2027 Curbside Bulky Waste Program Proposal

Introduction

In August 2026, WFWRD staff presented a preliminary, high-level overview of a bulky waste operational and financial model, and in September 2026, WFWRD presented a provisional draft of this plan, which was subsequently circulated to leadership of cities and towns located within WFWRD's service area. ***This updated 2027 Curbside Bulky Waste Program Proposal provides the additional operational, capacity, financial, resident-service, and implementation details needed for Board-level consideration.***

Board action requested:

1. ***Provide direction to staff to finalize program planning and implementation of a curbside bulky waste program in 2027. The curbside bulky waste program would replace the Seasonal Container Reservation Program (SCRP) as detailed herein.***
2. ***Approve the reallocation of 2026 capital budget savings towards the procurement of capital equipment for a curbside bulky waste program. During the September 28, 2026 Board of Trustees meeting, the purchase of two rear-load trucks totaling $700,000 was approved. Additional approvals are still needed for three (3) grapple loaders and (3) tilt-deck trailers, which will be carried over into the 2027 capital budget from 2026 capital savings.***
3. ***Establish the policy for complementary bulky waste services for the canyon communities in Emigration and Big Cottonwood Canyon.***
4. ***Determine whether to continue, modify, or suspend the District's Landfill Voucher Program.***
5. ***FUTURE - in accordance with the 2027 budget process, approve the necessary funding and staffing allocations for a curbside bulky waste program along with the reinstatement of a fee-based cost recovery model for a Container Rental Program.***

Key Goals and Program Highlights

- The existing Seasonal Container Reservation Program (SCRP) has historically struggled to meet community demand, providing bulky waste removal services for less than 10% of households per year serviced by the District. SCRP relies on seasonal CDL drivers and individual container delivery and removal per household.
- The key goal of the Curbside Bulky Waste Program (CBWP) proposal is to better meet service demand for bulky waste removal services while enhancing efficiencies and reducing program costs.
- Program highlights for the CBWP proposal include the following:
    a. Transitioning from individual container reservations and deliveries to a **structured neighborhood curbside bulky waste collection model**.

b. **Two curbside bulky waste collection opportunities would be offered annually** for each eligible District household.
c. A **three-crew model**, with two full-time employees and one temporary laborer per crew, would be utilized to perform curbside bulky waste removal by loading materials with a grapple loader into a rear load truck, where materials are compacted thereby significantly reducing the number of hauls to a disposal/disposition facility.
d. Reliance on Seasonal CDL Drivers would be eliminated and the temporary laborer would be hired through a temporary staffing agency, alleviating administrative cost and time associated with recruiting, hiring, onboarding, retaining, and offboarding Seasonal CDL Drivers.
e. The CBWP proposal includes the addition of a District Quality Assurance Inspector (QAI) to support routine inspections, educate residents, and mitigate code compliance burden to municipalities.
f. The CBWP would operate from **February through mid-October**.

- The CBWP proposal was developed via comparison of other curbside bulky waste service providers and meetings with public service providers with established curbside bulky waste programs.
    a. Modeling for this CBWP proposal utilized the above information to develop the following assumptions:
        i. An estimated **50% household set-out rate** per collection opportunity.
        ii. A conservative estimate of **3 minutes on average to service each household** with bulky waste materials, which includes travel time between households and trips to and from disposal/disposition facilities.
        iii. With three crews, the CBWP model estimates extra capacity in meeting biannual curbside bulky waste removal services.
    b. Household service capacity per year is estimated at 83,250, which is **8,723 more households that can be serviced** compared to the 74,527 homes with estimated setouts across both annual collection opportunities.
    c. Parcel coverage capacity per year is estimated at 166,500, which is **17,446 more parcels that can be covered** compared to the 149,054 required for biannual collection coverage.
- CBWP cost estimates include the following:
    a. Estimated annual CBWP operating costs total approximately **$1.69 million**, compared to the **$2.38 million currently projected for the 2026 SCRP season**.
        i. Estimated annual savings of approximately **$682,785 (28.7% overall cost reduction)** compared to the projected 2026 SCRP costs.
    b. A **$1,153,600 initial capital investment** funded utilizing 2026 capital budget cost savings includes:
        i. Two Rear Load Trucks ($700,000)
        ii. Three Grapple Loaders ($396,000)
        iii. Three Tilt-Deck Trailers to haul Grapple Loaders ($57,600)

How the Curbside Bulky Waste Program Would Work

- Based on District modeling, which was developed in consultation with multiple municipalities with existing curbside bulky waste programs, the District anticipates collecting bulky waste from **2,250 households per week**, which includes **three crews running simultaneously each week on a 4-10s schedule**.
    - This coverage, with an **estimated 50% set-out rate**, includes **4,500 parcels per week** (1,500 per crew).

