

City of Piedmont
COUNCIL AGENDA REPORT

DATE: January 17, 2017

TO: Mayor and Council

FROM: Paul Benoit, City Administrator

SUBJECT: Presentation from R3 Consulting Group Regarding the Progress on the Development of a Request for Proposals for Waste Collection Services

RECOMMENDATION:

Receive a presentation from R3 Consulting Group (R3) on the development of a request for proposals (RFP) for solid waste collection and disposal services and provide direction as needed.

BACKGROUND:

On November 7, 2016 the City Council approved a consulting services agreement with R3 for their expertise and assistance in developing and managing the RFP process for a solid waste service agreement. This followed the mutually-agreed termination of direct negotiations between the City and Republic Services for a renewed contract. A new waste services agreement would become effective when the current agreement with Republic Services ends on June 30, 2018.

After consulting with City staff and having gained a keen familiarity with Piedmont's solid waste services during the firm's ten years of consulting service for the City, R3 has identified a number of issues that the City Council and Piedmont customers may want to consider during the development of the RFP. Tonight's presentation is an initial step of the community engagement sought for the RFP development. The tentative release date for the RFP is March 13, 2017.

Staff recommends that the City Council receive the presentation by R3, take public testimony, discuss the information provided, and give direction to staff and the consultant regarding waste collection service.

NEXT STEPS:

Community engagement for the RFP development includes:

1. An online survey through February 20, 2017: www.ci.piedmont.ca.us/input-sought-on-waste-collection-contract/
2. Community workshop: Friday, January 20, 2017, 6 to 8 p.m. in Community Hall; and
3. Community workshop: Thursday, February 2, 2017, 6 to 8 p.m. in Veterans Hall.

By: Kevin Jackson, Director of Planning

**Item #7 – Presentation from R3 Consulting Group RE: WFP for Waste Collection
Received by 4:00PM on Monday, January 17th**

Dear Mayor Wieler and Council,

The current Piedmont 32 gallon service which includes 1 each refuse, green waste and recycling is \$54.80 for curbside service. The equivalent 32 gallon Oakland service is \$36.82 (see attached). In Tiburon this same service is \$39.02 for flat areas and \$46.47 for hill areas; in Mill Valley the rates are \$41.61 and \$47.73 (see attached). Small affluent bedroom community San Marino with its excellent school system has been used as a comparable City to Piedmont. Their rate is \$42.05 monthly and is backyard service only plus 2 cans each for refuse, recycling and green waste (source: 10/26/2016 Irene in S.M. City Clerk's Office).

Piedmont's rate is then 15% more than the similar topography hills of Mill Valley to 49% higher than surrounding Oakland.

The Piedmont service includes unlimited green waste and recycling, others may not. Piedmont has 4 bulk pickups annually. Tiburon and Mill Valley are serviced by Mill Valley Refuse Service ("MVRS") which serves nine Marin County cities. No City MVRS serves has less than two annual bulk pickups. There may be other inconsistencies in the services provided; comparing Waste Collection contracts is sometimes like comparing rotted apples to moldy oranges.

While the current package of services is appropriate for Piedmont, perhaps limiting to two annual bulky pickups from four will keep costs down. Regardless, the current Piedmont contract was neither researched nor negotiated as vigorously as the renewal contract is apparently being done. Piedmont is no longer an "Easy Mark" by service providers; the mainline sewer work and excellent bids received by J. Howard Engineering being one example.

The current Republic Services contract excludes Ivy. In Ivy infested Piedmont it is difficult to understand how this was allowed.

For Seniors 70+, disabled and blind all nine cities served by MVRS have a curbside rate for backyard pickup. Normally backyard pickup by MVRS is charged either an additional \$5 monthly for "on premise" service or \$15 monthly for "on premise plus." (see attached) Seniors receive no financial consideration in Piedmont by City Hall or the School Board. The MVRS model of backyard service at curbside rate for seniors & disabled should be incorporated into the new contract RFP.

I propose homes in Zone E pay a slightly higher overall fee. All lots are over 20,000 square feet and generate larger and more frequent green waste pickup; additionally all backyard services in Zone E require more work by the refuse company. This Zone E slight increase would easily cover any small subsidy for a reduced backyard service fee for seniors, blind and disabled.

