



Call-2-Haul Commercial Fee Update

City of Tacoma | Environmental Services
 Government Performance & Finance Committee
 March 18, 2025



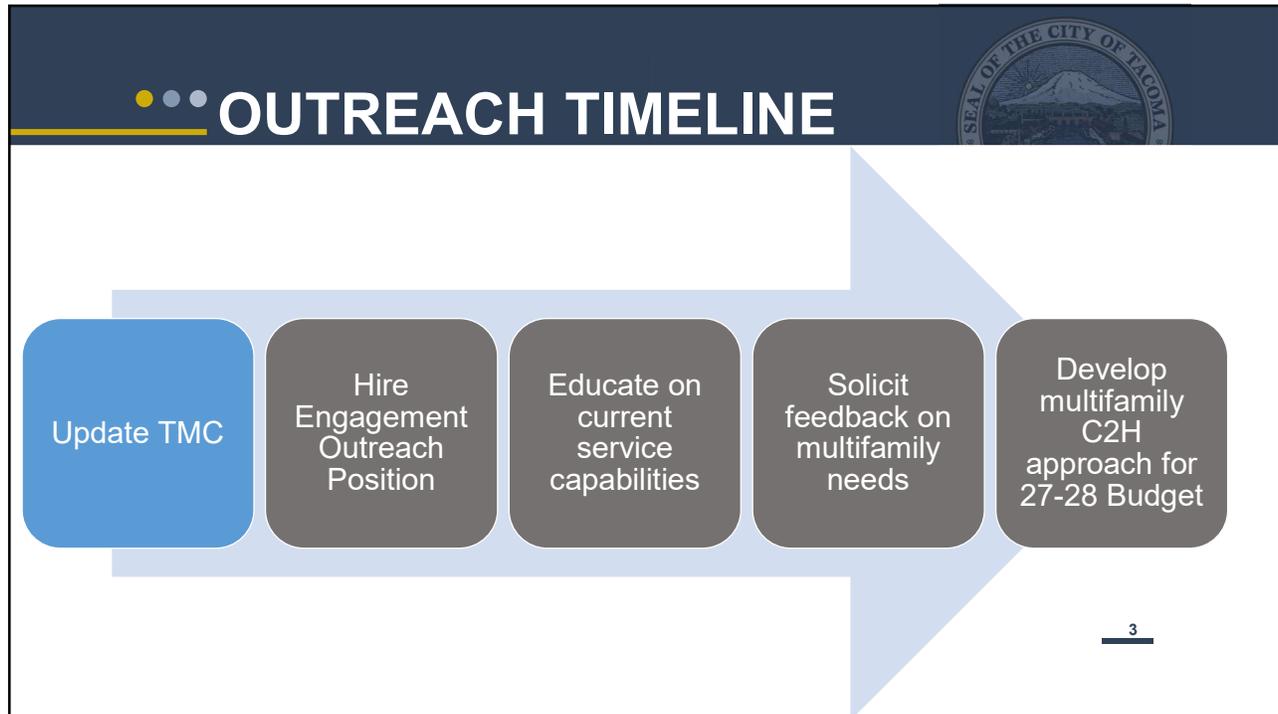
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2025-2026 OUTREACH PILOT

- Responds to City Council request to look at the equity of Call-2-Haul (C2H) for multifamily customers.
- This proposal will be a two-pronged approach with broad and varied advertising and one (1) project FTE for two years to oversee an ambassador program to connect with multifamily residents and managers.
- Solid Waste will provide recommendations for the best approach for multifamily C2H during the 2027-2028 biennial budget process.

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BACKGROUND & ISSUES

The Commercial Call-2-Haul rate has not been updated since December 2014

TMC 12.09.120 W - Commercial Services

City of Tacoma Solid Waste Commercial customers may request "Call-2-Haul" service appointments. No more than three large items, consisting of appliances, furniture, or items of a similar size and weight, and 15 bags or boxes of unusable household items will be picked up by Solid Waste Management at each Call-2-Haul service appointment. A charge of \$75.00 will be charged for each commercial Call-2-Haul. A charge of \$10.00 may be assessed for late cancellations or if items are not set out by 7:00 a.m. on the scheduled date.

4

4

CALL-2-HAUL STATUS QUO

Commercial

- \$75 per pick up
- No limit on the number of pickups

Cost of Service

- ~\$145 cost per pick up
- ~135 pick ups per year

Residential

- Costs rolled into garbage rates
- 2 pick ups per year
- 20% utilization annually

Impact to Bill

- ~\$45 per year / \$3.75 per month
- ~10,000 pick ups per year

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PROPOSAL

- Adjust Commercial C2H Fee to \$115 per pick up
 - In line with other rate adjustments - gradual increase for cost of service, not doubling the cost
 - Remains competitive with the private market without changing service model
 - Enables Solid Waste to better understand willingness to pay point
 - In alignment with rate increases since 2014

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FISCAL IMPACT



Proposed Rate	Average Annual Commercial Pick ups (~135)
\$75 (Status Quo)	\$10,125
\$115 (Proposed)	\$15,525
\$145 (Cost of Service)	\$19,575

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RECOMMENDATIONS



TMC 12.09.120 Commercial Services

- Update TMC to reflect new commercial Call-2-Haul rate of \$115 per pick up

8

8



NEXT STEPS

- City Council First & Second Readings – April 2025
- Effective Date (45 days after adoption)– June 1, 2025

9

9



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10