



Memorandum

Date: July 21, 2020

To: Mayor and City Council and City Manager

Subject: Bulk Trash Serviced Quarterly

I was asked to put together some information for review and possible discussion about the current bulk trash schedule. In years past the City experienced multiple issues with bulk trash being serviced every other week. This schedule had Code enforcement out patrolling frequently often finding bulk items in the right of way outside of a bulk service week. As this schedule continued the problems began to increase almost to a point where it was unmanageable for staff.

The current schedule runs one week each quarter in March, June, September, and December. The drivers follow the weekly trash route. There is not a time that a driver has ever told me they did not service someone because the “truck was full” or that they “ran out of time”. When stops are not serviced completely a green tag is left on the remaining items with the reason of why it was not serviced in its entirety. Often the reasons are that the items are not acceptable (construction debris, paint, tires, TVs) or items were more than the allowed 3 cubic yards.

I feel that customers are accustomed to the quarterly schedule and we have minimal issues come up. The last quarter bulk in June was a tad different as we all know people were home for a few months so that led to a “spring” clean for some. I strongly believe that is why there was more items out this time.

I asked Waste Management to give me some numbers on what it would cost if we increased the bulk service.

City Rates to Customers	
Current Rates	Monthly
Qrtly 4 per yr	\$ 20.69
Increased Services (estimated rates)	
Every other month	\$ 22.13
Twice per month	\$ 26.53
Once per month	\$ 28.77

I do not feel that the numbers above are outrageously high, but I also know that with the idea of increasing the service it will allow issues that we had in the past years resurface. Overall bulk in the right of way is far less than it has been in the past with a quarterly service. I have attached a Bulk Trash “do’s and don’ts” flyer that was mailed to all residential customers several years ago. This might be something that we want to send out again to re-educate customers on bulk trash.

Please let me know if you have any questions.

Dodie Navejas

Dodie Navejas
Utility Billing Supervisor