



CIOSI: Bulk Trash Collection Communication





Presentation Overview

- Background
- Bulk Trash Rules and Regulations
- Current Education and Outreach
- Research
- Recommended Enhancement Options
- Benefits to the Community
- Cost of Enhancement Options
- Council Direction



Background

- October 26, 2021, CIOSI Requested by Council Member Turner
- March 8, 2021, Council Workshop
 - Council gave direction for staff to bring the item back to another workshop to discuss enhancing current outreach and communication program used to educate residents on rules of the bulk trash collection program as well as funding.



Bulk Trash Rules and Regulations

- City Code: Chapter 18-1 Definition
 - Bulk trash means solid waste that is too large to be contained in a bin. “Bulk trash” may include, but is not limited to, oversized refuse not capable of being disposed of in a bin or container, such as tree limbs, branches, palm fronds, hedge clipping, shrubs, scrap metal, pipes less than one (1) inch in diameter, appliances, furniture, cardboard boxes or other items exceeding five (5) feet in length.





Bulk Trash Rules and Regulations

- Rules and Regulations

- Place bulk trash in neat stacks and in a location parallel to the street adjacent to their property line.
- Place bulk trash piles no further than 4 feet toward your home from sidewalk's edge. At least 2 feet from block walls, water meters, cable boxes, etc.
- Piles are not to exceed 6 feet high or exceed the length of the property.
- Shall be placed out no earlier than 6 a.m. the Thursday of the week preceding the scheduled pick-up week.
- Items set out too early or too late will be subject to removal by the City for a \$99 fee.
- Unacceptable items include construction debris, fiberglass, dirt, rock, sod, tree trunks/stumps, Styrofoam, and tires.



Current Education & Outreach

- Education - Field Inspections
 - **Prior to service** – Inspectors tag piles for violations, educate resident
 - **During service** – Collection workers report issues to inspectors.
 - **Post service** (up to 2 weeks) - Staff report piles still out.
- Outreach
 - **Clean and Green Calendar** – mailed out annually
 - **Advertising** – Newspaper, Social Media Posts
 - **Website** – Bulk item map, Rules and Regulations, Collection Schedule
 - **Public Events** – Provide rules, Collection Schedule, and Calendar
 - **City Facilities** – Collection Schedule and rules available for pickup





Research

- Reviewed Bulk Trash Collection rules, schedules, definitions in: Avondale, Chandler, Gilbert, Goodyear, Mesa, Peoria, Phoenix, Queen Creek, Scottsdale, Surprise, and Tempe.
- Viewed handout information and website designs and layout.
- Research of municipal outreach methods and practices in Solid Waste throughout the Country.



