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From: ()
Sent: January 4, 2009 10:28 AM
To: Mayor and Council
Subject: garbage pick up on lanes

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1785-05

We have missed our garbage pick-up for the last three weeks, presumably because the contractor's trucks can't navigate on lanes. I am writing today because we need more creative solutions than simply not picking up the garbage. I have tried to communicate with the contractor, with no meaningful outcomes.

When the lane is potentially not accessible, I can put out my garbage at the front of the house or along 21st street. I just need to know that the trucks will stop for it. The contractor should designate and publicize alternate pick-up locations/routes when they expect that the weather will make the lanes difficult to access.

I can make arrangements to drop off my garbage at the transfer station. I have been told by staff that I would have to pay regular rates for the privilege, which is not fair. I have already paid for the garbage to be collected. A system of vouchers or waivers, possibly based on address, and a signature, is all that should be required. It takes little more to vote in a municipal election.

I understand that the weather makes the contractor's job more difficult. But they have contracted to provide a service. If they can't fulfill their obligations, they have a duty to be forthcoming with mitigations. They can do more than simply expecting me to carry my accumulating garbage back and forth to the lane, week after week. They should have a reasonable, publicized winter-weather plan. They should be willing to adopt solutions that are more creative than simply trying again next week. I have outlined two reasonable options above. There are probably many more.

Please communicate to the contractor that you expect them to be more creative.

Thanks.

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