WFWRD Curbside Bulky Waste Program Proposal		
PROGRAM INPUTS	**Value**	**Notes**
Total Customers/Parcels	**74,527**	Weekly customer count; (MINUS Herriman [11,005] and Canyons & North SLC).
Service Opportunities per Customer/Year	**2**	Proposed bulky-waste collections offered to each household annually.
Estimated Set-Out Rate per Opportunity	**50%**	Expected share of households setting material out during each opportunity.
Program Collection Days (4-10 schedule)	**148**	Total operating days available during the collection season (Feb through Mid-Oct).
Productive Hours per Day, per Crew	**9.50**	Excludes time for training, meetings, breaks, and pre/post-trips. Crews will operate M-Th on a 4-10s schedule.
Target Minutes per Home	**3.00**	Estimated average time per household, including travel beween households and trips to/from disposition facility.
Number of Work Crews	**3**	Number of crews operating each collection day (2 FTEs and 1 Temp per Crew).
DEMAND CALCULATIONS	**Result**	**Meaning**
Annual Service Opportunities (**Parcels**)	**149,054**	Total collection opportunities offered annually.
Estimated Annual Set-Outs (**Households**)	**74,527**	Estimated household set-outs across both collection opportunities.
CREW CAPACITY	**Result**	**Meaning**
Homes per Crew per Day	**190**	Whole homes one crew can service within the productive day based on 50% setout rate and 4-10s schedule.
Targeted **Homes** Serviced per Crew/Week	**750**	Based on 50% setout rate (rounded down)
Homes Serviced per Week across all three Crews	**2,250**	Total homes serviced per week across all three crews
Annual Program **Household** Collection Capacity	**83,250**	Based on 37 weeks of program from February through mid-October
Weekly **Parcel** Coverage per Crew/Week	**1,500**	Coverage map per Crew/Week with 50% estimated setout rate
Parcel Coverage per Week across all three Crews	**4,500**	Total parcel coverage per week across all three crews
Annual Program **Parcel** Coverage Capacity	**166,500**	Total parcel coverage over the full program season across all three crews.
CAPACITY ANALYSIS	**Result**	**Meaning**
Annual Household Capacity Shortfall or Surplus	**8,723**	Modeled **Household** service capacity in comparison to estimated annual number of set-outs.
Household Capacity Coverage	**111.70%**	
Annual Parcel Capacity Shortfall or Surplus	**17,446**	Modeled **Parcel** coverage capacity in comparison to actual number of biannual parcel coverage requirements.
Parcel Capacity Coverage	**111.70%**	

- The District would establish a **weekly schedule** throughout its service area that would be communicated to residents via postcards and other online information resources.
    - Each home would receive information on each of its two (2) curbside collection weeks per year along with material placement, set-out timeframes, and acceptable/unacceptable material specifications.
- Each crew would be provided with a weekly route sheet covering 1,500 parcels. All three crews would operate in adjacent areas.
- In the event that one or more crew(s) fall behind on weekly schedules, the alternate crew(s) would support completion of the other weekly routes once their route is complete.
    - One or more crews would come in on Friday to complete the weekly route or, depending on resources, District operations staff would supplement the bulky waste crew(s) to complete the weekly collection routes on Friday.
    - This will ensure that the District does not fall behind on its weekly schedules throughout the year.
- Crews would complete collections by using a **grapple loader** to mechanically load materials into a **rear-load truck** by which materials would be compacted, maximizing hauling capacity and limiting the number of hauls to a disposal/disposition facility.





- A **grounds crew laborer** hired through a temporary staffing agency, would help to arrange piles for collection by the grapple loader, clean up any small, loose debris, flag prohibited materials, and operate the controls on the rear-load truck.
- A dedicated District **Quality Assurance Inspector (QAI)** would perform the following:
    - Conduct visual audits of weekly service areas (1) one-week ahead of schedule and (2) during the actual scheduled collection week
    - Flag any prohibited materials
    - Support resident education and outreach
    - Report, track, and document nonconforming piles (placement and materials) and work directly with residents to resolve issues while communicating with District operations management
    - Communicate and collaborate with the applicable municipal Code Enforcement departments
    - Respond to reports of nonconforming piles, prohibited materials, and open dumping
- CBWP crews would be trained to recognize prohibited materials and would be instructed to leave those materials behind upon collection.
    - Households with prohibited materials will be documented and provided to QAI for follow-up with residents, either face-to-face, emails, letters, or phone calls.
    - One or more CBWP crews would be dispatched to areas with a large number of early setouts based on QAI inspections and city reports, where capacity exists.
- The second Quality Assurance Inspector will support the dedicated QAI staff member, where available, and both QAI staff members will be directly managed and supervisor by a proposed Public Relations and Outreach Manager (PROM). The PROM is a proposed position as part of the 2027 tentative budget proposal that would replace the existing Sustainability Coordinator position.