Research

ORGANIZATION	COLLECTION FREQUENCY	SET OUT PRIOR TO SERVICE	PLACEMENT LOCATION	SIZE OF PILE ACCEPTED	ADDITIONAL RESTRICTION
AVONDALE	MONTHLY	1 DAY PRIOR	IN STREET AGAINST CURB	3 CUBIC YARDS	BAGGED, BOXED, BUNDLED
CHANDLER	SCHEDULE EVERY 6 WEEKS	DAY OF COLLECTION	IN RIGHT OF WAY	16'LONG X 4'WIDE X 4'TALL	PILES THAT EXCEED LIMIT WILL BE LEFT
GILBERT	EVERY 5 WEEKS	2 DAYS PRIOR	IN STREET AGAINST CURB	10'LONG X 5'WIDE X 5'TALL	APPLIANCES COLLECTED SEPERATE
GLENDALE	MONTHLY	4 DAYS PRIOR	4' TOWARD HOME	LENGTH OF PROPERTY X 6'TALL	NO STYROFOAM PACKING MATERIAL
GOODYEAR	MONTHLY	7 DAYS PRIOR	IN STREET AGAINST CURB	6'LONG X 3'WIDE X 3'TALL	RESIDENTS CLEAN UP DEBIRS LEFT BEHIND
MESA	CALL TO SCHEDULE	NIGHT PRIOR	END OF DRIVEWAY	8'LONG X 4'WIDE X 4'TALL	BAGGED, BOXED, BUNDLED
PEORIA	2X A YEAR	1 DAY PRIOR	IN STREET AGAINST CURB	6'LONG X 4'WIDE X 3'TALL	ITEMS ON PERSONAL PROPERTY WILL BE LEFT
PHOENIX	4X A YEAR	9 DAYS PRIOR	EDGE OF PROPERTY	20 CUBIC YARDS	RESIDENTS SWEEP AREA AFTER COLLECTION
QUEEN CREEK	SCHEDULE 1X MONTH	NIGHT PRIOR	IN STREET AGAINST CURB	6 CUBIC YARDS	BAGGED, BOXED, BUNDLED
SCOTTSDALE	MONTHLY	9 DAYS PRIOR	PARRALEL TO STREET	10' LONG X 6' WIDE X 4' TALL	SEPARATE GREEN WASTE AND BULK
SURPRISE	CALL TO SCHEDULE	7 DAYS PRIOR	IN STREET AGAINST CURB	6'LONG X 4'WIDE X 4'TALL	APPLIANCE ARE SEPARATE CHARGE
TEMPE	6X A YEAR	10 DAYS PRIOR	IN STREET AGAINST CURB	10 CUBIC YARDS	4' BETWEEN GREEN WASTE AND BULK



Recommended Enhancement Options

- Review Rules and Regulations –
 - **Placement Locations** – Place piles in the street on curb line rather than on property.*
 - **Quantity of Accepted Waste** – Limit the length of the pile, no longer than 10 feet.
 - **Bundling Material** – Require materials that could scatter to be bagged, boxed, or bundled.
 - **Fee increase** - increase hourly rate for late/early set out to cover operational cost.





Recommended Enhancement Options

- Update Website –
 - **Bulk Trash Page** – Map to show live updates of service completion.
 - [Solid Waste Route Status \(glendaleaz.com\)](http://glendaleaz.com)
 - **Videos** – Educational "Do's and Don'ts", show the collection process, highlight issues seen on the route.
 - **Pictures** – Provide visual examples of piles, safety concerns, and placement of Bulk Trash.
 - **Encourage Donations** – Provide donation options for reusable items.
 - **Landfill Use** - Remind residents about reduced/free Landfill use.



Recommended Enhancement Options

- Enforcement of rules –
 - **Update Chapter 18** – Clarify definition of bulk trash
 - **Partial Collection** – Leave items that are not bulk trash
 - **Increase Fees** – Reflective of actual cost to collect early/late set outs, blocked piles, loose debris
- City-wide saturation of door-to-door education –
 - Develop additional door hangers with rules and regulations
 - Place door hanger on each home in Glendale 2x per year



Recommended Enhancement Options

- Adopt Slogan - "If it fits in the bin, toss it in"





Options Not Recommended

- **Set Out Day** – Not recommending a change to collection set out day.
- **Frequency of Collection** – Not recommending changing from monthly collections.



Benefits to Community

- Reduce windblown litter
- Reduce collection times
- Increase productivity for routes
- Improve neighborhood aesthetics



Enhancement Costs

- Magnets/Door hangers
 - Door Hangers
 - 56,000 homes, two times a year
 - Approx. \$15,000
 - Magnets
 - 56,000 homes, two times a year
 - Approx. \$20,000
- Staffing costs
 - Temporary employees to saturate the City
 - 4 employees for 6 weeks, 2 times a year
 - \$38,600 for 2x a year saturation



Schedule for Enhancements

- FY22/23

- Revise Chapter 18 Code
- Update Website – Videos/Pictures
- Design and purchase Hangers/Magnets
- Hire temporary staff to complete educational saturation.
- Submit Supplemental for FY24 educational saturation.



- Questions / Comments