



# CITY OF CONCORD

## REPORT TO MAYOR AND THE CITY COUNCIL

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

**DATE:** July 27, 2015

**SUBJECT:** FY15 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 January 1<sup>st</sup>, 2015 through June 30<sup>th</sup>, 2015. The Department maintains a monthly accounting of the metrics contained in this report.

### **Background**

This is the second of two semi-annual reports for FY 2015 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 January 1<sup>st</sup>, 2015 to June 30<sup>th</sup>, 2015. There were 202 requests for service in 129 collection days. Detailed entries in the customer service database for this period are available upon request.

The requests are summarized as follows:

<b>Request for Service Categories</b>	<b>Requests Generated in the Previous Reporting Period</b>	<b>Requests Generated This Reporting Period</b>
Blue Bag Program	1	1
Dumpster(s)	10	8
Illegal Dumping	49	20
IPhone	5	4
Other	1	1
Recycling	78	40
Spring Yard Waste	0	24
Trash	78	104
<b>Totals</b>	<b>222</b>	<b>202</b>

Cc: Jeff Hoadley, Business Manager  
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