Curbside Bulky Waste Program Service Standards

Detailed resident guidelines would be finalized before launch and incorporated into robust public education and outreach. The current proposed standards are intended to make collection predictable, safe, and enforceable.

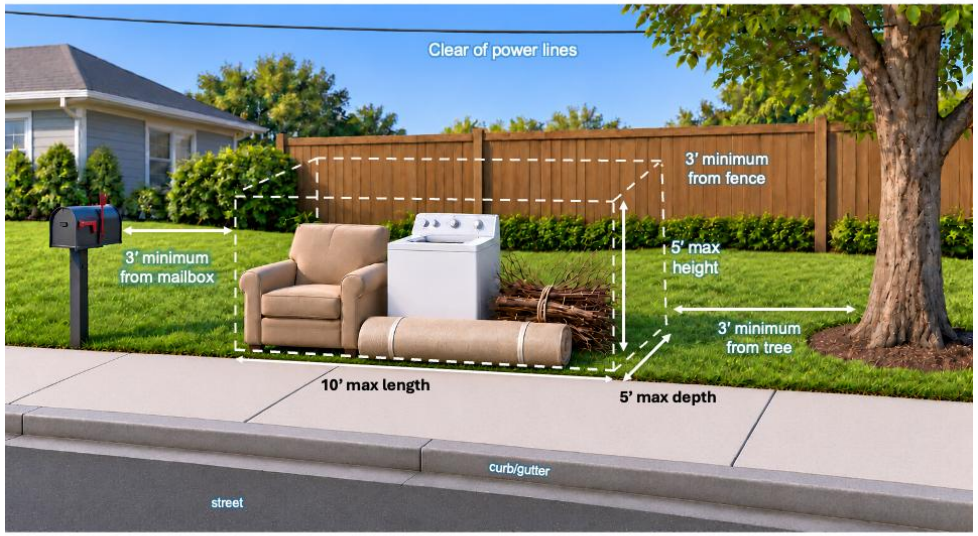
MATERIAL SETOUT TIMEFRAMES & PILE SPECIFICATIONS

- Materials must be placed **before the curb** on your residential parcel**:**
  - **No earlier than 48 hours before** the scheduled collection week, and
  - **No later than 7am on the Monday** of the scheduled collection week.
- Neatly arranged piles may not exceed **10 ft. long × 5 ft. deep × 5 ft. high maximum** per household.
  - This equates to approximately 9.3 cubic yards.
- Piles must **not obstruct sidewalks, roadways, or pedestrian access**.
- Piles must **not extend into the curb, gutter, or street**.
- Piles must be placed with **at least 3 feet of clearance from all other objects**, including vehicles, mailboxes, utility boxes, hydrants, sprinkler heads, trees, bushes, poles, fencing, and other objects.
  - Households without sufficient space to place materials within their parcel boundaries must place piles on their driveway while meeting all of the above specifications.

