

ATTACHMENT B



**Public Works Solid Waste Rate Adjustment
Community Information Session**
Paradise Valley Community Center
17402 N 40th St, Phoenix, AZ 85032
February 25, 2026

Council District(s): 2

Total Attendees: 9

Summary of Meeting Notifications:

Posted flyers (Spanish & English) at the Paradise Valley Community Center; posted meeting on the Nextdoor calendar event (~400 impressions) and reposted reminder coming tonight/tomorrow; Social media posts on PWD accounts and on Ciudad de Phoenix accounts in Spanish.

Meeting Summary

Public Works Department Director, Felipe Moreno, Solid Waste Division Assistant Director, Lorizelda Stoeller, and Administrative Services Deputy Director, Samantha Tavares, presented information on the proposed Solid Waste Rate Adjustment at the Paradise Valley Community Center, which was attended by nine residents. The Public Works Department is recommending an increase to the monthly residential solid waste rate to address rising operating costs. Staff showed a video and presented the reasons behind the proposed rate increase, outlined how it would be implemented, addressed questions, and distributed printed materials on Solid Waste services for attendees.

The public comment period was opened, and the following questions were asked and answered by Public Works staff.

Question & Answer

Q: Is the City associated with Waste Management and does the proposed rate impact customers who have Waste Management as their current provider?

A: No. Any increase to the City's monthly residential rate does not impact customers of Waste Management. The City has a current reciprocal agreement with Waste Management (WM). This agreement allows City collection vehicles to deliver garbage to WM transfer stations when routed nearby and likewise permits WM vehicles to deliver garbage at City facilities. The tonnage exchange is balanced so that the volume of material transferred is equivalent, and no financial transactions are required.



Q: Why is the rate increase so significant?

A: The Public Works Department acknowledges that the proposed increase is substantial. However, rising inflation and elevated operational costs have contributed to the need for a rate adjustment. Additionally, the previously approved 2020 rate adjustment, which included an annual two percent inflationary adjustment, ending January 1, 2026, did not keep pace with the rising operational costs.

Q: What impact do unions have on salaries?

A: Salaries are established through union negotiations, and the final compensation is based on the outcomes of those negotiations.

Q: Does the rate increase need to be approved by the Phoenix City Council?

A: Yes. City Council is scheduled to vote on the proposed rate adjustment on April 22, 2026.

Q: Has the City considered outsourcing some of the services provided?

A: The City does outsource portions of its solid waste management program. The City currently contracts with Circular Services for recycling processing and material sales for both City-owned materials recovery facilities; utilizes a hauling contractor, MBI, to haul the City's garbage from two separate transfer stations to the SR85 landfill in the City of Buckeye; and contracts with WeCare Denali for composting operations.

Prior to 2012, with the introduction of the City's curbside green organics collection, the City practiced Managed Competition for its residential hauling operations. Managed Competition is a public/private competitive proposal process. During the last few rounds of competitive bidding processes, the City was the successful bidder for collection services. While collection services may be outsourced, doing so would require formal policy direction. The cost of weekly garbage collection services provided by private haulers for single-family residents can typically range from 60 to 90 dollars per month.

Q: Hasn't revenue increased with population growth?

A: Since 2020, the solid waste customer base has increased by approximately 20,000 residences; however, revenue has not increased at a rate sufficient to keep up with rising costs.

Q: Why is there a tax on the utility bill?

A: The Arizona Department of Environmental Quality (ADEQ) assesses the City a fee for every ton of garbage delivered to the landfill. The five cents per month fee on the monthly City Services bill helps cover a portion of this fee to ADEQ.



Q: Can the City sell the five closed landfills?

A: Each closed landfill has unique environmental conditions, but redevelopment may be possible where appropriate. Requirements such as ongoing gas monitoring and other regulatory obligations must be met before redevelopment can begin and throughout the life of the landfill.

Q: Why is recycling revenue so low?

A: Recycling revenue is largely influenced by overall economic conditions and the market value of recyclable commodities, both of which are subject to significant volatility.

Q: Is there contamination in the recycling collected?

A: Yes. In some cases, contamination can result in an entire load being discarded. This highlights the importance of community outreach and education; these initiatives are led by the City's Zero Waste Team. A few years ago, the China Sword policy significantly limited the acceptance of recyclable materials from the United States, allowing only the cleanest materials into the market. In response, the City has invested in advanced sorting technology that more effectively separates materials and helps reduce contamination.

Q: Why doesn't the General Fund subsidize the increased expenses?

A: The Solid Waste Division operates as an Enterprise Fund, meaning its budget is dependent on revenues generated from solid waste service fees, recycling revenue, and commercial gate rates. In contrast, several other City departments and services rely on the General Fund to support the costs of these programs. Funding the Solid Waste Division with General Funds would decrease support to other vital City programs and services.

Q: Has the Appointment-Based Bulk Trash Program resulted in any cost savings?

A: The change to the bulk trash collection program has resulted in approximately one million dollars in savings. The cost savings are expected to grow as the program continues.

Q: Has the City considered bi-weekly collections?

A: Garbage collection is required to be collected once per week per Maricopa County Health Code requirements. Weekly collection supports the health and safety of our City. Recycle collection is currently collected weekly. Residents are encouraged to complete the current survey asking if there is interest in exploring a bi-weekly recycle collection service model.