Sincerely,

Rick Schiller



City of Oakland

Monthly Collection Service Rates For Single-Family Dwellings

July 1, 2015 - June 30, 2016



(published 11/20/15)

All rates include 1/week Compost Collection.

All rates include 1/week Recyclable Materials Collection *for one dwelling unit*.

2-4 unit homes will be charged an additional \$9.17 for each dwelling unit 2 and above.

2-4 unit homes are required to have minimum trash service of 20 gallons per unit, which may be in individual or shared carts.

Trash Cart Size	20 Gallon	32 Gallon	64 Gallon	96 Gallon
Curbside Collection	\$32.10	\$36.82	\$67.19	\$102.43
Backyard Collection	\$71.47	\$76.19	\$106.56	\$141.80
Curbside Collection - Additional Cart	\$16.93	\$21.65	\$52.02	\$87.26
Backyard Collection - Additional Cart	\$38.59	\$43.31	\$73.68	\$108.92
Compost Cart Size	20 Gallon	32 Gallon	64 Gallon	96 Gallon
Curbside Collection - Additional Cart	\$13.00	\$13.00	\$13.00	\$13.00
Backyard Collection - Additional Cart	\$34.66	\$34.66	\$34.66	\$34.66
Compost and Recycling Contamination Surcharges				
1st and 2nd Incidents Within 6 Months	Warning			
3rd Incident if Within 6 Months of 1st Incident	\$25.00			
4th Incident if Within 6 Months of Previous Incident	\$50.00			
Additional Services and Charges				
3rd or Greater Cart Exchange (no additional charge for 1st & 2nd cart size changes)	\$61.38	each additional cart/occurrence		
Cart Replacement (for other than damage by collector, theft, or normal wear & tear)	\$102.31	each additional cart/occurrence		
Bulky Goods Overage Rate	\$40.92	each overage/cubic yard		
Additional Bulky Pick-Ups	\$81.84	each appointment		
Extra Service Tag (32 gallon) for Trash in Excess of Weekly Cart Service Volume	\$9.21	each tag/occurrence		
Trash Overage Rate	\$1.14	each overage/gallon		
Trash Overage Rate	\$104.35	each overage/cubic yard		
Delinquency Charge (if invoice is unpaid on the 45th day of the quarterly billing cycle)	The greater of \$5.00 or 1.5% per month (not compounded)			

Tiburon

RESIDENTIAL CURBSIDE RATES *

Flat Area

2014 Monthly	2014 Quarterly	Base Rate	Recycling Rate	2015 Monthly	2015 Quarterly	# of Cans/Size/1 Pick Up
\$ 33.55	\$ 100.65	\$ 29.74	\$ 4.85	\$ 34.59	\$ 103.77	1-20 Gallon
\$ 37.85	\$ 113.55	\$ 34.17	\$ 4.85	\$ 39.02	\$ 117.06	1-32 Gallon
\$ 68.92	\$ 206.76	\$ 66.20	\$ 4.85	\$ 71.05	\$ 213.15	2-32 Gallon
\$ 99.46	\$ 298.38	\$ 97.69	\$ 4.85	\$ 102.54	\$ 307.62	3-32 Gallon
\$ 129.96	\$ 389.88	\$ 129.13	\$ 4.85	\$ 133.98	\$ 401.94	4-32 Gallon
\$ 53.43	\$ 160.29	\$ 50.24	\$ 4.85	\$ 55.09	\$ 165.27	1-45 Gallon