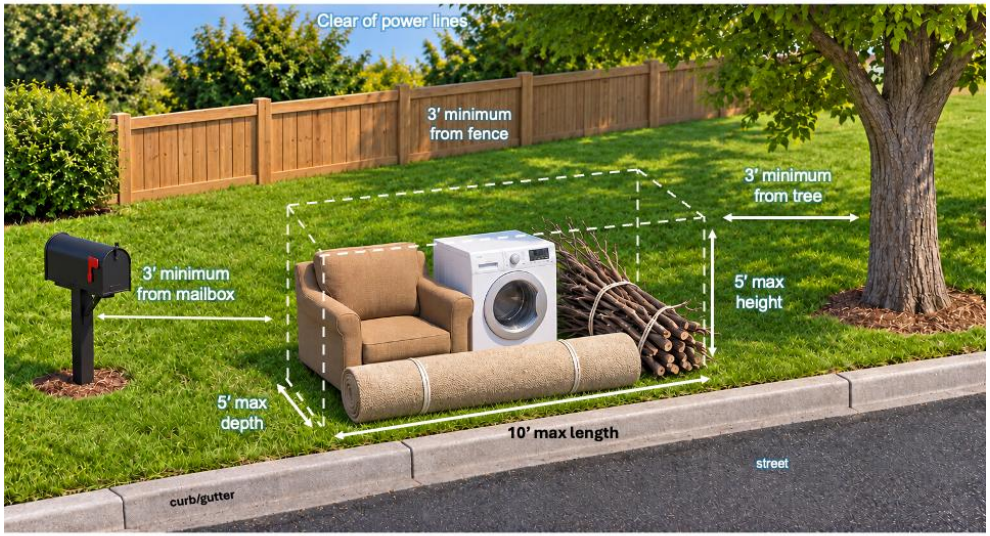
Before the Curb Example Diagrams

Keep sidewalks, gutters, and roadways clear. No bagged materials.
Bundled and tied sticks and branches must be less than 4-feet long.