Q: Won't the increase to the green organics subscription fee discourage its use?

A: This is unknown. The proposed rate helps offset the current operational costs to collect and process green organics. The current cost to collect one green organics container and process the contents into compost is approximately \$30 per month. The proposed fee



increase is similar to other cities pricing who offer a similar green organics collection program.

Q: Will the SAY R&R assistance be increased as a result of the rate increase?

A: This is being explored.

Q: Why are the trash and recycling containers poor quality? They break easily.

A: We are currently soliciting bids to procure higher-quality containers, with an emphasis on selecting the best available option rather than the lowest-cost alternative.

Q: Will the City offer 30-gallon containers?

A: Not at this time, the smallest container allowed is 60-gallons given the type of collection trucks and gripper arms outfitted on City collection vehicles.

Q: What is the starting and maximum pay for a Solid Waste Equipment Operator?

A: The minimum hiring rate is \$26.18 per hour, and the maximum hiring rate is \$35.08 per hour. When the classification and compensation study was conducted a few years ago, the salary range for Solid Waste Equipment Operators was evaluated and compared with compensation levels in other Arizona municipalities, as well as the private sector.

Q: Does the cost of processing recyclables balance out with revenues collected?

A: No, the cost of recycling is greater. The benefit of recycling extends the life of the landfill.

Q: Who owns the materials recycled?

A: The City retains ownership of all recycled materials and the City processor, Circular Services, work under a revenue-sharing arrangement. The amount of revenue received is variable and depends on fluctuations in the recycling market.

Q: Can steel be recycled?

A: Steel cannot currently be processed, but the future Resource Innovation Campus (RIC) campus aims to attract businesses that offer solutions to process additional commodities.

Q: How is the Project Assist program funded?

A: The Solid Waste, Water, and Wastewater divisions each make contributions which provide financial assistance to households needing help covering their monthly City services bill.



Comment Cards Received

1. Kaia Yue - In Favor of Rate Increase
2. Ana Sanchez-Navarro – Opposed to Rate Increase
 - My waste bill has already increased \$.73 from December 2025 to January 2026. This already adjusted increase is not reflected in the proposal.
 - If only 86% of waste revenue comes from constituents where does the rest come from?
 - Why doesn't the city sewer fund subsidize our rates?
 - How much has been saved from the bulk trash pick-up change and why can't those savings be applied to the waste pick up?
 - Costs have gone up but so have the number of residences?
 - Why is there a tax on the bill?
 - What's the future of non-used landfills? Sell land? Revenue? Do we lease landfill space to other towns?
 - How much is revenue from commercial side? Did you say 11%?
 - Private waste companies have AI instead of people. Any thought on this efficiency?
3. Andrew Harding – Opposed to Rate Increase
 - The city is trying to encourage recycling yet increase the cost of the organics program which turns people away. Why does the Save as you Reduce and Recycle incentive not increase?
4. No name given – Neither Opposed or In Favor of Rate Increase
 - When was the last time you had an increase with the Solid Waste fee?
5. No name given – Neither Opposed or In Favor of Rate Increase
 - Would you consider bi-weekly collection for recycle? This may reduce cost.



**Public Works Solid Waste Rate Adjustment
Community Information Session
Conducted in Spanish
Maryvale Community Center
4420 North 51st Ave. Phoenix, AZ, 85031
March 3, 2026**

Council District: 5

Total Attendees: 2

Summary of Meeting Notifications: Posted meeting schedule on dedicated solid waste rate page; Phoenix newsroom article; 200,000 customers emailed community meeting schedule on February 20; Neighborhood Services Department newsletter; Public Works social media posts.

Meeting Summary

Public Works Department Deputy Director, Eduardo Rodriguez, presented in Spanish, information on the proposed Solid Waste Rate Adjustment at the Maryvale Community Center, which was attended by two residents. The Public Works Department is recommending an increase to the monthly residential solid waste rate to address rising operating costs. Staff showed a video and presented the reasons behind the proposed rate increase, outlined how it would be implemented, addressed questions, and distributed printed materials on Solid Waste services.

The public comment period was opened and no questions were asked.

Comment Cards

No comment cards submitted.



**Public Works Solid Waste Rate Adjustment
Community Information Session**
South Mountain Community Library
7050 S. 24th Street, Phoenix, AZ, 85031
March 4, 2026

Council District(s): D8

Total Attendees: 8

Summary of Meeting Notifications: Posted meeting schedule on dedicated solid waste rate page; Phoenix newsroom article; Feb. 17 – Solid Waste participated in People’s United Block meeting and shared South Mountain community meeting date; Feb. 12 - D8 Laveen Quarterly meeting announced South Mountain community meeting date; 200,000 customers emailed community meeting schedule on February 20 and March 10; Neighborhood Services Department newsletter; Public Works social media posts.

Meeting Summary

Vice Mayor Hodge Washington welcomed the community.

Public Works Department Director, Felipe Moreno, Solid Waste Division Assistant Director, Lorizelda Stoeller, and Administrative Services Deputy Director, Samantha Tavares, presented information on the proposed Solid Waste Rate Adjustment at the South Mountain Community Library, which was attended by eight residents. The Public Works Department is recommending an increase to the monthly residential solid waste rate to address rising operating costs. Staff showed a video and presented the reasons behind the proposed rate increase, outlined how it would be implemented, addressed questions, and distributed printed materials on Solid Waste services.