Hill Area

2014 Monthly	2014 Quarterly	Base Rate	Recycling Rate	2015 Monthly	2015 Quarterly	# of Cans/Size/1 Pick Up
\$ 39.73	\$ 119.19	\$ 36.11	\$ 4.85	\$ 40.96	\$ 122.88	1-20 Gallon
\$ 45.07	\$ 135.21	\$ 41.62	\$ 4.85	\$ 46.47	\$ 139.41	1-32 Gallon
\$ 68.92	\$ 206.76	\$ 66.20	\$ 4.85	\$ 71.05	\$ 213.15	2-32 Gallon
\$ 99.46	\$ 298.38	\$ 97.69	\$ 4.85	\$ 102.54	\$ 307.62	3-32 Gallon
\$ 129.96	\$ 389.88	\$ 129.13	\$ 4.85	\$ 133.98	\$ 401.94	4-32 Gallon
\$ 160.52	\$ 481.56	\$ 160.63	\$ 4.85	\$ 165.48	\$ 496.44	5-32 Gallon
\$ 64.17	\$ 192.51	\$ 61.31	\$ 4.85	\$ 66.16	\$ 198.48	1-45 Gallon
						#of Cans/Size/2 Pick Ups
\$ 83.70	\$ 251.10	\$ 81.44	\$ 4.85	\$ 86.29	\$ 258.87	1-32 Gallon
\$ 131.00	\$ 393.00	\$ 130.20	\$ 4.85	\$ 135.05	\$ 405.15	2-32 Gallon
\$ 192.17	\$ 576.51	\$ 193.26	\$ 4.85	\$ 198.11	\$ 594.33	3-32 Gallon
\$ 253.31	\$ 759.93	\$ 256.29	\$ 4.85	\$ 261.14	\$ 783.42	4-32 Gallon

APARTMENT CURBSIDE RATES (Per Unit) *

Flat Area

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Cans/Size/1 Pick Up
\$ 34.54	\$ 30.75	\$ 4.85	\$ 35.60	n/a	1-32 Gallon
\$ 49.45	\$ 46.13	\$ 4.85	\$ 50.98	n/a	1-45 Gallon
\$ 241.75	\$ 215.27	\$ 33.95	\$ 249.22	\$ 25.23	1-1yd container
\$ 483.49	\$ 430.54	\$ 67.90	\$ 498.44	\$ 50.46	1-2yd container

Hill Area

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Cans/Size/1 Pick Up
\$ 41.03	\$ 37.46	\$ 4.85	\$ 42.31	n/a	1-32 Gallon
\$ 59.20	\$ 56.19	\$ 4.85	\$ 61.04	n/a	1-45 Gallon
\$ 287.23	\$ 262.21	\$ 33.95	\$ 296.16	\$ 25.23	1-1yd container
\$ 574.46	\$ 524.41	\$ 67.90	\$ 592.31	\$ 50.46	1-2yd container

Hilarita Apartments

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Cans/Size/1 Pick Up
\$ 31.10	\$ 27.22	\$ 4.85	\$ 32.07	n/a	1-32 Gallon - Flat Area
\$ 37.46	\$ 33.77	\$ 4.85	\$ 38.62	n/a	1-32 Gallon - Hill Area

* See Residential Miscellaneous Terms and Conditions for additional information & On-Premise Service Rates

Tiburon**COMMERCIAL CURBSIDE RATES ***

Extra trash charge: \$36.12 per yard

1 Yard Container

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Pick Ups/Container
\$ 155.63	\$ 141.57	\$ 18.87	\$ 160.44	\$ 25.23	1 Pick Up
\$ 311.39	\$ 283.24	\$ 37.77	\$ 321.01	\$ 25.23	2 Pick Ups
\$ 467.09	\$ 424.92	\$ 56.61	\$ 481.53	\$ 25.23	3 Pick Ups
\$ 622.79	\$ 566.52	\$ 75.51	\$ 642.03	\$ 25.23	4 Pick Ups
\$ 778.50	\$ 708.14	\$ 94.42	\$ 802.56	\$ 25.23	5 Pick Ups
\$ 934.23	\$ 849.78	\$ 113.32	\$ 963.10	\$ 25.23	6 Pick Ups

2 Yard Container

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Pick Ups/Container
\$ 311.39	\$ 283.24	\$ 37.77	\$ 321.01	\$ 50.46	1 Pick Up
\$ 622.77	\$ 566.48	\$ 75.53	\$ 642.01	\$ 50.46	2 Pick Ups
\$ 934.23	\$ 849.78	\$ 113.32	\$ 963.10	\$ 50.46	3 Pick Ups
\$ 1,245.54	\$ 1,132.92	\$ 151.11	\$ 1,284.03	\$ 50.46	4 Pick Ups
\$ 1,557.05	\$ 1,416.29	\$ 188.87	\$ 1,605.16	\$ 50.46	5 Pick Ups
\$ 1,868.47	\$ 1,699.54	\$ 226.66	\$ 1,926.20	\$ 50.46	6 Pick Ups

Trash Cans

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Cans/Size/1 Pick Up
\$ 51.79	\$ 48.55	\$ 4.85	\$ 53.40	n/a	1-32 Gallon
\$ 66.40	\$ 63.61	\$ 4.85	\$ 68.46	n/a	1-45 Gallon

Compactor (per yard) +

2014 Monthly	Base Rate	Recycling Rate (per yd/month)	2015 Monthly	Container Rental	# of Pick Ups
n/a	\$ 102.75	\$ 18.87	n/a	n/a	1 Pick Up

+ Maximum Weight: 8 tons. Overweight Charge: \$100 per ton.