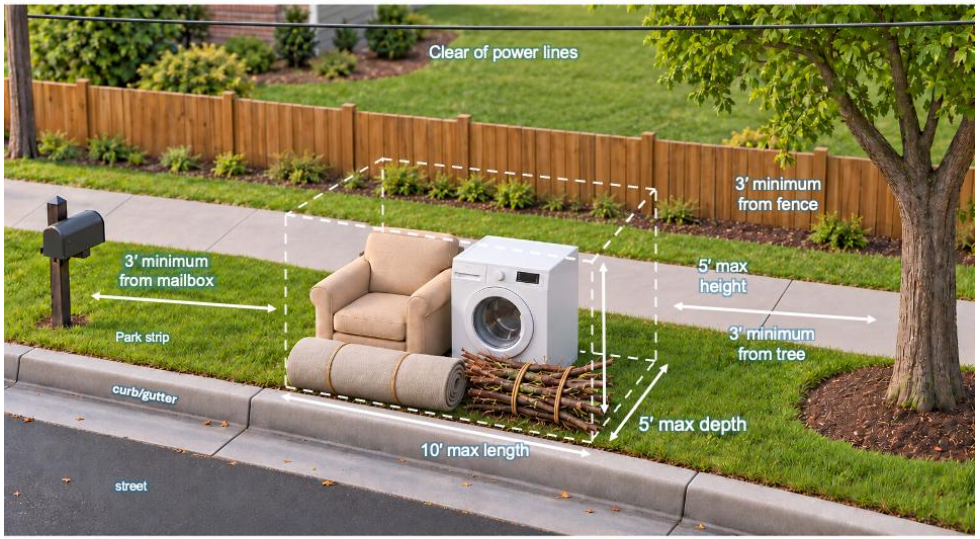
SIDEWALK



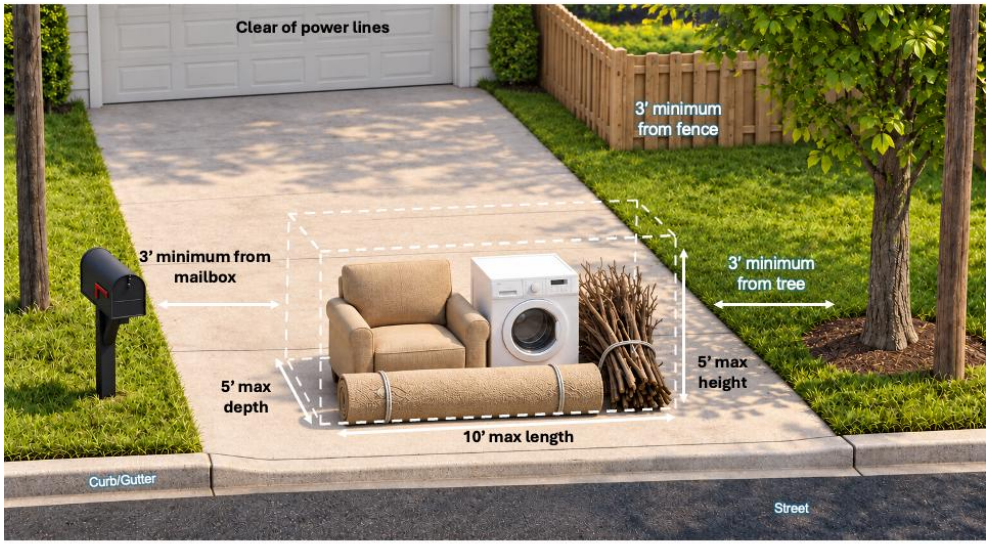
NO SIDEWALK



PARK STRIP



DRIVEWAY



ACCEPTED & UNACCEPTED/PROHIBITED MATERIALS

***NO Bagged Materials**

ACCEPTED MATERIALS	UNACCEPTED/PROHIBITED MATERIALS
Furniture	**Household Garbage*** *(putrescible waste, food waste)*
Mattresses & Box Springs	**Hazardous Waste/Materials** *(chemicals, paint, oxidizers, reactives)*
Bulky Green Waste *(less than 8-inches in diameter and 4-feet in length)*	**Oversized Green Waste** *(greater than 8-inches in diameter or 4-feet in length)*
Bundled Sticks & Branches *(less than 4 feet in length)*	**Grass Clippings, Weeds, & Leaves** *(not bulky waste and will make a mess)*
Scrap Metal *(non-motorized/non-mechanical)*	**Construction & Demolition Debris**
Appliances/White Goods – NO FREON APPLIANCES *(washers/dryers, oven/stove/range, hot water heaters, swamp coolers)*	**Freon-Containing Appliances** *(air conditioners, refrigerators/freezers)*
Carpet & Padding *(rolled & tied)*	**Dirt, Rocks, Gravel, & Sod**
Toilets & Sinks	**Asphalt & Concrete**
Virgin Lumber & Wood – NO NAILS OR SCREWS *(unused, clean materials only)*	**Plate Glass & Mirrors**
	Tires
	Batteries of any type
	Compressed Gases *(cylinders, propane tanks/cans)*
	Liquids of any kind

Additional Information

- The CBWP would be supplemented by the following existing and proposed District programs:
    - **Specialty Curbside Collection Services (SCCS) Program**
        - Curbside collection is offered year-round in accordance with the District's Board-approved Fee Schedule for the following items:
            - Mattresses
            - Appliances (includes freon-containing appliances)
            - Tires
            - **NEW** – large-screen TVs and cathode ray tube TVs
            - **NEW** – recliners, love seats, couches, futons, and sleeper sofas
        - With the exception of couches, these materials, when collected via the SCCS Program, are delivered to reclamation facilities for processing, recovery, recycling, and remanufacture into new products.
    - **Reinstatement of a Roll-Off Container Rental Program**
        - Year-round container rental service would be offered to all District households under a **fee-based <u>full cost recovery</u> model**.
        - Items that will no longer be accepted via a curbside bulky waste model can be collected under this program:
            - Construction and demolition debris
            - Household remodeling waste (e.g., bathtubs, granite countertops, etc.)
            - Dirt, rocks, sod, and other heavy weight materials
            - Roofing materials such as asphalt shingles
            - Other items accepted via the curbside bulky waste program
- By utilizing these supplemental programs, instead of one bulky waste collection program per year, which has been the standard under the SCRP program, **residents will have multiple year-round opportunities to properly disposition unwanted bulky waste materials**.
- Upon implementation of a curbside bulky waste program, the District proposes the **suspension of its Landfill Voucher Program** with a direct estimated **savings of $40,000 per year**, which does not include administrative costs.
    - With the above year-round options, the Landfill Voucher Program would no longer be warranted.
    - Municipalities and service districts that offer landfill vouchers or other free disposal options usually have a financial interest in or are owner/operators of post-collection facilities (i.e., landfills).
    - The District's Landfill Voucher Program likely originated from its historical ties to Salt Lake County.
    - Currently, landfill vouchers, when redeemed, are charged to the District at the following rates as part of each facility's monthly tipping fee invoice to WFWRD:
        - Salt Lake Valley Landfill = $17/voucher
        - Trans-Jordan Landfill = $15/voucher
        - Trans-Jordan/Sandy Transfer Station = $20/voucher

Number of Landfill Vouchers Requested and Redeemed by Service Area in 2026 as of September 30

City	Customers	Vouchers REDEEMED	Vouchers Requested	% REDEEMDED by # of Homes
Salt Lake Valley (unassigned)		32		
Trans-Jordan (unassigned)		28		
4B Lane	5		15	0%
B.C.C	13	2	2	15%
Brighton	591			0%
Copperton	285	2	5	1%
Cottonwood Heights	9,977	111	147	1%
Emigration Canyon	610	1	5	0%
Granite	437	3	3	1%
Herriman	11,037	151	170	1%
Holladay	9,101	173	150	2%
Kearns	9,534	292	341	3%
L.C.C	34			0%
Magna	8,027	249	300	3%
Millcreek (Canyon Rim & Olympus Cove included)	15,735	169	242	1%
Murray	2,867	27	50	1%
North County	20			0%
Sandy City & Sandy Hills	1,325	13	22	1%
Southwest	203		1	0%
Taylorsville	13,805	360	394	3%
West Jordan	486	14	51	3%
White City	1,827	6	22	0%
Willow Canyon	248		1	0%
Willow Creek	500		3	0%

