special events will be supported in the downtown area.

# Commercial Collections

- Continue to provide service to existing customers - Allow for natural attrition.
- Suspension of new customer requests for commercial services.
- Sunday collection services of the Downtown bin locations will continue.
- Coordinate special events and community clean-ups



# Bulk Trash Services



- Collection to transition to Quarterly frequency at all residences.
- Existing route sections still serviced all weeks outside holiday weeks.
- Landfill will accept all residential bulk waste, year-round at no additional cost to our customers.
- Education coordination to residents on appropriate use of bulk program.
- Downtown services will continue to be a priority service as needed.
- Special pick up is available as additional service.

# Green Waste Program



Divert green waste at the Landfill

Updated rates for green waste

New incentivized rate for chipped green waste

# Sustainability Support

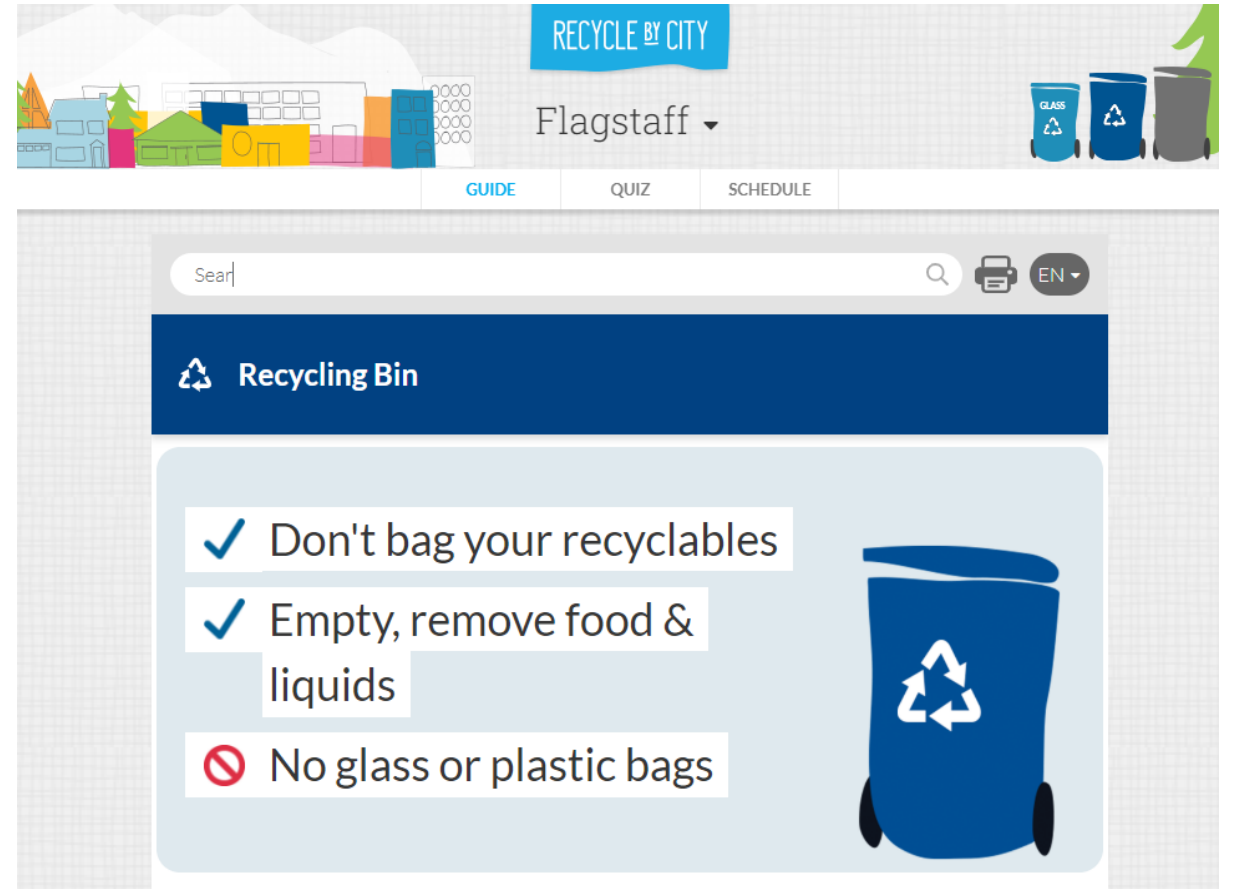


## Waste Prevention Education and Outreach

- Behavior Change Campaigns
- Diversion Events & Services
- Waste Prevention Education
- Improving Existing Tools
- Growing Partnerships

## Operational Sustainability

- Route optimization
- Reduced fuel consumption
- Encourages reuse and upcycling
- Landfill diversion



# Community Outreach

- Public Affairs, Sustainability, and Public Work meet often to discuss public communications on all things solid waste.
  - Recent messaging has been focused on waste prevention.
- New communication tool of [Constant Contact](#) went live in October 2024.
  - Intent of this tool is to provide a more personable communication to each of our 27k customers.
  - Recent campaigns have been focused on getting customers without an email associated with their bill to register.
  - Fliers will be mailed with water bills monthly
- As always press releases, social media posts, magnets and stickers are tools we utilize to inform our customers.
- Direct mailing and business meetings



MANAGING SOLID WASTE IN AN ENVIRONMENTALLY RESPONSIBLE, SAFE, AND EFFICIENT MANNER

#### Upcoming Holiday Closures

Cinder Lake Landfill and Hazardous Products Center - 6770 E. Landfill Rd

- 1/20/2025 - Closed
- 1/21/2025 - Resuming regular hours of operation

#### Solid Waste Collection Services

Collection services will not be performed on Monday, Jan. 20 and all trash and recycling collection services will be postponed by one day for both residential and commercial customers. For example, collection services that would normally occur on Monday will occur on Tuesday.

Hello Samuel,

FLAGSTAFF, Ariz – Cinder Lake Landfill and Hazardous Products Center will be closed on Monday, January 20, 2025. Collection services will not be performed and will be postponed by one day for both residential and commercial customers.

[View Information](#)



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Please help spread the word about this new email newsletter! If you have a family member, friend, neighbor, or co-worker who hasn't signed-up for the list yet, please let them know it exists.

[Sign up Here](#)

# Council Discussion



- Are there additional considerations or innovative ideas you think we should explore to strengthen the Solid Waste program?
- What outcomes or benchmarks would you like to see to ensure the success of these changes?
- Are there particular neighborhoods or groups you feel might need additional communication or support to adapt to these changes?

# More information



- [Trash and Recycling | City of Flagstaff Official Website](#)
- Recycle by City Website
- Social Media
- Email: [Solidwastesolutions@flagstaffaz.gov](mailto:Solidwastesolutions@flagstaffaz.gov)
- Phone: 928-213-2110
- Frequently Asked Questions documents