Food Service Business Compost Cans

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Cans/Size/1 Pick Up
\$ 14.33	n/a	n/a	\$ 14.77	n/a	1-32 Gallon

Saturday Service

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Cans/Size/1 Pick Up
n/a	\$ 212.36	\$ 28.31	n/a	n/a	1 Yard Container
n/a	\$ 424.86	\$ 56.66	n/a	n/a	2 Yard Container

* See Commercial Miscellaneous Terms and Conditions for additional information & On-Premise Service Rates

Mill Valley

RESIDENTIAL CURBSIDE RATES *

Flat Area

2014 Monthly	2014 Quarterly	Base Rate	Recycling Rate	2015 Monthly	2015 Quarterly	# of Cans/Size/1 Pick Up
\$ 36.00	\$ 108.00	\$ 32.58	\$ 5.15	\$ 37.73	\$ 113.19	1-20 Gallon
\$ 39.70	\$ 119.10	\$ 36.46	\$ 5.15	\$ 41.61	\$ 124.83	1-32 Gallon
\$ 66.29	\$ 198.87	\$ 64.32	\$ 5.15	\$ 69.47	\$ 208.41	2-32 Gallon
\$ 92.83	\$ 278.49	\$ 92.13	\$ 5.15	\$ 97.28	\$ 291.84	3-32 Gallon
\$ 119.41	\$ 358.23	\$ 119.98	\$ 5.15	\$ 125.13	\$ 375.39	4-32 Gallon
\$ 145.95	\$ 437.85	\$ 147.80	\$ 5.15	\$ 152.95	\$ 458.85	5-32 Gallon
\$ 58.19	\$ 174.57	\$ 55.83	\$ 5.15	\$ 60.98	\$ 182.94	1-45 Gallon

Hill Area

2014 Monthly	2014 Quarterly	Base Rate	Recycling Rate	2015 Monthly	2015 Quarterly	# of Cans/Size/1 Pick Up
\$ 41.32	\$ 123.96	\$ 38.15	\$ 5.15	\$ 43.30	\$ 129.90	1-20 Gallon
\$ 45.54	\$ 136.62	\$ 42.58	\$ 5.15	\$ 47.73	\$ 143.19	1-32 Gallon
\$ 72.10	\$ 216.30	\$ 70.41	\$ 5.15	\$ 75.56	\$ 226.68	2-32 Gallon
\$ 98.65	\$ 295.95	\$ 98.23	\$ 5.15	\$ 103.38	\$ 310.14	3-32 Gallon
\$ 125.23	\$ 375.69	\$ 126.08	\$ 5.15	\$ 131.23	\$ 393.69	4-32 Gallon
\$ 151.86	\$ 455.58	\$ 153.99	\$ 5.15	\$ 159.14	\$ 477.42	5-32 Gallon
\$ 66.93	\$ 200.79	\$ 64.99	\$ 5.15	\$ 70.14	\$ 210.42	1-45 Gallon

SSI (Supplemental Security Income)

2014 Monthly	2014 Quarterly	Base Rate	Recycling Rate	2015 Monthly	2015 Quarterly	# of Cans/Size/1 Pick Up
\$ 8.07	\$ 24.21	\$ 5.89	\$ 2.57	\$ 8.46	\$ 25.38	1-32 Gallon-Flat Area
\$ 9.85	\$ 29.55	\$ 7.75	\$ 2.57	\$ 10.32	\$ 30.96	1-32 Gallon-Hill Area

APARTMENT CURBSIDE RATES (Per Unit) *

Flat Area

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Cans/Size/1 Pick Up
\$ 38.21	\$ 34.89	\$ 5.15	\$ 40.04	n/a	1-32 Gallon
\$ 54.86	\$ 52.34	\$ 5.15	\$ 57.49	n/a	1-45 Gallon
\$ 267.47	\$ 244.25	\$ 36.05	\$ 280.30	\$ 28.48	1-1yd container
\$ 534.94	\$ 488.50	\$ 72.10	\$ 560.60	\$ 56.96	1-2yd container