Total Customers	Total Vouchers Redeemed	Total Vouchers Requested
86,667	**1,639**	**1,924**

Number of Landfill Vouchers Redeemed and Direct Costs to the District by Year

2021 through September 30, 2026

Year	Vouchers Redeemed	Cost to District
2021	4,215	$61,683
2022	5,171	$75,846
2023	5,954	$92,601
2024	2,729	$42,370
2025	2,636	$41,800
2026 *(Jan–Sept)*	1,639	$28,026

  - Based on the above, and coupled with the implementation of a Curbside Bulky Waste Program and reinstatement of the Container Rental Program, staff recommend permanently suspending the Landfill Voucher Program.
- **Alternative options include the District continuing to administer the landfill voucher program with a pass-through of direct costs to the applicable city**. Code enforcement departments requesting landfill vouchers from the District would be charged the applicable fee the District incurs from the associated landfill or transfer station.

Canyon Household Bulky Waste Services and Limitations

- **Canyon communities**, including Big Cottonwood Canyon (BCC), Brighton, and Emigration Canyon, **would be offered one free container service up to 10% of households per year** in lieu of curbside bulky waste collection service.
    - This is a similar model to past years and is due to known collection challenges and hazards in these areas coupled with larger travel distances compared to District households serviced in the valley.
    - Container service in lieu of curbside bulky waste collection service would be limited between the months of February and mid-October, depending on snow and road conditions.
    - Scheduling would likely occur similar to SCRP. Customers who did not have a container in the previous year would receive preference. Customers who had a container in the immediate year prior to the current year would be subject to container rental pricing.
    - In the event that the 10% threshold is exceeded by canyon service area, additional households requesting a bulky waste container would be subject to established container rental fees.
- **Considerations** - limit complimentary Bulky Waste Services in BCC/Brighton
    - If the Board elects to retain reduced pricing for seasonal/part-time BCC/Brighton residents, staff recommend that seasonal/part-time BCC/Brighton residents are subject to established container rental pricing (i.e., no complimentary container service).
    - Another option is to not provide complimentary bulky waste container services to all BCC/Brighton residents due to their current reduced services rates, including full-time residents, which are ~30% less than the District's base service rates in the valley.
    - Depending on what the Board determines, staff would establish clear eligibility and verification procedures and track complimentary services by household to enforce the annual limit.

Historical Complimentary Canyon Trailer Deliveries in lieu of SCRP

2023–2025

2026	# of Homes in WFWRD	Trailers Delivered	% of Deliveries to # of Homes
Emigration Canyon	607	56	**9%**
Town of Brighton/BCC	604	45	**7%**

2025	# of Homes in WFWRD	Trailers Delivered	% of Deliveries to # of Homes
Emigration Canyon	609	85	**14%**
Town of Brighton/BCC	603	46	**8%**

2024	# of Homes in WFWRD	Trailers Delivered	% of Deliveries to # of Homes
Emigration Canyon	607	96	**16%**
Town of Brighton/BCC	599	42	**7%**

2023	# of Homes in WFWRD	Trailers Delivered	% of Deliveries to # of Homes
Emigration Canyon	603	48	**8%**
Town of Brighton/BCC	598	31	**5%**

CBWP Capital Requirements

- To implement the Curbside Bulky Waste Program, the District would require the following capital items:
    - Beyond the one rear-load truck that the District currently has on order, the District has **two additional end-of-life rear load trucks that are recommended for replacement**. The two existing rear-load trucks would be retained as spares in the event of breakdowns and maintenance needs for the three new trucks.
        - Once new spares are on-hand (estimated 2028 or later), the end-of-life rear load trucks will be excessed and sold.
    - **Three grapple loaders** with closed-cabs and environmental controls.
    - **Three trailers** to haul the grapple loaders.
        - These items are proposed for **purchase utilizing savings from the District's 2026 approved capital budget**, currently estimated at $1.54M.
        - Preapproval is requested from the Board to get these items on order as soon as possible with the **most time sensitive item being the two rear load trucks**.
            - Funds will be carried over into the 2027 capital budget.
- Existing 1-ton trucks that the District has as part of its former Trailer Program would be used to haul the grapple loader trailers.