The public comment period was opened, and the following questions were asked and answered by Public Works staff.

Question & Answer

Q: Is it possible to opt out of solid waste home collection? Residents can dispose of garbage at the landfill on their own.

A: No, the collection and disposal of residential solid waste is regulated by the Maricopa County Environmental Health Code, which requires the City to collect and dispose of residential solid waste.



Q: Has the City considered bi-weekly collections?

A: Garbage collection is required to be collected once per week per Maricopa County Environmental Health Code to maintain the health and safety of the City. Recycle collection is currently collected weekly. Residents are encouraged to complete the survey to provide customer feedback on whether there is interest in exploring a bi-weekly recycling collection service model.

Q: Where are the green organics materials disposed of? Do you sell it?

A: The material is taken to our compost facility at the 27th Avenue campus, where a company called WeCare Denali processes and sells the final product.

Q: Can bulk trash appointments be used for the collection of illegal dumping in the alley?

A: We have dedicated Solid Waste Environmental Specialists throughout Phoenix who investigate reports of illegal dumping. We can connect you with your dedicated Area Specialist to ensure we have a representative in the area investigating and addressing illegal dumping concerns.

Q: Why is the rate increase so significant?

A: The Public Works Department acknowledges that the proposed increase is substantial. However, rising inflation and increased operational costs have contributed to the need for a rate adjustment. Additionally, the previously approved 2020 rate adjustment, which included an annual two percent inflationary adjustment, ending January 1, 2026, did not keep pace with rising operational costs.

Q: What has the Department done to limit monetary waste in the operation?

A: The Public Works Department consistently strives to improve efficiency and minimize waste. We are open to new ideas and continuously seek innovative solutions. We have received some new suggestions since coming to the community that we will evaluate.

Q: What is the Department doing if more illegal dumping occurs because of the rate increase?

A: We have dedicated Solid Waste Environmental Specialists throughout Phoenix who investigate reports of illegal dumping. We can connect you with your Area Specialist.

Comment Cards

1. John Mardoian – Opposed to Rate Increase

- Much larger discounts for 60-gallon container should be offered.
- Rates should be on actual usage like water and sewer.
- Bigger families should pay more. Single family households should pay less. Families with large yards and vegetation should pay more. Desert landscape yards should pay less. One size fits all is not fair.



2. Meghan Boyd – In Favor of Rate Increase

- Understanding that inflation is a very real factor and all prices of goods and services will always increase...but South Phoenix streets and alleys are already full of litter and bulk trash/illegal dumping.
- What is the city's plan to alleviate this issue?
- I'm a law-abiding citizen willing to pay more for waste services, but it's a shame to see my home blighted by trash.



**Public Works Solid Waste Rate Adjustment
Community Information Session**
Sunnyslope Community Center
802 E Vogel Ave., Phoenix, AZ, 85020
March 9, 2026

Council District: 3

Total Attendees: 0

Summary of Meeting Notifications: Posted meeting schedule on dedicated solid waste rate page; Phoenix newsroom article; 200,000 customers emailed community meeting schedule; Neighborhood Services Department newsletter; Public Works social media posts; Nextdoor geo-target; the District 3 office shared information in their February newsletter.

Meeting Summary

Staff were prepared to present information on the proposed Solid Waste Rate Adjustment at the Sunnyslope Community Center. Two residents visited the information table, and one took Solid Waste Rate Adjustment flyers to a separate meeting being held at the center. Another resident asked how she could become an advocate for recycling and provided her contact information so Solid Waste staff can follow up with her about the Master Recycler Program.

Comment Cards

No comment cards submitted.



**Public Works Solid Waste Rate Adjustment
Community Information Session**
Washington Activity Center
2240 W. Citrus Way, Phoenix, AZ 85015
March 10, 2026

Council District: 5

Total Attendees: 2

Summary of Meeting Notifications: Posted meeting schedule on dedicated solid waste rate page; Phoenix newsroom article; 200,000 customers emailed community meeting schedule on February 20 and March 10; Neighborhood Services Department newsletter; Public Works social media posts; Nextdoor geo-target; PWD PIO emailed D5 neighborhood leaders on March 10.

Meeting Summary

Public Works Department Director, Felipe Moreno and Administrative Services Deputy Director, Samantha Tavares presented information on the proposed Solid Waste Rate Adjustment at the Washington Activity Center, which was attended by two residents. The Public Works Department is recommending an increase to the monthly residential solid waste rate to address rising operating costs. Staff showed a video and presented the reasons behind the proposed rate increase, outlined how it would be implemented, addressed questions, and distributed printed materials on Solid Waste services.

The public comment period was opened, and the following questions were asked and answered by Public Works staff.

Question & Answer

Q: Has it already been a year since the Bulk Trash program started?

A: Yes, it was a year in October 2025.

Q: When was the last rate increase?

A: In 2019, an approved rate recommendation was adopted which included a two percent inflator for future years, which ended January 2026.



Q: What are the two or three things that residents collectively could do? What are we doing wrong, or what can we do better?

A: Being aware and reporting any concerns promptly helps us respond effectively. Make sure to dispose of waste properly and recycle materials as required.