Hill Area

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Cans/Size/1 Pick Up
\$ 43.31	\$ 40.24	\$ 5.15	\$ 45.39	n/a	1-32 Gallon
\$ 62.51	\$ 60.36	\$ 5.15	\$ 65.51	n/a	1-45 Gallon
\$ 303.19	\$ 281.67	\$ 36.05	\$ 317.72	\$ 28.48	1-1yd container
\$ 606.38	\$ 563.35	\$ 72.10	\$ 635.45	\$ 56.96	1-2yd container

* See Residential Miscellaneous Terms and Conditions for additional information & On-Premise Service Rates

Mill Valley

COMMERCIAL CURBSIDE RATES *

Extra trash charge: \$34.72 per yard

1 Yard Container

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Pick Ups/Container
\$ 148.68	\$ 137.49	\$ 18.31	\$ 155.80	\$ 28.48	1 Pick Up
\$ 297.37	\$ 274.99	\$ 36.62	\$ 311.61	\$ 28.48	2 Pick Ups
\$ 446.07	\$ 412.53	\$ 54.91	\$ 467.44	\$ 28.48	3 Pick Ups
\$ 594.76	\$ 550.01	\$ 73.24	\$ 623.25	\$ 28.48	4 Pick Ups
\$ 743.48	\$ 687.55	\$ 91.54	\$ 779.09	\$ 28.48	5 Pick Ups
\$ 892.29	\$ 825.18	\$ 109.85	\$ 935.03	\$ 28.48	6 Pick Ups

2 Yard Container

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Pick Ups/Container
\$ 297.37	\$ 274.99	\$ 36.62	\$ 311.61	\$ 56.96	1 Pick Up
\$ 594.76	\$ 550.01	\$ 73.24	\$ 623.25	\$ 56.96	2 Pick Ups
\$ 892.21	\$ 825.12	\$ 109.83	\$ 934.95	\$ 56.96	3 Pick Ups
\$ 1,189.65	\$ 1,100.14	\$ 146.50	\$ 1,246.64	\$ 56.96	4 Pick Ups
\$ 1,487.07	\$ 1,375.18	\$ 183.12	\$ 1,558.30	\$ 56.96	5 Pick Ups
\$ 1,784.16	\$ 1,649.90	\$ 219.72	\$ 1,869.62	\$ 56.96	6 Pick Ups

Trash Cans

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Cans/Size/1 Pick Up
\$ 38.66	\$ 35.35	\$ 5.17	\$ 40.52	n/a	1-32 Gallon
\$ 58.05	\$ 53.13	\$ 7.70	\$ 60.83	n/a	1-45 Gallon

Compactor (per yard) +

2014 Monthly	Base Rate	Recycling Rate (per yd/month)	2015 Monthly	Container Rental	# of Pick Ups
n/a	\$ 108.85	\$ 18.31	n/a	n/a	1 Pick Up

+ Maximum Weight: 8 tons. Overweight Charge: \$100 per ton.

Food Service Business Compost Cans

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Cans/Size/1 Pick Up
\$ 13.18	n/a	n/a	\$ 13.81	n/a	1-32 Gallon

Saturday Service

2014 Monthly	Base Rate	Recycling Rate	2015 Monthly	Container Rental	# of Cans/Size/1 Pick Up
n/a	\$ 79.70	\$ 11.55	n/a	n/a	1-45 Gallon Can
n/a	\$ 206.24	\$ 27.47	n/a	n/a	1 Yard Container
n/a	\$ 412.49	\$ 54.93	n/a	n/a	2 Yard Container

* See Commercial Miscellaneous Terms and Conditions for additional information & On-Premise Service Rates

Submitted by Rick Schiller

**(415) 457-9760**

Mill Valley Refuse Service
 112 Front Street
 San Rafael, CA 94901



Garbage Service

- ▶ Collected weekly
- ▶ Can(s) must be at the street by 6:00 a.m. on your designated pickup day

Rates & Pick Up Information

Residential rates include the weekly pickup of garbage, recycling and compost cans, plus a limited number of free curbside cleanups (see info on curbside cleanup below). The rates and terms and conditions for each area we service are listed on the right.