2026 Capital Budget, Projected Savings, and Proposed Curbside Bulky Waste Program Purchases

Description	2026 Original Capital Budget	2026 Estimated Capital Purchases	2026 Projected Capital Savings	Proposed Curbside Bulky Waste Program Capital Purchases
TOTALS	**$ 5,324,196**	**$ 3,779,692**	**$ 1,544,504**	
Proposed Curbside Bulky Waste Program Purchases				
Two Rear Load Trucks @ $350,000 each				$ 700,000
Three Cat Loaders w/ Grapple Buckets @ $132,000 each				$ 396,000
Three Trailers to Haul Cat Loaders @ $19,200 each				$ 57,600
			TOTAL	**$ 1,153,600**
			Remaining 2026 Capital Budget Savings	**$ 390,904**

Staffing and Operational Cost Impacts

- Under a Curbside Bulky Waste Program, the District would **no longer need to rely on Seasonal CDL Drivers**, which have been incredibly challenging to recruit and retain in past years.
- The District currently has two full-time staff supporting SCRP, resulting in the need to hire four (4) new full-time employees.
- A second QAI staff member would be hired to directly support the Curbside Bulky Waste Program. The District used to have a second QAI staff member, which was eliminated in early-2025 in an effort to control costs. Reinstatement of this position would be necessary to support the functions identified above.
- Grounds crew laborers would be hired through a temporary staffing agency, as opposed to directly through the District, providing administrative relief in the recruitment, hiring, retention, separation, and payroll-related functions currently managed under SCRP.

- Increases in staffing costs for a Curbside Bulky Waste Program are offset by multiple operational savings compared to the existing Seasonal Container Reservation Program (SCRP)
    - Eliminates the need to rent/lease 10+ hook lift trucks from the County
        - $182,838 savings
    - Reduces property damage, automotive insurance for leased hook lift trucks, and workers' compensation insurance costs
        - $18,658 + TBD insurance reduction
    - Significantly reduces fuel and maintenance costs to manage the bulky waste program
        - $86,296 – Fuel cost reduction
        - $169,220 – Maintenance cost reduction
    - Eliminates the need to direct haul each SCRP container to a disposal/disposition facility
        - Materials are compacted into rear-load trucks, further reducing drive time, fuel consumption, and maintenance needs by consolidating the materials from dozens of homes into one truck.

		Wages (at midpoint)	Benefits	Totals
CURBSIDE BULKY PROGRAM				
4	Equipment Operators	258,281	129,140	387,421
1	Quality Assurance Inspector	75,191	37,596	112,787
-12	SCRP Drivers	(338,302)	(25,880)	(364,182)
3	Grounds Crew Laborers	140,400		140,400
		135,571	140,856	276,427

SCRP & CBWP Cost Detail

Cost Category	2025 Actual	2026 Projected	Proposed Curbside
Personnel	$337,688	$512,498	$635,851
Fuel	$79,689	$172,592	$86,296
Fleet Rental	$127,896	$182,838	N/A
Fleet/Container Maintenance	$349,264	$319,396	$150,176
Administrative*	$622,209	$623,906	$219,562
Property Damage & Workers' Comp	$20,207	$33,813	$15,155
Disposal / Tipping Fees	$215,582	$287,438	$342,656
Overhead / Unallocated	$245,663	$245,663	$245,663
TOTAL PROGRAM COST	**$1,998,198**	**$2,378,144**	**$1,695,359**

** Includes additional behind the scenes administrative work with Managers, GIS, MIS and CSS*

Savings Over Prior Years	
2025	**$302,839**
Projected 2026	**$682,785**

Implementation Priorities & Controls

1. Develop District-wide CBWP weekly collection timeframes and parcel maps.
2. Complete equipment procurement strategy and confirm purchase vs. rental/lease-to-own options.
3. Finalize staffing plan, including recruitment of four additional full-time employees, an additional Quality Assurance Inspector, and three temporary laborers.
4. Develop resident education and outreach communications, collection calendar, website content, and clear material placement, pile size restrictions, and acceptable/unacceptable material guidance.
5. Coordinate GIS/MIS/customer-service processes so scheduled collection periods and service questions can be supported consistently.
6. Establish first-year performance measures for set-out rates, homes serviced per crew/day, tons collected, cost per household, overtime, fuel, maintenance, safety, nonconforming piles/materials, and customer grievances.
7. Conduct a formal post-season evaluation in Fall/Winter 2027 and present results to the Board.