Comment: “Seems to me that the city has a one-size-fits-all solution to the problem. A single person living alone will generate far less waste than a family of five. There should be some sort of program that bases your rate on the amount of trash you have rather than a one-size-fits-all”.

Comment: “Consider giving a rebate if you don’t use bulk trash”.

Q: Didn’t you place a ‘nastygram’ when people were having difficulties recycling?

A: Yes. A few years ago (2018), the Public Works Department created the Oops/Shine-on program. The purpose of this program was to educate residents on proper recycling methods, reduce contamination being placed in recycling containers, increase the amount of material diverted from the landfill, and maximize the environmental benefits of Phoenix’s recycling program. The Solid Waste Division now has dedicated Solid Waste Environmental Specialists for neighborhoods across the City. Of the many duties assigned to dedicated Environmental Specialists, recycle contamination inspections are part of their duties.

Q: What are the biggest contaminants in recycling?

A: Textiles and plastic bags.

Comment Cards

1. Coni Cabot – Opposed to Rate Increase

- We need to develop a fee based on household population. A family of 5 will generate a lot more waste than the household of one elderly or retired person.



**Public Works Solid Waste Rate Adjustment
Community Information Session
Conducted in Spanish
Desert West Community Center
6501 W. Virginia Ave, Phoenix, AZ 85035
March 12, 2026**

Council District(s): 7

Total Attendees: 5

Summary of Meeting Notifications: Posted flyers (Spanish & English) at the Desert West Community Center; posted meeting on the Nextdoor calendar event (~400 impressions) and reposted reminder coming tonight/tomorrow; Social media posts on PWD accounts and on Ciudad de Phoenix accounts in Spanish, with reminder coming tonight/tomorrow; all council districts were sent a reminder of the SW Rate Info session for the week's meetings on Friday (3/6); Spanish meeting was noted in an email sent to solid waste customers (approximately 200,000 on the list) on Tuesday (3/10).

Meeting Summary

Public Works Department Deputy Director, Eduardo Rodriguez, presented in Spanish, information on the proposed Solid Waste Rate Adjustment at the Desert West Community Center, which was attended by five residents. The Public Works Department is recommending an increase to the monthly residential solid waste rate to address rising operating costs. Staff showed a video and presented the reasons behind the proposed rate increase, outlined how it would be implemented, addressed questions, and distributed printed materials on Solid Waste services.

The public comment period was opened, and the following questions were asked and answered by Public Works staff.

Question & Answer

Q: The proposed rate increase is substantial, and my salary remains the same.

A: The Public Works Department acknowledges that the proposed increase is substantial. However, rising inflation and elevated operational costs have contributed to the need for a rate adjustment. Additionally, the previously approved 2020 rate adjustment, which included an annual two percent inflationary adjustment, ending January 1, 2026, did not keep pace with the rising operational costs.



Q: Are you increasing the solid waste collection costs for private businesses?

A: The City does not provide collection services for private businesses. The ordinance permits the City to collect from single-family residential homes.

Q: As new businesses move into the City, is it possible to charge them a fee to collect additional revenue and help offset costs for residents so that a rate adjustment is not needed?

A: The Solid Waste Division operates as an Enterprise Fund, meaning its budget is dependent on revenues generated from solid waste service fees, recycling revenue, and commercial gate rates.

Q: Where are Solid Waste vehicles manufactured?

A: The chassis is manufactured in Mexico, and the remaining components are assembled in the United States.

Q: Can the current gate rate for private businesses be increased from \$55 per ton to bring in additional revenue?

A: The City will explore this request.

Q: Is the rate the same for households that have more than one bin?

A: No, the cost is not the same. The standard monthly solid waste rate provides one trash and one recycle bin. Additional trash bins cost one-half the current monthly rate, which is currently \$18.66 per bin per month.

Q: I don't need the standard 90-gallon bin. Is a smaller bin available?

A: Yes. The city offers a 60-gallon container for residences currently receiving curbside collection service. Customers can opt to exchange the standard 90-gallon container for a smaller 60-gallon container at a reduced monthly rate of \$3 less per month.

Q: Has the rate adjustment been approved?

A: No, the Phoenix City Council will convene on April 22, 2026, and vote on the proposed rate adjustment at that time.

Q: Will there come a point when the City breaks even and expenses fall below revenues, eliminating the need for a rate increase?

A: The current proposed rate adjustment is built to secure the future financial health of the solid waste fund, which includes an inflationary factor, beginning July 1, 2029, through June 30, 2034. This proposed annual inflationary adjustment will be capped at 5%. Each year's adjustment will be reviewed by the City Council prior to implementation to determine whether a rate increase is necessary at that time.



Q: Is it possible for recycling to be picked up every two weeks instead of every week?

A: That idea will be included in our feedback summary and can also be submitted via the survey.

Q: Can an analysis be conducted to address income disparities across the City, with rates structured based on those income levels?

A: That idea will be included in our feedback summary and can also be submitted via the survey.

Q: Can the \$10 million grant the Public Works Department received be obtained again to assist in offsetting some costs?

A: The grant was a one-time award and was specifically intended to support repairs at the 27th Avenue materials recovery facility.

Q: There are areas of the City with higher levels of poverty. What actions are being taken to reduce pollution in those communities?

