
MEMORANDUM

DATE: September 21, 2010
SUBJECT: GARBAGE COLLECTION SERVICES & MANDATORY YARD WASTE
FROM: Lehua Weaver

Council Members have requested a formal public discussion to address constituent concerns and confusion over the new mandatory yard waste program.

The Council Members have received a number of calls and emails from constituents who are geographically spread throughout the City, with different concerns based on finances, personal physical ability to handle the necessary storage of leaves, etc. Since this program affects people and residents on a day-to-day basis, frustration and sources of confusion have been magnified. The calls and emails to Council Members and staff have communicated a consistently high level of frustration.

Based on communication to residents, Council Members continue to support the goal of the program changes and implementation. However, because of the nature of the complaints, Council Members have requested exploration of options to address the feedback from some residents, create a smooth transition, and to preserve the City's typically high level of customer service and response.

Issues and Possible Options:

- 1) To accommodate concern about the high volume of leaves:
 - a) Additional Yard Waste Can collection – twice per week for a to-be-determined number of weeks. The Administration initially estimated a cost of \$300,000 to add this to the existing schedule. Staff has requested detail of the estimate and will forward that to the Council when we receive it.
 - i) Balance cost and emissions by eliminating service in February?
 - ii) Residents would need to purchase their own leaf bags. The City has not purchased bags this season.
 - b) Leaf drop-off in City Parks - mixed support
 - c) Switch back to sweeping leaves into the gutter and use a vacuum truck to collect. This has had mixed support – policy questions
 - d) Other?
- 2) To accommodate lack of need for cans or size concerns:
 - a) Allow households to share cans?
 - i) Difficult to administer.
 - ii) Difficult for billing?
 - b) Provide option for smaller recycling cans (at the same rate)
 - c) Other?