Key Assumptions / Items to Finalize

- The 50% set-out rate is a planning assumption; actual resident participation is not yet known. Set-out rates may be higher early on, but additional capacity of nearly 17,500 parcels (8,750 homes at a 50% set-out rate) is reflected through conservative District modeling.
- The three-minute target time per home is a capacity assumption and will need field validation, possibly through a neighborhood test. However, this timing has been developed conservatively and is expected to be less (as opposed to greater) than 3 minutes per household.
    - The above two assumptions were strongly vetted with other municipalities currently providing curbside bulky waste service.
- Disposal/tipping costs are expected to increase by approximately 33% because the proposed model serves substantially more households.
- Initial capital costs have been quoted via state contracts and Sourcewell pricing for a total of $1,153,600, which are proposed for purchase using 2026 capital cost savings.
- Final route design must account for travel time, disposal trips, difficult-access areas, and community-specific constraints, which has been accounted for conservatively using the 3-minute per household model estimates.
- The program name and final public-facing rules should be thoroughly developed before outreach begins.

Conclusion

Staff recommends moving forward with the 2027 Curbside Bulky Waste Program, subject to final budget and procurement approval. The model materially expands access, reduces the operational complexity of individual container delivery and retrieval, and is forecasted to reduce recurring annual operating costs compared with both 2025 actual and 2026 projected SCRP costs.

APPENDIX

Timeline & Communications Plan

WFWRD / CBWP PROVISIONAL DRAFT

Curbside Bulky Waste Program Timeline

PHASE / STATUS	Summer 2026	Fall 2026	Winter 2026 / Jan. 2027	February 2027	Spring 2027	Summer 2027	Fall 2027	Winter 2027
Evaluate & compare COMPLETED Costs, performance, and service models	Summer 2026							
Board direction & equipment orders IN PROCESS Program design, capital orders, and budget approval		Fall 2026						
Outreach & launch preparation PENDING Communications, maps, staffing, and training*			Winter / Jan.					
Collect, inspect, & monitor PROPOSED Two opportunities per household with three crews				February - mid-October 2027				
Evaluate & report PROPOSED Post-season evaluation and report to the Board							Fall / Winter 2027	
Education & Outreach Resident education, program reminders, and ongoing community outreach			Ongoing →					

2028 OR LATER (ESTIMATED): FUTURE FLEET MILESTONE
Once new spare rear-load trucks are on hand, excess and sell the end-of-life rear-load trucks.

Seasonal columns show sequence and overlap, not equal calendar durations. Bar endpoints are approximate where the proposal uses broad timeframes.
*Pre-launch tasks are grouped for planning. Launch remains subject to final budget and procurement approval. Status labels reflect the provisional proposal.

WFWRD / CBWP PROPOSED PLAN

Communication & Education Plan

Help residents know their collection weeks, prepare materials correctly, and understand alternative service options *(SCCS, container rentals, etc)*.

WINTER 2026 / JAN. 2027 **Prepare & coordinate**	Finalize program rules, collection maps, a website hub, FAQs, and customer-service guidance. Present to City Councils and equip cities and community councils with consistent messages.
BEFORE LAUNCH **Notify every household**	Mail postcards (or letter) with each household's two collection weeks and preparation instructions. Explain the transition from SCRP, landfill voucher suspension, and specialty, rental, and Canyon service options.
BEFORE EACH COLLECTION WEEK **Remind & demonstrate**	Send reminders through email, District app, and partner channels *(will have to be careful with this to not encourage illegal dumping and scavenging)*. Use the simple pile-placement diagrams and accepted/prohibited material examples. Include contact and alternate disposal options.
THROUGH WINTER 2027 & BEYOND **Educate & improve**	Quality Assurance Inspectors provide education one week before and during collection and follows up on and tracks nonconforming piles, and early set-outs. Customer service logs recurring questions and concerns. Update FAQs and outreach using first-year results. Collaborationn and ongoing communication with operations and customer service. Ongoing communications with city liasons and code-enforcement departments.

CORE RESIDENT GUIDANCE

Two collection weeks per year. Set out no earlier than 48 hours before collection week and by 7 a.m. Monday. Maximum pile: 10 ft. × 5 ft. × 5 ft. Keep 3 ft. clear of objects and leave sidewalks and roads open. No bagged or prohibited materials before the curb.

- Key Performance Indicators (KPI's): fewer nonconforming piles, recurring questions, time per household, customer grievances, with city specific participation, tonnages and set-out rate tracked throughout.
- Recommended outreach methods build on the provisional 2027 proposal. Finalize public guidance and launch announcements following approval.