A: We take extensive measures across all our closed landfills and active landfill in the City of Buckeye to burn landfill gases, ensuring that 99.9 percent are destroyed before they reach the surface. This helps maintain safe and breathable air quality for the surrounding communities.

Q: What would happen if the rate adjustment was not approved?

A: If the proposed solid waste rate adjustment is not approved, the ability to provide solid waste collection and post-collection services will be severely impacted and will require significant service reductions.

Comment Cards

No comment cards submitted.



**Public Works Solid Waste Rate Adjustment
Community Information Session**

Virtual Meeting - WebEx

March 16, 2026

Council District(s): Citywide

Total Attendees: 31 (27 via WebEx; 4 via YouTube)

Summary of Meeting Notifications: Posted meeting schedule on dedicated solid waste rate page; Phoenix newsroom article; 200,000 customers emailed community meeting; Neighborhood Services Department newsletter 750 neighborhood/community leaders; Public Works social media posts; Nextdoor geo-target reaching more than 6,220 residents citywide; PWD PIO emailed a reminder to all Council offices; digital flyers were sent to various community and senior centers for their BrightSign monitors; printable flyers were also sent to the same centers.

Meeting Summary

Public Works Department Director, Felipe Moreno, Solid Waste Division Assistant Director, Lorizelda Stoeller, and Administrative Services Deputy Director, Samantha Tavares, presented information on the proposed Solid Waste Rate Adjustment virtually (<https://www.youtube.com/live/yIMXbg8Nrjk?si=IHvPI66nGD7nZnLL&t=1823>) from the City of Phoenix council chambers, which was attended by 31 viewers. The Public Works Department is recommending an increase to the monthly residential solid waste rate to address rising operating costs. Staff showed a video and presented the reasons behind the proposed rate increase, outlined how it would be implemented, addressed questions, and distributed printed materials on Solid Waste services for attendees.

The public comment period was opened, and the following questions were asked and answered by Public Works staff.

Question & Answer

Q: Can the bulk pickup for our neighborhood remain in the alley?

A: Staff understands the diversity of our Phoenix neighborhoods and for some areas with alleys it makes sense to continue bulk collection in the alley. Staff will reach out to this resident and assess the neighborhood to work on a solution that works best for the community and bulk trash collection.

Comment Cards

No comment cards were submitted.



**Public Works Solid Waste Rate Adjustment
Community Information Session**
Encanto Park Clubhouse
2605 N 15th Ave., Phoenix, AZ 85007
March 17, 2026

Council District(s): 4

Total Attendees: 7

Summary of Meeting Notifications: Posted meeting schedule on dedicated solid waste rate page; Phoenix newsroom article; 200,000 customers emailed community meeting schedule on February 20 and March 10; Neighborhood Services Department newsletter; Public Works social media posts; Nextdoor geo-target.

Meeting Summary

Public Works Department Director, Felipe Moreno, Assistant Director Lorizelda Stoeller, and Administrative Services Deputy Director, Samantha Tavares, presented information on the proposed Solid Waste Rate Adjustment at the Encanto Park Clubhouse, which was attended by seven residents. The Public Works Department is recommending an increase to the monthly residential solid waste rate to address rising operating costs. Staff showed a video and presented the reasons behind the proposed rate increase, outlined how it would be implemented, addressed questions, and distributed printed materials on Solid Waste services for attendees.

The public comment period was opened, and the following questions were asked and answered by Public Works staff.

Question & Answer

Q: Do you publish how efficient recycling is?

A: We have not formally published annual results of recycling operations and will consider this for the future. We strive to educate the community with support from our Zero Waste team about the benefits of recycling. Additionally, we invest in our infrastructure and technology to better manage materials. Our focus is on education and the adoption of smart technologies. We also offer tours of our facilities for further engagement.



Q: One of the options on the survey is paying a separate fee for bulk trash collection. Do you know how much that might save?

A: We have some initial estimates, but we are still evaluating this idea. Current data indicates only 25 percent of our customers use bulk trash collection once per year. We are exploring the possibility of establishing a new fee and will need to further assess whether there is interest in this idea. We have also consulted with other cities; for instance, the city of San Antonio has a minimum fee of \$50 per bulk trash collection, while the city of Mesa has a minimum fee of \$31 per bulk trash collection for four cubic yards. If we were to establish a separate collection fee, the fee would be set to cover the operational costs of providing this service.

Q: How is the appointment-based bulk trash collection program efficient? Is it saving money?

A: We completed one year of the appointment-based program. The program continues to be refined. The former quarterly collection program required City crews to travel all streets across the City in search of bulk trash piles. The appointment-based program allows crews to be routed directly to homes that have placed piles out for collection. We have experienced a slight decrease in overall mileage traveled by City bulk trash crews. As well, during the first year of the appointment-based program, we experienced a 49% decrease in tonnage collected, resulting in \$1 million savings.

Q: The Save As You Reduce and Recycling (SAYR&R) program only works in curbside neighborhoods. Are there any savings program for customers with alley services?

A: Currently, no. The SAYR&R program is only offered to residents with curbside services. Residents with alley services can petition to relocate their solid waste services to curbside through a survey process. If the majority of residents approve of relocating alley service to the curb, then they can participate in the program and experience a monthly savings.

Q: What happens to the compost from green organics bins? Do you let people access that compost?

