



CITY OF CONCORD

REPORT TO MAYOR AND THE CITY COUNCIL

FROM: Earle M. Chesley, P.E., General Services Director

DATE: January 26th, 2016

SUBJECT: FY16 Semi-Annual Report on Contracted Solid Waste and Recycling Services

Recommendation

Accept this report regarding the performance of the City's solid waste and recycling collection vendor for the period of July 1st, 2015 through December 31st, 2015. As the Department now maintains an ongoing accounting of the metrics contained in this report, this is recommended to be the final Report to Mayor and the City Council report generated Semi-Annually.

Background

This is a report to the Mayor and City Council regarding the level of service provided by Casella Waste Management. Casella is the City-contracted provider performing solid waste and recycle collection services within the City.

In February 2013, the City rolled out an updated website that allows residents to report a concern such as a missed trash or recycling pick-up, problems with containers, or illegal dumping, through the City's website using a tool called the Citizen Request Tracker. This report reflects the service metrics from the categories which residents can select in the Citizen Request Tracker. The Department continues to track requests for service on a daily basis, which allows us to better respond to the concerns of Concord residents and to follow-up as necessary.

Discussion

This report covers the period from July 1st, 2015 through December 31st, 2015. There were 225 requests for service in 132 collection days. Detailed entries in the customer service database for this period are available upon request.

The requests are summarized as follows:

Request for Service Categories	Requests Generated in the Previous Reporting Period	Requests Generated This Reporting Period
Blue Bag Program	1	1
Dumpster(s)	8	4
Illegal Dumping	20	54
IPhone	4	4
Other	1	1
Curbside Collection	144	158
Spring Yard Waste	24	0
Totals	202	225

Cc: Jeff Hoadley, Business Manager
Adam Clark, Solid Waste Manager