For information on lifeline and/or low-income rates, see the Terms and Conditions for the area in which you live, or give our office a call.

Service Levels

There are three levels of garbage services available for residential customers depending on whether you bring your cans to the street or if you want our drivers to come onto your property to pick up and return your cans.

- ▶ **On-Premise Service** is defined as cans visible from the street, no more than 25 feet from the street, and accessible to a wheeled cart (no steps allowed). The rate is an additional **\$5** per can, per month. The can will be left empty at the street unless you request it be returned for an additional \$5 per can, per month.
- ▶ **Curbside Service** is defined as cans 1 to 5 feet from the street (or in an MVRS designated location). We will also pick up trash cans from inside a trash enclosure, provided it is within 5 feet from the street. This is the base rate for garbage service.
- ▶ **On-Premise Plus Service** is defined as cans not visible from the street, more than 25 feet from the street, up or down any number of stairs or in a location not accessible to our wheeled cart. The fee is an additional **\$15** per can, per month. The can will be left empty at the street unless you request it be returned for an

Keep Your Neighborhood Looking Great

Everyone loves using their recycling and composting cans, but nobody likes how ugly they look when left out in the street too long. Only bring your cans out the night before your pickup day and roll them out of sight the same day they are emptied.

Rates, Terms & Conditions

Almonte

[Terms & Conditions](#) | [Rates](#)

Alto

[Terms & Conditions](#) | [Rates](#)

Belvedere

[Terms & Conditions](#) | [Rates](#)

Corte Madera

[Terms & Conditions](#) | [Rates](#)

County

[Terms & Conditions](#) | [Rates](#)

Homestead

[Terms & Conditions](#) | [Rates](#)

Mill Valley

[Terms & Conditions](#) | [Rates](#)

Strawberry

[Terms & Conditions](#) | [Rates](#)

Tiburon

Submitted by Rick Schiller
additional \$15 per can per month.

When you sign up for our garbage service, a representative will review these options with you and help you determine which one is right for you. If you have any questions, please call our office at 415-457-9760 during office hours Mon – Fri between 7:00 a.m. and 3:00 p.m.

Exemption for Eldery or Disabled Customers

If you are unable to bring your trash can to the curb because you are elderly (defined as 70 years or older) or disabled, simply download the Exemption Form, sign and return it to us. We will help you find a mutually agreeable location on your property where you can place your trash can for our drivers to collect at the regular curbside rate.



Our new on-premise services and rates were developed based on a study we conducted on how similar trash services were performed by other companies throughout Marin and the Bay Area. For the complete story about why MVRS has chosen to move to curbside trash service, read the [Curbside and On-Premise Service Proposal](#) (pdf).

Garbage Cans

Residential customers must supply their own 20, 32 or 45-gallon can. Each size has its own rate. NO 50-gallon cans are allowed. Many of our service areas are split into designated "Hill" or "Flat" areas, and rates vary depending on the area in which a residence is located.

Multi-unit residences (defined as residential housing with four or more units) are charged a minimum of one 32-gallon can per unit. An exception to this rule may apply if the multi-unit residence is an Active Participant in food waste composting service. Details of this exception are on our [Compost Services](#) page and in your area's [Terms and Conditions](#) (click on appropriate link to your right).

There is a 60 lb. weight limit per can. Heavy cans must be lightened and special pickup charges may apply.

If you have any extra trash that does not fit inside your regular can(s), please call at least a day before your pickup and speak with a representative to place an order for the extra pickup. Additional charges will apply.

Wheeled Trash Carts for Sale

For about a year, MVRS offered wheeled 20 and 32-gallon trash cans for sale as a convenience to customers who wanted these sizes of cans, but could not find them in stores with wheels. We are discontinuing this offer, however, because we are not really well suited as a retail business, and we have found that these cans are now

[Terms & Conditions](#) | [Rates](#)

Contact Us

We make every effort to provide the best service possible. If your garbage, recycling or compost cans are skipped on your regular service day, please call our office (Monday through Friday, 7:00 a.m. to 3:00 p.m.), or leave a message after hours on our 24-hour voice-mail system at 415-457-9760, and we will pick up your can or return your call on the following morning.