A: Materials from the bins are sent to our 27th Avenue Transfer Station Compost facility, where it undergoes high-quality processing. The best way to access the compost is through our vendor WeCare Denali, which sells it through the Arizona Worm Farm.

Q: I don't live near the Arizona Worm Farm. Is the Arizona Worm Farm the only place to purchase the compost?

A: Yes, the Arizona Worm Farm is the only place to purchase. However, that's good feedback to improve accessibility for the public.



Q: I am wondering about the efficiencies of the green organics collection program. Could there be a service where residents notify when the organics container needs to be collected, or a bi-weekly collection?

A: Yes, we are evaluating options for better routing and collection frequency of this service offering. We have been exploring new technology and a possible bi-weekly collection method to maximize collection efficiency of this service.

Q: Have you thought about partnering with the Police Department to fine people for illegal dumping?

A: It can be challenging to cite individuals for illegal dumping, but when possible, we do work with the Police Department. We enforce regulations whenever possible, and if we catch someone in the act, we can cite them. Our initial approach is always to focus on education.

Q: What happens if a neighborhood petitions for service relocation and it is approved? Does Public Works install a fence?

A: If the trash collection service relocation is approved and services are relocated to curbside, residents can then request to have their alley gated. The Neighborhood Services Department is responsible for the Gated Alley Program, and your Public Works Solid Waste area specialist can assist with submitting the request.

Q: How long is the relocation of the alley process?

A: It depends on the number of requests for each area. We recommend talking to your Public Works area specialist for more information.

Q: What happens if the alley becomes a mess after the services have been relocated?

A: Residents are required to maintain the alley, but we can help with illegal dumping. Residents can report illegal dumping to their Public Works Solid Waste area specialist or by contacting the Public Works Solid Waste Division at solid.waste@phoenix.gov or 602-262-6251.

Comment Cards

There was no comment cards submitted.



**Public Works Solid Waste Rate Adjustment
Community Information Session**
Goelet A. Beuf Community Center
3435 W. Pinnacle Peak Road, Phoenix, AZ 85027
March 19, 2026

Council District: 1

Total Attendees: 10

Summary of Meeting Notifications: Posted meeting schedule on dedicated solid waste rate page; Phoenix newsroom article; 200,000 customers emailed community meeting schedule on March 10; Neighborhood Services Department newsletter; Public Works social media posts; Nextdoor geo-target; PWD PIO emailed NSD neighborhood leaders listserv on March 11. All council districts were sent a reminder of the upcoming SW Rate Info sessions on Wednesday (3/11). Posted flyers at Goelet Beuf Community Center, including monitors on site.

Meeting Summary

Public Works Department Director Felipe Moreno, Solid Waste Assistant Director Lorizelda Stoeller and Administrative Services Deputy Director Samantha Tavares presented information on the proposed Solid Waste Rate Adjustment at the Goelet A. Beuf Community Center, which was attended by ten residents and Councilwoman Ann O'Brien. The Public Works Department is recommending an increase to the monthly residential solid waste rate to address rising operating costs. Staff showed a video and presented the reasons behind the proposed rate increase, outlined how it would be implemented, addressed questions, and distributed printed materials on Solid Waste services.

The public comment period was opened, and the following questions were asked and answered by Public Works staff.

Question & Answer

Q: Have you considered a twice-a-year bulk trash pickup collection model? Some residents feel they are paying for a service they are not using.

A: The current customer survey asks residents for their opinion on decreasing the bulk trash collections from four collections to two collections per year. Usage of the program identifies approximately 25% of the City's single-family residential customers use bulk trash service one time each calendar year. The appointment-based system allows the operation to directly travel to appointments. Under the former program, City crews had to



travel all streets to search for and collect bulk trash piles placed out for service. Also, the collection schedule was defined for a year making it easy for many to follow and illegally dump knowing the City would be collecting the area soon. As a result of transitioning to an appointment-based model, the operation has seen a significant decrease in the amount of tonnage collected. In the first year of the program, tonnage decreased approximately 49%, resulting in over \$1 million in savings of hauling costs for transporting garbage to the State Route 85 landfill. The City continues to evaluate the program and refine the collection process to improve efficiency and the customer experience.

Q: Why are Phoenix's rates higher than surrounding communities?

A: Phoenix is the fifth largest city, covering 517 square miles, servicing 425,000 households and owns and maintains its own solid waste infrastructure, including two transfer stations, two recycling facilities, one compost facility, one active landfill and five closed landfills. Other cities are significantly smaller and often contract out solid waste collection and processing services. Phoenix has invested in its solid waste infrastructure to ensure the long-term sustainability of providing essential solid waste services which safeguard the health and safety of the City. The City's active landfill has nearly 100 years of life which ensures the management of the City's solid waste stream for future generations.

Q: What is the process for procuring vehicles and managing fleet costs?

A: The City procures trucks by seeking quotations for collection trucks from approved manufacturers/vendors. The City replaces approximately 30 collection trucks annually to maintain a healthy replacement schedule. Collection trucks are not built on an assembly line and require a lot of materials and labor to build, often taking up to 18 months to build one unit.

Q: Are vendors held accountable for performance?

A: Vendors are selected through a competitive procurement process. Contracts define the scope of work and contract expectations. If there are performance issues with a vendor, the City has a process to address issues and hold vendors accountable for not meeting expectations.

Q: How will the green organics rate be adjusted each year?

A: The proposed rate adjustment for the curbside green organics subscription rate is one-quarter of the current monthly rate. As the rate adjusts each year, the subscription rate for green organics will be one-quarter of the current rate.

Q: Will rate adjustments go to Council annually?

A: The current proposed rate includes a multi-year rate adjustment for the first three years followed by an inflationary adjustment until June 2034. Public Works will provide council with an update each year on the health of the fund. During this update, if an inflationary



increase is necessary, Public Works will communicate this rate, which would be between 0 to 5% to keep pace with any inflationary impacts the operation is experiencing for that particular year.

Q: Will the City report inflation and financial performance to residents?

A: This is great feedback. The City can work to provide future annual updates on the solid waste fund through reports and public communication.

Q: Is recycling still effective, and what materials are accepted?

A: Yes, recycling remains effective. Materials such as glass, aluminum, and cardboard are accepted. Educational materials were provided, and additional resources are available.

Q: Do private waste hauler companies use City facilities?

A: Yes, through reciprocal agreements (ton-for-ton exchanges) with no direct money exchange. Reciprocal agreements also exist with the City of Glendale. Reciprocal agreements allow the City and these partners to gain operational efficiencies in travel time and save mileage on route.

Q: Will closing alleys reduce illegal dumping?

A: Yes. Alley containers provide easy access for dumping. The operation sees a decrease in tonnage collected from curbside versus alley routes. As alley collection transitions to curbside collection through voluntary relocations, the operation experiences less material to collect and process.

Q: When will the department return to a balanced budget?

A: The department anticipates a \$20.8 million shortfall in covering its operating expenses this fiscal year 2025-2026. Without a rate adjustment starting in July 2026, the deficit will continue to grow and significantly reduce the solid waste fund's reserve. The proposed rate adjustment will stabilize the fund over the next three years and including the inflationary factor will help provide customers with more manageable and predictable rates in the future.

Q: How much did the City spend on overtime last year?

A: During fiscal year 2024-2025, the solid waste fund's overtime costs were \$4.5 million. There are several variables which impact overtime, including vacancies, daily call-ins, and additional customer growth with no additional trucks and drivers to meet the collection demand.

Q: Does the City charge for waste collection services for major events? Can the City make major events cover the costs of the event's waste stream/Zero Waste efforts?

A: Most major events are hosted at the Phoenix Convention Center. The Phoenix



Convention Center is a customer of the City's Solid Waste Division and pays for waste collection.

Comment Cards

No comment cards submitted.



**Public Works Solid Waste Rate Adjustment
Community Information Session**

Pecos Community Center
17010 S. 48th Street, Phoenix, AZ 85048
March 25, 2026

Council District(s): 6

Total Attendees: 3

Summary of Meeting Notifications: Posted meeting schedule on dedicated solid waste rate page; Phoenix newsroom article; 200,000 customers emailed community meeting schedule on February 20 and March 10; Neighborhood Services Department newsletter; Public Works social media posts; Nextdoor geo-target. Physical flyers and digital graphics for public-facing monitors at the community center.

Meeting Summary

Public Works Solid Waste Assistant Director, Lorizelda Stoeller and Solid Waste Collections Deputy Director, Eduardo Rodriguez presented information on the proposed Solid Waste Rate Adjustment at the Pecos Community Center, which was attended by three residents. The Public Works Department is recommending an increase to the monthly residential solid waste rate to address rising operating costs. Staff showed a video and presented the reasons behind the proposed rate increase, outlined how it would be implemented, addressed questions, and distributed printed materials on Solid Waste services for attendees.

The public comment period was opened, and the following questions were asked and answered by Public Works staff.

Question & Answer

Q: Does the City of Phoenix partner with other agencies?

A: Yes, the City has reciprocal agreements with other waste haulers. Reciprocal agreements allow City collection vehicles to deliver garbage to other transfer stations when routed nearby and other hauler trucks are allowed to deliver garbage to City facilities. The tonnage exchange is balanced so that the volume of material transferred is equivalent, and no financial transactions are required.

Q: Can my trash bin be replaced if it is broken?

A: Yes. There is no cost to repair or replace City trash or recycle containers.



Q: It seems the City is applying a one-size-fits-all approach to this issue. Why can't the Solid Waste bill be structured like the Water Services bill, which is based on actual usage?

A: This feedback will be shared with the final report of community feedback.

Q: How will the feedback provided be compiled?

A: The survey will close on March 31, 2026. Afterward, staff will compile the feedback obtained through the survey and during the meetings and identify common themes across all meetings. Each Council District will also receive a briefing.

Q: Can the City adjust the Save As You Reduce and Recycle (SAYR&R) discount to be more than three dollars per month?

A: Currently, residents can opt to exchange the standard 90-gallon container for a smaller 60-gallon container at a reduced monthly rate of \$3 less per month. Adjusting this current discount is being explored and will be shared with the City Council.

Comment Cards

There was no comment cards submitted.



**Public Works Solid Waste Rate Adjustment
Community Information Session**
Deer Valley Community Center
2001 W. Wahalla Lane, Phoenix, AZ 85027
March 25, 2026

Council District(s): 1

Total Attendees: 6

Summary of Meeting Notifications: Posted meeting schedule on dedicated solid waste rate page; Phoenix newsroom article; 200,000 customers emailed community meeting schedule on February 20 and March 10; Neighborhood Services Department newsletter; Public Works social media posts; Nextdoor geo-target. Physical flyers and digital graphics for public-facing monitors at the community center.

Meeting Summary

Public Works Department Director, Felipe Moreno and Administrative Services Deputy Director, Samantha Tavares presented information on the proposed Solid Waste Rate Adjustment at the Deer Valley Community Center, which was attended by six residents. The Public Works Department is recommending an increase to the monthly residential solid waste rate to address rising operating costs. Staff showed a video and presented the reasons behind the proposed rate increase, outlined how it would be implemented, addressed questions, and distributed printed materials on Solid Waste services.

The public comment period was opened, and the following questions were asked and answered by Public Works staff.

Question & Answer

Q: Are the transfer station gate rates going up, especially for landscapers?

A: The gate rate increased by \$11 last year (2024); we are also exploring an increase this year.

Q: If I'm a residential customer with a green organics container, will my rates increase for both green organics and trash collection?

A: Yes, the current proposed rate adjustment includes an increase to the monthly curbside green organics subscription rate.



Q: Could there be an organics-only bulk trash option that is collected on different days from regular bulk trash? This would help ensure organics are processed properly and not mixed with trash for those areas that do not have the curbside green organics program.

A: Not all areas of the City produce enough clean organic bulk material to justify a dedicated organics bulk trash collection. Some neighborhoods might have very little organic bulk waste, making separate collection inefficient and costly to operate.

Q: Speaking to inefficiencies, over the years, there have been many times my containers have not been collected, which is a waste of gas and manpower because a truck must come back and pick up my container. What are you guys doing to improve this process?

A: Based on the 425,000 residences served and more than 170,000 containers we service each day, the operation's missed collections rate is less than one percent. We continue to update routes to improve efficiency and have equipped collection trucks with automatic vehicle location devices to ensure each address receives weekly collection service.

Q: Paying more for field staff is understandable, but why have administrative positions increased?

A: The operation has not increased the number of administrative positions. The last staff addition took place four years ago with the addition of key positions to support the Solid Waste Safety team.

Q: It always scares me when you say you are being creative. I understand we are a growing city. Are you guys doing anything to optimize your routes, like studies?

A: We do have limited staff that review routes for efficiency. Routing for four regions across 517 square miles is a challenge. The City does have routing technology and methodology in place, but with minimal staffing levels, we may not be fully leveraging all routing possibilities.

Q: Some cities have removed their recycling programs. Is this an option for Phoenix?

A: No, this is not an option for the City of Phoenix. The City has invested significantly in its solid waste infrastructure. The City is committed to maintaining its recycling program and keeping materials out of the landfill. Additionally, the City of Phoenix owns two materials recovery facilities which process all recycled materials.

Q: What is the lifespan of our landfill?

A: The City of Phoenix has up to 100 years of landfill capacity at its current active landfill site located in the City of Buckeye. The City recently received Maricopa County approval to increase the allowable height of our landfill cells, which will extend the lifespan even further.



Q: Do other cities use our landfills?

A: The City of Phoenix's landfill is in the City of Buckeye. The City of Buckeye is the only municipality that is authorized to utilize the facility should it reach capacity with its current landfill vendor, Republic Services.

Q: After the \$17 dollar increase, how much will the percentage increase be?

A: The proposed rate adjustment includes an annual inflationary factor. This inflation factor will be determined each year through a review of the Solid Waste Consumer Price Index trend, current economic status and overall health of the City's solid waste fund. This factor will not exceed 5% each year and will be communicated prior to implementation.

Q: I believe there was already a two percent increase over the past few years, correct?

A: That is correct, in 2020, the approved rate included a two percent inflationary factor each year. The last two percent increase took place on the first bill day of January 2026.

Q: Have you seen a spike in bulk trash since the scheduled bulk trash pick-up program was implemented? Driving through the valley, I have noticed a lot more piles in the neighborhoods.

A: Prior to the appointment-based bulk trash collection program, approximately 25% of residences used the pre-scheduled quarterly collection program. The quarterly collection schedule allowed a nine-day window for placing items out before collection. Most piles placed out for collection sat out up to two weeks before collection, attracting more material. Because the schedule was published a year in advance, the City experienced illegal dumping in alleys during the weeks prior to the scheduled bulk trash collection week. With the new program, the City has seen a 49% reduction in the total tonnage collected from the bulk trash program, which has saved the City more than \$1 million in hauling costs to the landfill.

Q: I have seen more neighborhoods with vacation rentals and they have multiple cans. Where is the enforcement in these situations?

A: Vacation rentals often generate more waste, and having multiple containers is allowed as long as the property pays for the additional collection service. Enforcement applies when there are violations with overflowing trash bins, improper setting out of material, or illegal dumping. Our team of dedicated field specialists address any issues related to solid waste across the City.

Q: I understand you are using bonds to offset expenses. Are there plans to purchase other bonds to help if this increase request fails?

A: If this rate increase is approved, we will be able to sell two bonds, which will help us remain financially stable in the later years. We also have dedicated staff who continually



review our 20-year bonds to ensure they are aligned with priority projects. In addition, our low debt ratio positions the fund to secure additional bonds if needed.

Comment Cards

There were no comment cards submitted.